



Corporate Office

613 Third St. January 13, 2023

PO Box 215

Palmerton, PA

18071-0215

Robin McCullough
Consumer Complaints
Serve Ticket# 5918757
Last Name: Jack

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Dear Robin McCullough,

Ms. Jack states Blue Ridge is the only internet service provider in her area with no other options available. Ms. Jack states there has been an ongoing issue for over two years where her service is not working more than it is working.

We reviewed the account, which shows Blue Ridge has been working with Ms. Jack on the reported intermittent service issues. On May 15, 2022, the customer contacted Blue Ridge to report intermittent internet service issues. The customer service agent attempted to transfer the customer to our technical support team, but during the transfer, the customer was no longer on the line.

On June 3, 2022, a technician was dispatched on-site to investigate a report of the internet service dropping four to five times a day. The technician replaced the cable modem along with a splitter. The technician confirmed modem was working in iGlass, our network monitoring service.

On September 22, 2022, while speaking with our technical support team, the customer was asked to manually reboot the cable modem remotely, and she stated the service goes off all of the time. The technical support team completed a 48-hour monitor of the customer's modem and no issues were observed during that timeframe.

On December 19, 2022, a technician was dispatched on-site to investigate a report of the internet service dropping. The technician replaced the ground block to correct the issue. The technician confirmed modem was online and working.

A field supervisor left messages for Ms. Jack on December 20th and 23rd requesting a callback. Ms. Jack returned his call on December 27th and an appointment was scheduled for December 29th to have a technician investigate on-site. On 12/29, a jumper from the underground to the demarcation point was replaced. The field supervisor accompanied the technician and noted the technician ran tests at the tap, ground block, and CPE with no indications of an issue found. The customer's modem has been on probation/monitored since December 23rd with no issues noted as well. The customer understands this could be a work in progress since an issue could not be found, and she was provided with the field supervisor's direct phone number to contact him should the issue occur again.

Before the phone call of May 15, 2022, the most recent report of an issue with the internet service was on December 13, 2019, when a technician was dispatched to repair an underground cable. The technician replaced the riser and confirmed modem was online and working.

In searching for internet service providers in Ms. Jack's service area, www.broadbandnow.com lists the following as being available: T-Mobile 5G Home Internet, Verizon (DSL), Viasat (Satellite), HughesNet (Satellite), Frontier (DSL – limited area), EarthLink 5G Home Internet and Palmerton Telephone (DSL – limited area).



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613 Third St. If you have any questions, please contact us.

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Sincerely,

Blue Ridge Communications

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