



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

September 25, 2013

Sharon C Bowers, Division Chief
Federal Communications Commission
Consumer Inquiries & Complaints Division
445 11th St SW 5-A847
Washington DC 20554

Kate Taylor
RE: 13-C00518194-1

Kate Taylor's complaint is that she doesn't understand why the account that is in Concetta Werntz's name has a back balance due of \$1600.00. Our records indicate the account in question (293534-01) has a back balance due of \$1,010.12, \$626.02 for unreturned equipment and \$383.56 for unpaid monthly services. This account was disconnected in August of 2013 for non-payment.

This account was paying for four HD digital converters. The customer returned three of the HD digital converters but said they could not find the fourth converter. This is the unreturned equipment being charged to this account and will be removed if the converter is returned. This account was also charged for a damaged converter because when they returned the converter it was not working and there was debris inside and was deemed not repairable by the manufacturer.

Please let us know if you have further questions.

Sincerely,

Jeff Crandall
Director of Operations
Blue Ridge Communications
610-826-9110
jcrandall@pencor.com

PH•610 s26

1Kate Taylor

FX•610 826 7626

email•brc@ptd.net

CARRIER RESPONSE COVER PAGE

COMPLAINT # : 13-C00518194-1

CARRIER : Blue Ridge Communications

CONSUMER NAME : TAYLOR



Carrier Instructions: To better assist the FCC in ensuring that carrier responses are attached to the correct complaint, this cover page has been provided to you for responding to the complaint referenced above. Please ensure that this page precedes your response to this complaint. If you have any questions, please contact your FCC POC.

FCC Instructions: When scanning the carrier's response, select file type "Carrier Response" and upload file to the complaint # noted above.

user complaint number: 13-C00518194-1

Carrier: Blue Ridge Communications

Form 2000B - Billing, Privacy, or Service Quality Complaint

Consumer's Information:

First Name: Kate Last Name: Taylor

Company Name:

(Complete only if you are filing this complaint on behalf of a company or an organization.)

Post Office Box Number:

(Official Post Office box Number Only)

Address 1: 5684 Pembroke Dr
Mailing Address (where mail is delivered)

Address 2:

City: TOBYHANNA State: PA Zip Code: 18466

Telephone Number (Residential or Business): (570) 894 - 0632

E-mail Address:

*** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT ***

1. Telephone number(s) involved (including area code):
2. What is the name of the telephone company, wireless carrier, or other company that is the subject of your complaint?: Blue Ridge Communications Internet
3. What is the account number that is the subject of your complaint?: 29353401
4. If you are disputing charges on a telephone bill, complete the following:
 - a. Disputed amount: \$ 0.00
 - b. Have you paid any of the disputed charges?: false
 - c. Did the billing company adjust or refund the disputed charges?: false
 - d. If yes, what was the amount of the adjustment or refund?: \$ 0.00
 - e. Are the disputed charges related to additional services?: false
If yes, please explain:

5. For billing and non-billing complaints (including privacy and service quality issues) please provide the details of your complaint or any additional information below: Consumer has had problems since March 2013. She said that the installer took the boxes she had, and then said one of her boxes had debris in it. Consumer said her bill was always a little bit behind. She said that she has been making payments. On July 9, she paid 485.12, and it was like a 1000.00 she owed, now they are saying her bill is over 1600.00, she does not understand. Also why has she not gotten a signature card? She said she does not understand how they are coming up with all of these charges. They also disconnected her services on July 7, 2013. Please provide a statement, of how these charges have occurred and also keep in mind that she is disabled.

Complaint Summary: 13-coos1a194.1

Date Served :08/28/2013

Response Due Date :09/27/2013

Carrier :Blue Ridge Communications

Form Type :2000B

Consumer Name :TAYLOR, KATE

Complaint Submission Date: 08/08/2013

Complaint Type: Wireless

Complaint Category: Broadband

Complaint Sub-Category: Billing/Rates

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
1270 Fairfield Road
Gettysburg, Pennsylvania 17325-7245

OFFICIAL NOTICE OF INFORMAL COMPLAINT

Date: 08/28/2013

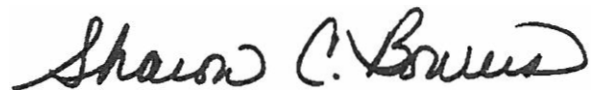
The attached list identifies one or more informal complaints recently filed against your company with the Federal Communications Commission (Commission). Also attached is a copy of each complaint. Pursuant to Section 4(i) of the Communications Act of 1934, as amended (the "Act"), 47 U.S.C. §154(i), and Section 0.141 of the Commission's rules (the "rules"), 47 C.F.R. § 0.141, and, if your company is a common carrier subject to the Act, Section 208 of the Act, 47 U.S.C. § 208, and Section 1.717 of the rules, 47 C.F.R. § 1.717, we direct your company to submit a separate response to each complaint that specifically addresses each allegation raised in the complaint, and describes any action that your company has taken to satisfy each allegation. If a complaint concerns a call completion or call quality problem, your response must also include a narrative explanation as to how your company handles telecommunications traffic directed to the local telephone service provider serving each of the called locations and should identify all providers that your company uses to deliver traffic to that provider. Each response is due within thirty (30) days of the date of this Notice.

Your response to each informal complaint must be submitted, in writing, to the Commission at 1270 Fairfield Road, Gettysburg, Pennsylvania 17325-7245, or as an attachment to an e-mail sent to complaintresponses@fcc.gov. However, companies that have arranged with the Commission to receive and respond to informal complaints electronically must submit their responses to the Commission via the FCC website. You must also submit a separate response to each enclosed complaint. At the top of each response include: (1) the complainant's name, and (2) the complaint number. You also must provide the name of a company representative to whom all future correspondence regarding the complaint should be directed. You are further directed to send a copy of each of your responses to the respective complainant at the time that you forward each response to the Commission. Finally, your company is directed to retain all records that are or may be pertinent to the allegations raised in each complaint for one (1) year after the date of this letter, unless otherwise instructed.

A failure to answer any lawful Commission inquiry is considered a misdemeanor punishable by a fine under Section 409(m) of the Act, 47 U.S.C. § 409(m). Section 503(b)(1)(B) of the Act, 47 U.S.C. § 503(b)(1)(B), provides for the imposition by the Commission of forfeiture penalties against any person who willfully fails to follow the directives of the Act or of a Commission order.

If you have any questions regarding this Notice, please contact Fran Lookenbill at 717/338-2547 or at fran.lookenbill@fcc.gov. To ensure that we can supply the information that you seek, please provide the names of the complainant and your company, the complaint number, and the specific questions that you would like to have answered.

Sincerely,



Sharon Bowers, Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau

Attachment(s)

Form 2000B - Billing, Privacy, or Service Quality Complaint

***** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT *****

satisfy the complaint or explain to the Commission and the complainant its time frame, either satisfy the complaint or explain to the Commission and the complainant its failure to do so; where there is an indication of a violation or potential violation of a statute, regulation, rule, or order, records from this system may be referred to the appropriate Federal, state, or local agency responsible for investigating or prosecuting a violation or for enforcing or implementing the statute, rule, regulation, or order; a record from this system may be disclosed to a Federal agency, state, or local agency responsible for investigating or prosecuting a violation or for enforcing or implementing the statute, rule, regulation, or order; a record from this system may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant or other benefit; a record on an individual in this system of records may be disclosed, where pertinent, in any legal proceeding to which the Commission is a party before a court or administrative body; a record from this system of records may be disclosed to the Department of Justice or in a proceeding before a court or adjudicative body when: (a) the United States, the Commission, a component of the Commission, or, when represented by the government, an employee of the Commission is a party to litigation or anticipated litigation or has an interest in such litigation, and (b) the Commission determines that the disclosure is relevant or necessary to the litigation; a record on an individual in this system of records may be disclosed to a Congressional office in response to an inquiry the individual has made to the Congressional office; a record from this system of records may be disclosed to GSA and NARA for the purpose of records management inspections conducted under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall not be used to make a determination about individuals.

In each of these cases, the FCC will determine whether disclosure of the information in this system of records notice is compatible with the purpose for which the records were collected. Furthermore, information in this system of records notice is available for public inspection after redaction of information that could identify the complainant or correspondent, i.e., name, address and/or telephone number.

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507 AND THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. SECTION 552a(e)(3).

Form 2000B - Billing, Privacy, or Service Quality Complaint

*** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT ***

You may submit this form over the Internet at <http://www.fcc.gov/cgb/complaints.html>, by e-mail to fccinfo@fcc.gov, by fax to 1-866-418-0232, or by postal mail to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Complaints
445 12th Street, SW
Washington, D.C. 20554

In addition, you may submit your complaint over the telephone by calling 1-888-CALL-FCC or 1-888-TELL-FCC (TIY). If you choose to submit your complaint over the telephone, an FCC customer service representative will fill out an electronic version of the form for you during your conversation. If you have any questions, feel free to contact the FCC at 1-888-CALL-FCC or 1-888-TELL-FCC (TIY).

FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT AND THE PRIVACY ACT

The Federal Communications Commission is authorized under the Communications Act of 1934, as amended, to collect the personal information that we request in this form. This form is used for complaints that involve billing, privacy, or service quality. The public reporting for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMO-PERM, Paperwork Reduction Project (3060-0874), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to PRA@fcc.gov. PLEASE DO NOT SEND YOUR COMPLETED FORMS TO THIS ADDRESS.

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0874.

In addition, the information that consumers provide when filling out FCC Form 2000 is covered by the system of records notice, FCC/CGB-1, Informal Complaints and Inquiries File (Broadcast, Common Carrier, and Wireless Telecommunications Bureau Radio Services). The Commission is authorized to request this information from consumers under 47 U.S.C. 206, 208, 301, 303, 309(e), 312, 362, 364, 386, 507, and 51; and 47 CFR 1.711 et seq.

Under this system of records notice, FCC/CGB-1, the FCC may disclose information that consumers provide as follows: when a record in this system involves a complaint against a common carrier, the complaint is forwarded to the defendant carrier who must, within a prescribed time frame, either

User Complaint Number	Last Name. First Name	City. State. Zip	Form Type
13-C00518194	TAYLOR, KATE	TOBYHANNA, PA, 18466	20008

Carrier Name: Blue Ridge Communications

Serve Start Date: 08/28/2013

Serve Due Date: 09/27/2013

Carrier Name : Blue Ridge Communications

