

Subject:

FW: Serve ticket#: 3361116 Last Name: Colby

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

Due Date: 07/31/2019
Serve Date: 07/01/2019

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3361116>
Subject: Billing
Tags: billing_tv cable_tv carrier_response_pending former_customer no_filing_on_behalf other pennsylvania yes_contacted_company
Email: [REDACTED]
Method: - Cable
Issue: - Billing
Number subject to complaint:

Company Name:
Other Company Name: Blue Ridge Cable TV
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: No
Relationship:
First Name:
Last Name:
Serve Status: carrier_response_pending

Ticket Information:

Lois Neely (FCC Complaints)

JUL 1, 12:10 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]

Jun 28, 5:11 PM EDT

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

- consumer wants to file a complaint on Blue Ridge Cable TV as being a predator.
 - June 18th, 2018 Blue Ridge came out and hooked up service for \$50.00 – Monthly fee is about \$90 but if you go over the data they will tack on \$10 – \$20 if you go over the data limit per day to watch streaming TV – did not tell consumer that there was a cap on the amount of data usage – since June 2018 – Jan 2019 has spent up to \$1,700 and then now she owes \$1,000
 - cannot get on a plan that had more data and would like her to get on a higher data plan until they paid off the balance – consumer stating that if they were able to get a higher data plan they wouldn't have had all the extra data charges.
 - consumer has spoken to Blue Ridge Cable several time and the rep were very rude and told consumer to just pay her bill.
 - Consumer would like issue resolved by not having consumer pay that last \$1,000 due to their monthly payments was not what the rep stated and was over the amount twice of what the rep stated.
- 570-801-5826 cell phone

CTR395--phone

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

Ticket # 3361116

Status Open

Requester Dianne Colby

CCs -



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

July 8, 2019

Lois Neely

Consumer Complaints

Serve Ticket#3361116

Last Name: Colby

Dear Lois Neely,

Ms. Colby's complaint is she feels Blue Ridge is a predator. She states she has spoken to Blue Ridge several times regarding billing. She claims that she was not told about a cap set on high speed data usage. She states she could not get on a plan that offered more data until the account balance was paid off. She feels that each time she spoke to Blue Ridge, the representative was rude and told her to just pay her bill. Ms. Colby would like to have her balance cleared to zero since she says that her monthly payments were not what the representative stated.

Blue Ridge is not a predator. Our residential internet service has had bandwidth allowances for over ten years. Customers are informed of the broadband bandwidth allowances in the high speed internet service agreement that they must sign upon installation of service. The data allowances are overage fees are also found in Blue Ridge's transparency disclosures on our website.

Current monthly data usage allowances are as follows:

<u>Speed</u>	<u>Bandwidth Allowance</u>
1) Up to 25 Mbps	1000 GB (1 TB) downstream
2) Up to 50 Mbps	1000 GB (1 TB) downstream
3) Up to 75 Mbps	1000 GB (1 TB) downstream
4) Up to 100 Mbps	1200 GB (1.2 TB) downstream
5) Up to 500 Mbps	1500 GB (1.5 TB) downstream
6) Up to 1 Gig	2000 GB (2 TB) downstream

Customers who exceed the monthly allowance are charged \$10 for each additional 50 GB. Additionally, we email customers if they reach 75% and 90% of their bandwidth allowance. (like the wireless phone providers do). We also provide a link to our bandwidth provider's website where the customer can monitor their bandwidth usage. Customers are encouraged to sign up for a My Blue Ridge username and password, where they will be able to monitor their monthly internet usage. Ms. Colby did have a My Blue Ridge username and password, and she also elected to receive text messages for bill prints, processed payments, appointment reminders, and high speed internet usage.

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

Ms. Colby's high speed internet subscription was up to 75 Mbps downstream, which has a data usage limit of 1 TB (1,000GB) per month. The data usage is for both uploading and downloading. From July 2018 to January 2019, her average data usage per month was 1,603.61 GB per month, far exceeding the monthly limit.

Beginning in August 2018, Ms. Colby contacted customer service regarding charges for data overages totaling \$70.00. According to the account notes, she claimed she was never told that there are data allowance limits. The customer service representative then asked the supervisor to listen to the telephone call to ensure Ms. Colby had been informed of the bandwidth limits and fees. The notes affirm that Ms. Colby was provided the correct information about the data overages on the initial phone call. The customer service representative contacted Ms. Colby to confirm she had been provided the correct information, but did not speak to her directly. A voice mail message was left by the representative.

As of 3/4/19, Ms. Colby's account has been disconnected for non-payment. There is still an outstanding balance of \$966.09 remaining. In order for Ms. Colby to reconnect her service, a payment for the full balance and a reconnection fee of \$54.95 is required. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Diane Colby

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net