

#648847 Unable to port from Blue Ridge Cable to Verizon

Submitted	Received via	Requester		
November 10, 2015, 4:19 PM	Web Form	Natecovington <natecovington@gmail.com>		
Status	Type	Priority	Group	Assignee
Open			Blue Ridge Communications	Jeff Crandall
Complaint	Internal Status	Carrier Serve Due Date	Carrier Serve Date	Company Name
Carrier Response	Pending	Dec 13	Nov 13	Verizon
Phone Method	Phone Issues			FirstName
Internet (VOiP)	Number Portability (keeping your number if you change providers)			Nathan
Last Name	State	Zip Code	Additional Company Name	
Covington	Pennsylvania	18342	Other	
Phone (where you can be contacted)		Telephone Number	Subject of Complaint	
215-353- 7786		570-595-3956		
Account Number	Address 1	City	Filing on Behalf of Someone	
0329094-01	PO Box 403	Mountainhome	No	
Additional Company Name (Other)				
Blue Ridge Cable				

Natecovington Nov 10, 4:19 PM

I signed up with Verizon in 2009 for local copper phone service... I switched to Blue Ridge Cable digital phone service a few months later. I'm now trying to switch back to Verizon and they are telling me that I am unable to port the number

Melissa Wetzel Nov 13, 8:07 AM

Internal note

Please use the Macro called "Closure Response to FCC" when you are ready to respond. To view instructions on how to respond see <https://us-fcc.box.com/how-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.

Support Software by Zendesk

November 20,2015

Melissa Wetzel
Consumer Complaints
Serve Ticket#648847
Last Name: Covington

Dear Melissa Wetzel,

Mr. Covington's complaint is that he wants to switch telephone providers from Blue Ridge to Verizon and he is unable to do so.

On 11/18/15,we spoke with Mr. Covington and explained that to port a phone number from one provider to another; the new provider must initiate the port and he should request his new provider to do so.

According to our records we have not received a port request from Verizon or any other telephone provider. As soon as we receive a port request from a new provider,we will port the number. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Nate Covington

