

Subject: Serve ticket#: 5446494 Last Name: Pardo

##- Please type your reply above this line -##

Due Date: 05/28/2022

Serve Date: 04/28/2022

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/5446494>

Subject: WiFi connectivity

Tags: availability_internet cable_internet carrier_response_pending current_customer internet_availability_other no_filing_on_behalf other pennsylvania yes_contacted_company

Email: [REDACTED]

Method: - -

Issue: - -

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge cable

Account #: [REDACTED]

First: [REDACTED]

Last: Pardo

Address: [REDACTED]

Address 2:

City: [REDACTED]

State: pennsylvania

Zip: [REDACTED]

Phone where to be contacted: [REDACTED]

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

Yolanda Giles (FCC Consumer Inquires and Complaints)

Apr 28, 2022, 3:10 PM EDT

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.

[REDACTED]

Apr 27, 2022, 3:56 PM EDT

I have no cellphone signal in my house so I pay for high speed internet with a wifi modem. Blue Ridge cable is the local service monopoly. They recently started marketing their own phone service and appear to be blocking my wifi use as my messeging app can't send any more. I believe that interference with cellphone transmission is unlawful and Im already paying for high speed internet access.

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

Ticket # 5446494
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.