

11/30/2022

Alex Hernandez
Consumer Complaints
Serve Ticket # 5873463
Last Name: O'Neill

Dear Alex Hernandez,

Ms. O'Neill is a current Blue Ridge Communications internet customer. She states that she is disabled, and we have suspended her internet service. She states that she needs internet to work as well as communicate with Social Security and the Public Assistance office.

Ms. O'Neill's current account with us is account number 175756-02, which was opened on 11/23/22. This account is active and in good standing and she is receiving up to 300 mbps internet service. Ms. O'Neill receives the Affordable Connectivity Program (ACP) credit of \$30 per month on her current account. She also has a one year promotion on her account, which ends on 11/22/23 and saves her an additional \$25 per month, leaving her current monthly rate at \$4.95.

Ms. O'Neill previously had an account with us that had the service interrupted on 11/2/22 and closed completely on 11/18/22, due to non-payment of her bill. She received residential Basic+ cable and up to 400mbps internet. The account number for this account is 175756-01. There is a past due amount on this account of \$462.80. Ms. O'Neill is aware of the account and was informed that the balance still needs to be paid or it will go into collections. Please let us know if you have any further questions.

Sincerely,

Blue Ridge Communications