

1/2/2023

Renee Moore
Consumer Complaints
Serve Ticket # 5914449
Last Name: Charette

Dear Renee Moore,

Mr. Charette is a Blue Ridge Communications internet customer. He states that he successfully applied for ACP (Affordable Connectivity Program), but we would not connect his account until he went to the office to sign forms. He states that he cannot make it to the office, which is 30 minutes away, but needs internet for his life alert and children's school.

Mr. Charette first enrolled in ACP on 7/1/2022, account #202981-04. At that time, he had services that cost more than the ACP credit. No payments were made towards any of the bills since Mr. Charette started service and the account was disconnected on 12/2, due to non-pay.

Mr. Charette contacted us after his service was disconnected because he wanted the service reinstated. We told him we could reconnect him on our fully subsidized ACP plan. It was explained to him that he needed to fill out a new ACP application, then go to his local office to sign the signature card for a new account. Blue Ridge requires a signature card for each account. At this time, we do not have e-signature capabilities set up for all instances when Blue Ridge requires a signed document. We are working on a solution for all account documents to have e-signature capabilities. Since he was unable to go to the office to sign for a new account, as a courtesy, his current account was reinstated on 12/15 on our fully subsidized ACP plan, which includes up to 50 Mbps internet, a modem rental, and one HomeFi router.

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