

December 6, 2023

Renee Moore  
Consumer Complaints  
Serve Ticket # 6588659  
Last Name: Morris

Dear Renee Moore,

Ms. Morris states that she wrote Blue Ridge Communications a letter, to which we did not respond. In the letter, she stated that we replaced her “tv modem” with “five WiFi modems.” She states that the new “modems” caused her WiFi to overload, and she needed to increase her internet speed. She was concerned that her bill would increase in two years, after her promotion ended. She also stated that Blue Ridge is changing from cable to WiFi, WiFi in her area is poor, and we are doing it for our own benefit.

We did receive a letter from Ms. Morris in regards to her concerns. We called several times to try to speak to her, but were not successful. We also adjusted the promotion on her account to save her some additional money per month. To start, Ms. Morris had: Basic+ HD cable @ \$133.44, digital starter @ \$9.95, Tivo DVR @ \$19.95, four Tivo minis @ \$9.95 each (\$39.80 total), Up to 400mbps internet @\$54.95, two Homefi routers @ \$5.95 each (\$11.90 total), and Tax & Fees \$9 for a total of \$278.99 per month.

Due to her technical problems with her equipment, we swapped her Tivo and four Tivo minis for our Blue Ridge Stream boxes. Because of the equipment swap, we also exchanged Tivo Recording @ \$19.95 for Cloud Recording 150 @ \$20.

The customer called us that day, spoke with an agent, and stated that since she switched to the new boxes, her WiFi was not working right. The agent suggested that she try upgrading her speed. The customer then upgraded from the up to 400mbps to the up to 500mbps. She was given a promotion for upgrading her internet. The promotion brought her monthly rate to \$271.44.

When we received Ms. Morris’ letter, we adjusted her promotion to one that reduced her monthly bill without changing or affecting any of her services. This new promotion brought their monthly rate down to \$265.38, saving her \$6.06 per month.

In regards to the bill increasing in two years, Ms. Morris was given a two-year promotion to save her money. After the promotion term, she will pay the standard monthly rate for the service to which she subscribed. Before we upgraded her boxes to our new streaming boxes, her monthly rate was \$278.99. After we upgraded her boxes and she upgraded her speed, her monthly rate with the promotion was

\$271.44 per month. After we adjusted her promotion to save her additional money, her monthly rate was \$265.38.

When Ms. Morris was having issues, we went to her home that day to upgrade her cable boxes from our legacy TiVo equipment to our new Stream boxes. Stream boxes do operate through the WiFi produced from the customer's router in the home. They allow customers to access their cable service, apps, and On Demand all in one place. They also give the customer access to new features including SOCU (start over, catch up- where customers can start programming from the beginning on several channels), One Pass recording options, and over 150 extra free channels in addition to their cable channels.

Ms. Morris called us on two occasions after she was upgraded. First, she got assistance changing settings and setting up recording options for certain shows. On the other call, she had questions about emails that she received. She did not mention having issues with the boxes' WiFi connection. If Ms. Morris was still having issues after we upgraded, we could have had our technical team look further into it and even possibly had a technician set up a wired connection for the boxes. As stated above, the Stream boxes do usually run through Wi-Fi, but if needed we could offer a wired connection.

Ms. Morris cancelled her account with us on 11/17. After that, we refunded a credit of \$52.52 to her credit card on file. She is currently at a \$0 balance. If she would want to return as a Blue Ridge Communications customer in the future, we would love to have her back. If you have any further questions, please contact us. 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