



Corporate Office

613 Third St. January 30, 2023

PO Box 215

Palmerton, PA

18071-0215

Darshan Williams
Consumer Complaints
Serve Ticket# 5918757
Last Name: Jack

COPY

Dear Darshan Williams,

Ms. Jack states Blue Ridge has been working on her intermittent internet service issue, but it still exists. Ms. Jack states she hasn't received an offer of reimbursement or discounted service for the issue.

As stated previously, during the December 29, 2022 appointment, a technician ran tests in several locations and found no indication of an issue. At that time, the customer's modem had been on probation/monitored since December 23, 2022, with no issues noted as well. The customer was advised this could be a work in progress since an issue could not be found, and she was provided the direct phone number for the field supervisor who accompanied the technician on the appointment. The field supervisor requested Ms. Jack contact him should the issue occur again.

The field supervisor has been in contact with Ms. Jack since the appointment of December 29th. He had noted on the account that he did see a blip in service on January 10th and in speaking with Ms. Jack on the 16th, she advised she needed to reboot her modem and router every day due to losing the Wi-Fi signal. Ms. Jack was asked to reboot only the router to see what happens next time this occurs. The field supervisor believes the issue lies with the customer-owned wireless router and on January 27th a technician installed two of our eero router units along with a new modem. As a gesture of goodwill, we will offer her credit for the eeros for a two-month period. After that, Ms. Jack will be billed a monthly rental fee of \$5.95 plus tax per unit.

If you have any questions, please contact us.

Sincerely,

Blue Ridge Communications