



Corporate Office

613 Third St.
April 30, 2021

PO Box 215
Palmerton, PA
18071-0215

Orlando Ardon
Consumer Complaints
Serve Ticket # 4704265
Last Name: Wiggins

COPY

Dear Mr. Ardon,

We are aware of Mr. Wiggins internet intermittent service issues. Since November, our technicians have visited his home on six different occasions in an attempt to resolve his intermittent problem. We have checked signal levels, conducted speed tests, replaced equipment and tightened or replaced fittings. At each visit it was determined that his service was operating properly at that time.

Capturing an intermittent service issue as it is happening can be challenging. Since early March, Mr. Wiggins has been working with our Technical Manager and providing examples and time stamps of these events when they happen. With his cooperation and detail, we've determine that the best course of action to resolve this issue is to split his node which we plan to complete by Friday May 7, 2021.

For the inconvenience this has caused, we've provided Mr. Wiggins with a full month's credit for internet service.

Sincerely,

Blue Ridge Communications

610.826.2551

www.brctv.com

BRCCTeam@brctv.com