

#1359715 Blue Ridge Communications Analog to Digital upgrade

Submitted December 19, 2016, 3:58 PM **Received via** Web Form **Requester** Tony Rubino <tony_rubino@hotmail.com>

Status Open **Type** - **Priority** - **Group** Blue Ridge Communications **Assignee** Jeff Crandall

Complaint Internal Status	Carrier Serve Due Date	Carrier Serve Date	Company Name		
Carrier Response Pending	Jan 20	December 21, 2016	Other		
Company Name (Other)	TV Method	TV Issues	First Name	Last Name	State
Blue Ridge	Cable	Billing	Anthony	Rubino	Pennsylvania
Zip Code	Phone (where you can be contacted)	Account Number	Address 1		
18302	570-223-4370	0107846-02	213 Old Orchard Drive		
City	Filing on Behalf of Someone	Contacted Company About Issue			
East Stroudsburg	No	Yes			
Relationship to Company					
Current Customer					

Tony Rubino December 19, 2016, 3:58 PM

Blue Ridge announced to customers the conversion was coming in a letter and said in certain cases a DTA Mini Box would be required. To avoid disruption of service, customers were directed to install this DTA Mini Box at our earliest convenience. To comply with FCC rules for all digital encryption, current customers will receive up to 2 rent free digital adapters for 2 years. After 2 years, the rental fee is \$1.99 per month per DTA. I complied with the Blue Ridge directive and ordered 4 DTAs (2 free for 2 years and 2 @ \$1.99 per month plus tax). I received my Blue Ridge cable bill that shows the 4 DTAs (2 free and 2 @ \$1.99 each). The issue I have is Blue Ridge has already started the clock ticking on my 2 year free DTRs and billed be for the additional 2 DTAs @ \$1.99 each WHEN THE CONVERSION HAS NOT TAKEN PLACE IN MY GEOGRAPHIC AREA of PA! As of this writing, I can disconnect all DTAs and continue to receive uninterrupted analog cable television. How is Blue Ridge Communication being allowed to charge affected customers for equipment to support an enhanced service not all customers are receiving?? In addition, I asked Blue Ridge Communication Customer Service when the conversion would take place in my area of service and could not get an answer. If this is common practice on the part of Blue Ridge, I believe they are booking revenue they may not be entitled to?

Virgie Ingram December 21, 2016, 3:25 PM

Internal 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.



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

January 16, 2017

Virgie Ingram
Consumer Complaints
Serve Ticket#1359715
Last Name: Rubino

Dear Vicky May,

Mr. Rubino's complaint is that Blue Ridge has already started the clock for receiving two DTAs at no cost for two years when he lives in an area where the digital conversion is still in process. He states he is being billed for two additional DTAs at \$1.99/mo when the digital conversion has not taken place in his area.

If a Blue Ridge customer has received DTAs, but resides in an area where the digital conversion is still in process, the 'clock' will begin only when conversion has been completed. What this means to our customers is, all DTAs will be supplied to our customers at no cost until the conversion has been completed in their areas. Once conversion is complete, the two year free period for the first two DTAs will begin. Also, any additional DTAs after the first two will be billed at \$1.99/mo. Customers that may have incurred charges for additional equipment will be refunded. On 12/16/16, Mr. Rubino was issued a credit in the amount of \$21.10 for equipment charges he incurred beginning on 11/3/16 to 12/16/16. This adjustment exceeded the total amount charged of \$10.04 for the same time period. If you have any further questions, please let me know.

Sincerely,
Jeff Langdon
Blue Ridge Communications

Cc. Anthony Rubino

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net