

9/12/2022

Mary Izzard
Consumer Complaints
Serve Ticket # 5692307
Last Name: Dudka

Dear Mary Izzard,

Mr. Dudka is a Blue Ridge Communication cable and internet customer. He does not agree with the tiered system based on speed and data usage that we have for internet service. He feels that we should be able to quantify the peak usage of his up to 300mbps (megabit per second) internet service.

Blue Ridge provides tiered options for internet service. Customers choose the package they want based on their desired internet speed and the data provided to them. Mr. Dudka subscribes to our up to 300mbps internet package. The internet package includes up to 300mbps download speed, up to 8mbps upload speed, and 1.3TB (terabyte) of included data per month.

On August 15, 2022, Mr. Dudka contacted us to ask about his peak usage of the internet. He was concerned that he was paying for a higher internet package than he needed. The agent tried to walk him through checking his data usage on our website. Our website provides our customers with access to see their daily and monthly data usage. They can see current usage, along with usage for the prior three months. Our website also lets customers see their current upload and download speeds, along with pricing and information for other available packages.

Mr. Dudka stated that he was not interested in data usage, but how much speed he was using. The speed that Mr. Dudka subscribes to is the speed that we provide to him. The agent looked through the account information and informed Mr. Dudka that based on his data usage for the past few months, he would be able to subscribe to any available package we offer.

Mr. Dudka insisted that there must be a way to quantify what speed he needed. The agent encouraged Mr. Dudka to try a lower speed plan to see if it met his needs. He stated that he was working from home and needed to know what speed he needed. The agent tried to let Mr. Dudka know that he should check with his employer to see if he was required to have a certain speed. Mr. Dudka insisted that we should be able to tell him what speed he should have. The agent again tried to explain that we cannot quantify speed usage because we provide the customer with the speed to which they subscribe.

We explained that the speed that works best for each customer is based on multiple factors. Some of these factors include how many people will be using the internet, how many devices will be connected at the

same time, what devices are connected, customer's modem, customer's router and how the customer will be using the internet.

Since Mr. Dudka was concerned that he had a higher internet package than he needed, two different agents that spoke with him in August suggested that he try the package below his current one to see if it would work sufficiently for him. He was not interested in changing his package at that time. If he did want to try a different speed, the change up or down could be made immediately. We are available 24 hours a day, 7 days a week by phone, email or chat. Please let us know if you have any further questions.

Sincerely,

Blue Ridge Communications