

Langdon, Jeff

From: Crandall, Jeff
Sent: Friday, August 05, 2016 9:50 AM
To: Langdon, Jeff
Subject: FW: Serve ticket#: 1051985 Last Name: stigliano

Follow Up Flag: Follow up
Flag Status: Flagged

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From: FCC [mailto:consumercomplaints@fcc.gov]
Sent: Friday, August 05, 2016 9:09 AM
To: Crandall, Jeff
Subject: Serve ticket#: 1051985 Last Name: stigliano

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

Rebuttal Due Date: 08/19/2016
Rebuttal Serve Date: 08/05/2016

REBUTTAL

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1051985>

Subject: complaint about "updated" voicemail features

Tags: availability_phone cams_customer_service carrier_rebuttal_response_pending carrier_response_date_added no_filing_on_behalf other other_additional_company_name pennsylvania rebuttal_review_needed wired_phone

Email: mj_stigliano@hotmail.com

Method: Wired -

Issue:Availability (including rural call completion) -

Number subject to complaint: 570-431-4762

Company Name:

Other Company Name: Blue Ridge Communications

Account #: 205009-03

First: maryjane

Last: stigliano

Address: 110 totteridge rd

City: bushkill

State: pennsylvania

Zip: 18324

Phone where to be contacted: 570-431-4762

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_rebuttal_response_pending

Ticket Information:

Eric Gamage (FCC Complaints)

Aug 5, 9:08 AM EDT

Private note

Please use the macro "Rebuttal Response to FCC" when you are ready to respond.

This constitutes a follow-up to your response to this informal complaint. The complaint response you provided either did not contain a response or the response was insufficient. As soon as possible but no later than 14 days, please submit your initial response if you failed to provide it or submit an additional response addressing the below issues to the Consumer with a copy to the FCC.

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

Mj Stigliano

Jul 25, 11:41 AM EDT

Hello, on Saturday 7/23, I received a "COPY" of a letter that was addressed to Beverly Daaku, Consumer Complaints. In this letter, the company gave their usual boilerplate responses about how all these changes are a benefit to the customer, but I don't agree because not everyone has continuous access to a computer, and asking the customer to manage their own account while paying for an "upgrade" seems to be bad business practices. Also, they continue to gloss over the fact that instead of using one feature to perform 3 tasks (*60, to block, unblock or verify list of blocked number), the user now has to use three features to perform 3 tasks: *60 to block, *80 to unblock, sign in to user online account to verify list of blocked numbers. I'm still unclear as to how this new process is considered an "upgrade". Please do not close this ticket until I've spoken to you. Feel free to contact me via phone at 570 431-4762.

Attachment(s)

[FCC complaint response from BCP.pdf](#)

Mj Stigliano

Jul 23, 10:37 AM EDT

From: FCC <consumercomplaints@fcc.gov>

Sent: Thursday, June 23, 2016 2:24 PM

To: Mj Stigliano

Subject: Request received: complaint about "updated" voicemail features

Hello, would someone kindly provide an update on my issue, which has not yet been resolved. Blue Ridge Communications has not contacted me, and now I am having additional problems with my phone service.

Help and thank you!

Jeff Crandall (FCC Complaints)

Jul 20, 9:40 AM EDT

Private note

Please see our response and attachment.

Attachment(s)

[FCC Consumer Complaint- MJ Stigliano- Serve Ticket#1051985.doc](#)

Beverly Daaku (FCC Complaints)

Jun 24, 11:24 AM 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.

Mj Stigliano

Jun 23, 2:24 PM EDT

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

In Oct/Nov 2015, the company who provides my telephone service, Blue Ridge Communications, rolled

out an "upgrade" to phone services, which includes a feature named "call block". Before the "upgrade", phone service was routed through Sprint, and this call block feature was also available. At that time, I would dial *60 and could accomplish these 3 tasks: add a number I wished to block, remove a number I had previously added, or confirm the list of numbers I had already blocked. The changes made in late 2015 are now routed through another phone company, but customers were never advised of this change, nor have we been provided with the name of the new company. Also with the changes made in 2015, the only function now supported by dialing *60 is to add a number to be blocked. If I wish to remove a number from my call block list, I have to dial *80. If I wish to check the list of numbers already blocked, I have to log in to my "online" cable account. This means that where a customer previously only had to dial *60 to accomplish 3 tasks, now we have to perform three different tasks to complete 3 requests. And where is the logic in asking customers to manage their phone features via the internet? In addition, Blue Ridge Communications now maintains an online call record of all my telephone calls: incoming, outgoing, calls to voicemail, etc. I understand they may need to keep this kind of information in the event law enforcement needs it, but they will not delete it from my online account and is no way for the me to hide or delete the list when I'm logged into my account. So my three complaints are: (1) none of these "upgrades" were communicated to the customer and the customer is forced to "learn as they use" the services (2) usability of new *60 features is severely restricted unless you have access to a computer (3) user should be given the ability to manage their own call history list, i.e., the ability to hide or delete call history records from online account.

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

Ticket # 1051985
Status Open
Requester Mj Stigliano
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 10, 2016

Terrance F. Greene
Office of Attorney General
Bureau of Consumer Protection
417 Lackawanna Avenue
Suite 202
Scranton, PA 18503
Ref: Mary Jane Stigliano
BCP-16-05-009901

Dear Terrance F. Greene,

We understand that Ms. Stigliano does not like the fact that the process to use certain phone features changed when we upgraded our phone system. In particular, she dislikes the new process for call blocking and unblocking. The upgrade allows customers to manage their own telephone account and telephone features. It provides the ability to customize or remove features without having to call customer service and wait one to two business days for the changes to be implemented. Some examples of customer managed features on the customer portal are: International Call Blocking and unblocking; Toll Free Number block; sending blocked numbers directly to voicemail; view call history; customize Voicemail and Call Waiting features. Unfortunately, the phone upgrade came as a package and we are not able to make any feature changes to the system.

Ms. Stigliano's complaint is that to unblock a number, she now has to dial *80 and then enter the 10 digit number she wants to unblock. If she does not know the phone number she wishes to unblock, she must view the number from her personal customer portal website via computer. If she does not wish to use the customer portal, she always has the option to call our customer service to assist her with any questions, changes, or issues she may have.

If you have any further questions, please let me know.

Sincerely,
Jeff Langdon
Blue Ridge Communications

