



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

September 4, 2020

Mary Izzard
Consumer Complaints
Serve Ticket # 4152604
Last Name: Hampton

COPY

Dear Mary Izzard,

Mr. Hampton's complaint is that he wants to reconnect three (3) cable outlets, and our technician advised him he would need to install new wiring, which would incur a cost to him. Mr. Hampton states he questioned the technician regarding the use of the existing cable lines in the home, but the technician could not provide a reasonable answer. Mr. Hampton has a concern regarding loose wires and drilling holes in his walls. He also states Blue Ridge has a monopoly, and is treating him unfairly.

On August 6, 2020, a technician was dispatched to Mr. Hampton's home to install three (3) TiVo mini cable boxes. The technician noted that two (2) existing outlets are located on walls opposite of where the customer currently has his television sets. The technician advised Mr. Hampton that he would need to install new outlets in the walls as he is unable to use the existing outlets with cable lines running throughout the room. At this point, Mr. Hampton informed the technician he didn't want drilling done within the home and asked him to leave.

Our technicians are unable to run a cable line along the perimeter of a room potentially crossing bathroom and/or closet doorways. This would pose a potential safety concern as it would be a tripping hazard. Also, our technicians will not fasten a cable line along the baseboard molding or up and over a door trim with screw clips. This may damage or split the molding and Blue Ridge would be responsible to replace or repair the damages. To properly provide service to the other side of the room, our technician would need to install an outlet near Mr. Hampton's TV which would require drilling into the wall. The installation charge per outlet is \$24.95 and therefore, Mr. Hampton would incur a charge of \$49.90 for the two (2) new outlets. To avoid the additional expense, Mr. Hampton has the option of rearranging his room(s) so that the television set is on the same side as the existing cable outlets.

Customers in the East Stroudsburg area can choose video service from providers such as DIRECTV or Dish. Blue Ridge doesn't prohibit other cable providers from serving Mr. Hampton's area. Any provider can apply for a franchise and provide service. Please contact us if you have any further questions.

Sincerely,

Blue Ridge Communications

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