

Due Date: 08/26/2015

Serve Date: 07/27/2015

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/425517>

Subject: hternet outage

Tags: availability_internet carrier_response_pending other pennsylvania pennsylvania_behalf_of wireless_internet yes_filing_on_behalf

Email: pamandmatt2011@gmail.com

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge

Account # :

First: Pam

Last: Berger

Address: 8146 Mayfair rd

City: Tobyhanna

State: pennsylvania

Zip: 18466

Phone where to be contacted: 570-580-2439

Filing on Behalf of Someone: Yes

Relationship:

First Name: John

Last Name: Cook

Serve Status: carrier_response_pending

Ticket Information:

Diane Murphy (FCC Complaints)

V E. r

Private note

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](https://us-fcc.app.box.com/complaintnotice).

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

Pamandmatt2011

Jul 24, 8:40 PM

Pamandmatt2011 was not signed in when this comment was submitted. [Learn more](#)

I think my bill should be prorated whenever I lose service for any amount of time. Today I was left without internet, digital phone and TV was screwy. I also had to use my data because of no wifi. Not to mention all the headaches

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

Ticket # 425517

Status Open

Requester Pamandmatt2011

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](#)

August 18, 2015

Diane Murphy
Consumer Complaints

Serve Ticket#425517
Last Name: Berger

Dear Diane Murphy,

Ms. Berger's complaint is that her bill should be prorated whenever she loses service for any amount of time. She states she was left without internet, digital phone, and TV service was 'screwed'.

On July 24, 2015, there was a service outage in Ms. Berger's area that lasted for two hours before it was repaired. Per our franchise agreement in the Twp. where Ms. Berger lives credit is given for service outages lasting over 24 hours upon a request from the customer. This outage was two hours long and did not meet this criteria.

Please let me know if you need any further information.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Pam Berger

Crandall, Jeff

From: Masenheimer, David
Sent: Wednesday, August 05, 2015 4:05 PM
To: Crandall, Jeff
Subject: This is the credit policy from the Tobyhanna Township franchise agreement

5.7 CREDIT FOR SERVICE INTERRUPTIONS

In the event that there is a Service Interruption to any four (24) or more consecutive hours, upon receipt of written request, the Subscriber shall be granted a pro rata credit or rebate, on a daily basis, for the service charge during the next consecutive billing cycle, and such credit shall be applied to any outstanding balance that is currently due.

