

Subject:

FW: Serve ticket#: 3395171 Last Name: gobee

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

Due Date: 08/16/2019

Serve Date: 07/17/2019

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/3395171>

Subject: changing my tv stations from PA stations to NY stations

Tags: availability_tv cable_tv carrier_response_pending current_customer no_contacted_company no_filing_on_behalf other pennsylvania

Email: [REDACTED]

Method: - Cable

Issue: - Availability

Number subject to complaint:

Company Name:

Other Company Name: Blue Ridge Cable

Account #:

First: [REDACTED]

Last: gobee

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:

Virgie Ingram (FCC Complaints)

Jul 17, 10:59 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.

[REDACTED]
Jul 16, 1:28 PM EDT

I have blue ridge cable tv since I moved here 30 years ago with Philadelphia stations. Now since July 1, 2019, the FCC has changed my stations to New York stations. I don't know why or for what purpose. I no longer get Monroe County weather channels, have lost some PA stations that I watched daily. I would like to know why this has taken place, and what is the purpose of it.

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

Ticket # 3395171
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 Complaints.



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

July 17, 2019

Virgie Ingram
Consumer Complaints
Serve Ticket#3395171
Last Name: Gobee

Dear Virgie Ingram,

Ms. Gobee's complaint is that she has been a customer of Blue Ridge for over 30 years and has always had Philadelphia stations. Now since July 1, 2019, she is receiving New York stations. She says she no longer gets Monroe County weather channels and has lost some PA stations that she watched daily. She would like to know why this has taken place.

The number one complaint Blue Ridge receives is that our prices are too high. In an effort to control increasing programming costs, on July 1, 2019, Blue Ridge changed its channel lineup in the Bushkill area by eliminating substantially duplicate out-of-market channels (like those from Philadelphia) and repositioning others. Pike County, where Ms. Gobee resides, is designated as the New York market, so Blue Ridge must carry the New York broadcast stations.

Customers in this service area are not losing NBC or CBS programming. Customers will continue to receive local news from WNEP and WOLF. These channels report on Monroe County weather. Primetime and Daytime programming will remain the same on the in-market channel. Removing the duplicate out-of-market channels left room for repositioning other channels to offer a better variety. Programming costs are our number one expense which gets passed on to our customers. Removing duplicated programming will help limit future increases. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Beatrice Gobee

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net