



**Corporate Office**

613 Third St.

PO Box 215

Palmerton, PA

18071-0215 June 8, 2022

COPY

Mary Izzard  
Consumer Complaints  
Serve Ticket# 5469429  
Last Name: DiMichele

Dear Mary Izzard,

Mr. DiMichele states Blue Ridge has been billing him \$2.95 per month for the F-secure service since 2019. Mr. DiMichele states he requested proof of his request for the service, but Blue Ridge is unable to provide that information. Mr. DiMichele states he requested a full refund of the charges but was offered a \$20.00 credit on his account which he declined.

On April 25, 2019, a subscription to our F-secure PC Protection was purchased through Mr. DiMichele's My Blue Ridge account, the customer's online account. A subscription license user key was issued to install the service onto a computer. Our technicians were able to locate the user key information. However, the records show the service wasn't installed and was never used. Due to these findings, a \$112.68 credit has been applied to Mr. DiMichele's account for the three years he was charged for the service.

We feel Mr. DiMichele's reason for the complaint has been addressed and resolved. If you have any questions, please feel free to contact us.

Sincerely,

Blue Ridge Communications