

// Please type your reply above this line *-i:tr*

Due Date: 10/15/2015
Serve Date: 09/15/2015

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/512642>

Subject: Home internet data cap is unacceptable

Tags: cable_internet carrier_response_pending no_filing_on_behalf oi_nn open_internet_net_neutral_lity_internet other pennsylvania

Email: randypaun@gmail.com

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Communications

Account #: 0301541-04

First: Randy

Last: Paun

Address: 3126 Route 115

City: Effort

State: pennsylvania

Zip: 18330

Phone where to be contacted: 484-866-3382

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Julie Benshoff (FCC Complaints)

Sep 15, 9:02 AM

Private note

Please use the Macro called "Closure Response to FCC" when you are ready to respond.

This constitutes a notice of informal complaint filed with the FCC against your company. Your response to the consumer (with a copy to the FCC) is due no later than 30 days from the date of this notice.

For more information on your legal responsibilities, see <https://us-fcc.app.box.com/complaintnotice>.

If you have any questions regarding this notice, please contact the FCC at carriersupport@fcc.gov.

Randypaun

8/14/2018 1:47 PM

Randypaun was not signed in when this comment was submitted. [Learn more](#)

My name is Randy Paun. The account this complaint is regarding is under my brother-in-law's name, Evan Marshall. Our families live together, in the same house, and split the bill for this internet connection.

We live in Effort, PA with a Blue Ridge Communications internet access package. We were charged an extra ONE HUNDRED DOLLARS on our August bill for using 100 more GB than the 400GB monthly cap. This cap was hidden among some paperwork that was later sent to the house (and signed, regrettably). The "overage" charges weren't even addressed on their website, when shopping for a plan. You have to go hunting through fine print documents just to find it.

They claim to have sent us something that said we were using too much data, but since we pay our bills online only, the "paper bill" just goes straight to recycling. This overage was never address digitally.

After fighting about how unjust it was to be charging me for using the internet in the way it was intended (freely and unlimitedly), we "settled" at us paying them \$50. On top of that, we increased our "package" in hopes we don't incur such UNETHICAL charges again, giving them even more money, thus rewarding this despicable behavior!. It's VERY easy to use up 400+GB a month these days between streaming and downloading high def, ultra def (4k+) movies and pictures, not to mention lossless music and dvr recordings, all of these things require larger and larger files. We haven't even talked about downloading games from steam and others yet. ONE game downloaded can be more than 100gb. It's only going to get easier in the coming future, with 4k streaming becoming the norm, and more and more games becoming bigger and more graphic intense, and more networks / media platforms are going digital/streaming.

A free and unlimited internet is extremely important to American households now. We are becoming more and more reliant on having an unrestricted internet, data caps included. The services our ISP essentially offers, just by giving us access to such things (netflix, hulu, streaming music, dvr, gaming etc etc), should be free of extra charges, just because the file sizes are becoming bigger and bigger. These

services by the way (netflix hulu etc.) PAY the ISPs for the data that is trafficked to us! The ISP are essentially double dipping, charging us, and 3rd party services for the same usage/ same traffic!

Please don't allow ISPs to charge extra and penalize us for using the service we pay them for, fairly.

Thank you

You are an agent. Add a comment by replying to this email or view ticket in [Zendesk](#).

Ticket # 512642
Status Open
Requester Randypaun
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

This email is a service from FCC Complaints. Delivered by [Zendesk](#)

September 28, 2015

Julie Benshoff
Consumer Complaints

Serve Ticket#: 512642
LastName: Paun

Dear Julie Benshoff,

Mr. Paun's complaint is that he thinks his internet service should be free and unlimited.

History: Our residential internet service has had bandwidth allowances for over ten years. Originally, the bandwidth allowance was based on the level of service and the average subscriber used less than 15GB per month.

In 2009, as bandwidth usage grew, we measured bandwidth usage between the peak hours of 5pm - 1am and raised the bandwidth allowance to 250GB for all levels of service. Less than 1% of the customers were affected and they were charged \$1.00 per GB over the 250GB.

Effective September 1, 2015, we modified the bandwidth policy by measuring the usage levels continuously and increasing the allowance by level of service, as follows:

| | Speed | Bandwidth Allowance |
|----|---------|---------------------|
| 1) | 1.5mbps | 150 GB downstream |
| 2) | 5mbps | 300 GB downstream |
| 3) | 10mbps | 400 GB downstream |
| 4) | 15mbps | 500 GB downstream |
| 5) | 60mbps | 600 GB downstream |
| 6) | 100mbps | 700 GB downstream |

Customers who exceed the monthly allowance are charged \$10 for each additional 50 GB.

Notice: We notified the customers of this change by bill message and amendment to the Blue Ridge policies on our web page. Additionally, we email customers if they reach 75% and 90% of their bandwidth allowance (Like the wireless phone providers do). We also provide a link to our website where the customer can monitor their bandwidth daily usage and what their current total bandwidth usage is for the month. For the first month of the new program (September 2015), we did not impose any usage fees but alerted the customer that we would begin doing so the following month. Importantly, bandwidth usage is independently measured and reported by a 3rd party.

Reason: Many customers do not realize that we pay for bandwidth on a usage basis. There is a vast discrepancy between the average and extreme user. Currently, the average user consumes 67 GB per month (well below even the lowest allowance) but we have seen extreme users consuming Terabytes of data. We believe that it would be unfair to the average user to raise rates to pay for the increased costs caused by the extreme users. We believe the bandwidth allowances selected are fair (our estimates are less than 3% of subscribers will exceed a data allowance) and that we give the extreme users notice and the opportunity to monitor their usage to avoid unexpected spikes in their bill.

Customers sometimes confuse the data allowances with prohibited blocking or throttling. Data allowances are neither and have been permitted, if not encouraged, by regulatory policy. Data allowances are the fairest method to allocate the variable cost of internet service. We are finding that many of the customers complaining about the bandwidth plans are using well under their data allowance and will not be affected. We will be contacting our customers who have made complaints and make sure they understand what their bandwidth usage has been, and how to check their usage on our website for daily and total bandwidth usage.

Please let me know if you have any further questions.

Sincerely,

Jeff Crandall
Director of Operations
Blue Ridge Communications

Cc.Randy Paun