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Due Date: 10/24/2015
Serve Date: 09/24/2015

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/538643>

Subject: Data caps /iscontinued off peak unlimited service

Tags: billing_internet cable_internet carrier_response_pending no_filing_on_behalf other pennsylvania

Email: qeewiz47@hotmail .com

Method: - -

Issue:- -

Number subject to complaint :

Company Name:

Other Company Name: Blueridge Cable / Pentele data / PenCor

Account #:

First: Alberto

Last: Dantonio

Address: 4120 Crest View Drive

City: Stroudsburg Pa

State: pennsylvania

Zip: 18360

Phone where to be contacted: 484-929-5298

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket information:

Mary Pontious (FCC Complaints)

Sep 24. 10 01 AM

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-fee.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.

Geewiz47

tlp 18 o.:2 PM

Geewiz47 was not signed in when this comment was submitted. [Learn more](#)

I work from home as a computer tech but also enjoy my streaming and online gaming. I think the changes that BRC has implemented is an abuse of conditions on their service. I have the Dream 60 and they up'd me to 600gb a month but since they have removed the free off peak times I'm currently at 251gb left for the next 13 days in the month. Which means if I keep at the rate of use I would be expected to pay 10\$ for every 50 gbs of data used beyond my 600gb. The state that I live in does not require my company to pay for my internet service. Below this I have link other comments and also the new changes information from BRC's main webpage

BRC is the only game in town for internet. They have NO competition, unless you consider 1Mbps DSL or satellite "competition".

The people in the Pocono's are a captive audience, and BRC/Pencor knows this. We can not get any kind of OTA signal here. So they can act like the robber barons of old and pretty much charge anything they want.

The parent company is Pencor. They own PenTeleData, the company that provides the internet part of the service. They also own BRC, and a bunch of other subsidiaries. They are partnered with Service Electric cable in the Scranton and Lehigh Valley area, but PTO provides the internet for both- and does the bandwidth monitoring.

RESIDENTIAL DATA ALLOWANCE

Effective September 1, 2015, data allowance for residential customers will change as follows:

•Web Surfer - 1 50 GB per month

•GS - 300 GB per month

•GI0 - 400 GB per month

•GI 5 - 500 GB per month

•Dream 60 - 600 GB per month

•Dream 100 - 700 GB per month

Bandwidth usage will be measured 24 hours a day throughout the month.

For customers exceeding their data allowance a \$10 charge will be assessed and the customers will be given an additional SOGB of data.

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 and increase data usage cap effective September 1, 2015.

Based on a statistical analysis, the changes effect less than 3% of our internet customers

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

Ticket # 538643

Status Open

Requester Geewiz47

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**

September 29, 2015

Mary Pontious
Consumer Complaints

Serve Ticket#: 538643
Last Name: Dantonio

Dear Mary Pontious,

Mr. Dantonio's complaint is that he does not like the way we have changed the way we measure our customer's internet bandwidth usage.

History: Our residential internet service has had bandwidth allowances for over ten years. Originally, the bandwidth allowance was based on the level of service and the average subscriber used less than 15GB per month.

In 2009, as bandwidth usage grew, we measured bandwidth usage between the peak hours of 5pm - am and raised the bandwidth allowance to 250GB for all levels of service. Less than 1% of the customers were affected and they were charged \$1.00 per GB over the 250GB.

Effective September 1, 2015, we modified the bandwidth policy by measuring the usage levels continuously and increasing the allowance by level of service, as follows:

	Speed	<u>Bandwidth Allowance</u>
1)	1.5mbps	150 GB downstream
2)	5mbps	300 GB downstream
3)	10mbps	400 GB downstream
4)	15mbps	500 GB downstream
5)	60mbps	600 GB downstream
6)	100Mbps	700 GB downstream

Customers who exceed the monthly allowance are charged \$10 for each additional 50 GB.

Notice: We notified the customers of this change by bill message and amendment to the Blue Ridge policies on our web page. 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 website where the customer can monitor their bandwidth daily usage and what their current total bandwidth usage is for the month. For the first month of the new program (September 2015), we did not impose any usage fees but alerted the customer that we would begin doing so the following month. Importantly, bandwidth usage is independently measured and reported by a 3rd party.

Reason: Many customers do not realize that we pay for bandwidth on a usage basis. There is a vast discrepancy between the average and extreme user. Currently, the average user consumes 67 GB per month (well below even the lowest allowance) but we have seen extreme users consuming Terabytes of data. We believe that it would be unfair to the average user to raise rates to pay for the increased costs caused by the extreme users. We believe the bandwidth allowances selected are fair (our estimates are less than 3% of subscribers will exceed a data allowance) and that we give the extreme users notice and the opportunity to monitor their usage to avoid unexpected spikes in their bill.

Customers sometimes confuse the data allowances with prohibited blocking or throttling. Data allowances are neither and have been permitted, if not encouraged, by regulatory policy. Data allowances are the fairest method to allocate the variable cost of internet service. We are finding that many of the customers complaining about the bandwidth plans are using well under their data allowance and will not be affected. We will be contacting our customers who have made complaints and make sure they understand what their bandwidth usage has been, and how to check their usage on our website for daily and total bandwidth usage.

Please let me know if you have any further questions.

Sincerely,

Jeff Crandall
Director of Operations
Blue Ridge Communications

Cc. Alberto Dantonio