



Corporate Office

613 Third St. March 11, 2022

PO Box 215

Eric Gamage

Palmerton, PA

Consumer Complaints

18071-0215

Serve Ticket# 5285690 (Rebuttal)

Last Name: Kube

COPY

Dear Eric Gamage,

Ms. Kube states due to the wireless service being unreliable, she wants to have a phone line installed in her name at her friend's residence, but Blue Ridge will not allow this. Ms. Kube states she doesn't have service with another provider, doesn't know what a static IP address is, and never spoke with someone regarding a static IP address. Ms. Kube states she was told there would be no charge for a new router, but after we replaced it the monthly rate increased by \$12.00. Ms. Kube states she would like to participate in the Affordable Connectivity Program to help offset the cost of the internet service with Blue Ridge.

Blue Ridge policy allows for one account per residence and there is an active account in her friend's name at the location where Ms. Kube is residing. Ms. Kube's friend, the account holder, can install a second connection of internet service or telephone service with her friend's approval, however, her friend would be liable for the charge(s) because the friend is the account holder. These options were offered to Ms. Kube previously and she declined them.

With remote access applications, such as Windows Remote Desktop, using a static IP address means the customer can always access that computer with the same address. On February 5<sup>th</sup> the option of a static IP address was offered to Ms. Kube and upon receiving permission from the account holder to add this service, our agent informed Ms. Kube she would receive a follow-up call from another department. On February 7<sup>th</sup>, a voicemail message was left for Ms. Kube requesting she return a call to confirm the equipment and to advise where to send it. On the same day, Ms. Kube returned the call and advised she went with another provider and wouldn't need a static IP address.

On February 24<sup>th</sup>, a technician was dispatched to the friend's residence for slow internet speeds on the modem/router combo unit we provided to the customer in 2017. Due to the age of the equipment, along with the advancement in technology, the combo unit has become obsolete and we no longer offer it. Our customers have the option of leasing a cable modem and/or router from us, or they may purchase the equipment from another vendor. The customer opted to lease our cable modem for \$5.95 plus tax per month and one eero router unit for \$5.95 plus tax per month. To avoid the additional monthly charges for this equipment, she would need to purchase her equipment and return ours to her local Blue Ridge retail center.

The Affordable Connectivity Program (ACP) is a Federal Communications Commission (FCC) program to help low-income households pay for internet service. Blue Ridge Communications does participate in this program. For more information regarding the program, Ms. Kube can visit their website at [www.acpbenefit.org](http://www.acpbenefit.org) or [www.brctv.com/acp](http://www.brctv.com/acp)

If you have any questions, please contact us.

Sincerely,

Blue Ridge Communications