



Corporate Office

613 Third St. May 20, 2022
PO Box 215
Palmerton, PA
18071-0215

Mary Izzard
Consumer Complaints
Serve Ticket# 5456566
Last Name: Freeman

COPY

Dear Mary Izzard,

Ms. Freeman is a Blue Ridge internet customer. She states that we have a monopoly in the area, and we prevent other providers from coming to the area. She states that we charge higher prices than providers from outside the area because customers have no choice.

Blue Ridge does not prevent other providers from coming into the area. Other providers are free to provide services in the area if they construct and maintain their lines and equipment like Blue Ridge has done.

We advertise our standard and campaign prices on our website for customers to view to decide if they would like to install service through us. We also have our customer service representatives go over all information with the customer. Although we offer promotions that last for either a one or two-year span, customers are not locked into a contract.

We did speak with Ms. Freeman about her concerns with her bill. Even though her account was past due, we were able to work with her to provide her with a new campaign on her internet service and equipment. From 5/16/22 through 5/15/24, Ms. Freeman will not be charged for her leased equipment: two HomeFi units and modem. These three pieces of equipment are normally \$5.95 each per month for customers to lease. She is also receiving a \$20 discount on her up to 1GB internet service with unlimited data for the same time period. If you have any further questions, please contact us.

Sincerely,

Blue Ridge Communications