

Due Date: 12/21/2022  
Serve Date: 11/21/2022

\*\*\*

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5873463>

Subject: Blue Ridge Availability Complaint

Tags: availability\_internet cable\_internet carrier\_response\_pending current\_customer other pennsylvania

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge

Account #:

First: [REDACTED]

Last: [REDACTED]

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: pennsylvania

Zip [REDACTED]

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: -

Relationship:

First Name:

Last Name:

Serve Status: carrier\_response\_pending

Ticket Information:

---

## Jada Barnes (FCC Consumer Inquires and Complaints)

Nov 21, 2022, 6:10 PM EST

### Private 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](mailto:carriersupport@fcc.gov).

---

[REDACTED]

Nov 21, 2022, 5:57 PM EST

[REDACTED]

---

**Jada Barnes** (FCC Consumer Inquires and Complaints)

Nov 21, 2022, 5:45 PM EST

Hello..

To assist you, we need your address, your phone number associated with your Blue Ridge account and/or a contact number.

Thanks  
FCC

---

**Alex Hernandez** (FCC Consumer Inquires and Complaints)

Nov 21, 2022, 7:20 AM EST

**Private note**

[REDACTED]

Sent: Wednesday, November 16, 2022 10:23 AM  
Subject: [EXTERNAL]: Turning off internet

---

Dear Sir/Madam

I am disabled and our cable company is Blue Ridge and they have suspended my internet service. I don't get out much and do my work online. Such as my reports to SS and unfortunately I am on welfare and must do those things online as well!

I will be grateful for any help you may provide.

Sincerely yours

[REDACTED]

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

**Ticket #** 5873463  
**Status** Open  
**Requester** [REDACTED]  
**CCs** -  
**Group** Blue Ridge Communications  
**Assignee** Jeff Crandall  
**Priority** -  
**Type** Ticket  
**Channel** Web Form

This email is a service from FCC Consumer Inquires and Complaints.