



Corporate Office

March 26, 2021

613 Third St.

PO Box 215

Palmerton, PA

18071-0215

Yolonda Giles

Consumer Complaints

Serve Ticket # 4600066

Last Name: Ciampoli

COPY

Dear Yolonda Giles,

Ms. Ciampoli's complaint is she wants to downgrade to a basic cable package with Blue Ridge and would need a technician to disconnect and pick up her current equipment and install any new equipment she may need. Ms. Ciampoli states she is unable to disconnect her equipment to return to Blue Ridge and install any new equipment.

On March 10, 2021, a Blue Ridge representative spoke with Ms. Ciampoli to discuss her request to downgrade her cable service. The representative asked Ms. Ciampoli if she contacted Blue Ridge directly regarding her request before filing the complaint as there is nothing noted on the account that she contacted us and there had been no one from Blue Ridge in her account in the recent past. Ms. Ciampoli stated she did speak with someone from Blue Ridge who informed her that she would need to disconnect the equipment and return it to the local office. Ms. Ciampoli explained she is unable to do this and would need a technician to complete this. The representative provided cable service and pricing information to Ms. Ciampoli who advised she would need to discuss with her son and would return a call with her decision. Ms. Ciampoli was advised there is a technician visit fee of \$54.95, however, taking into consideration her situation and being a customer in good standing, Blue Ridge is willing to waive the fee.

On March 17, 2021, Ms. Ciampoli contacted Blue Ridge and scheduled an appointment for March 18, 2021, to have a technician disconnect and pick up her digital cable equipment and downgrade the cable service. Ms. Ciampoli was provided with her new monthly rate and advised again there would be no charge to her for the appointment.

Ms. Ciampoli was grateful for the assistance the representative provided and we feel the issue for the complaint has been addressed.

If you have any further questions, please contact us.

Sincerely,

Blue Ridge Communications

610.826.2551

www.brctv.com

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