

March 7, 2022

Kimberly Wild
Consumer Complaints
Serve Ticket# 5306294
Last Name: Kirchkesner

Dear Kimberly Wild,

Mr. Kirchkesner is a former RCN customer who was receiving assistance through the Emergency Broadband Benefit program (EBB). On January 1, 2022, he moved into the Blue Ridge service area. He states that he reapplied for the EBB program and was given an acceptance number, but our agent told him that he needed to wait until March to be eligible for the program. He feels that our agents did not want to help him apply the program credit to his account.

Mr. Kirchkesner was eligible for the EBB program at his prior address with RCN. When he moved into the Blue Ridge area in January, the EBB program had concluded and the Affordable Connectivity Program (ACP) had begun. He applied for ACP and wanted us to add the ACP credit to his account when he moved. However, the USAC run system would not allow us to add the ACP credit to his account in January. Our agent contacted USAC to see how to best help Mr. Kirchkesner.

After several communications, USAC told us that Mr. Kirchkesner could not have the ACP credit until March, but we could transfer the EBB benefit to his account. The EBB was available on two of Blue Ridge's speed tiers: up to 25Mbps or 100Mbps. The customer had selected up to 300Mbps internet and declined to select one of the EBB eligible plans. We attempted to transfer the benefit and then switch the NLAD enrollment from EBB to ACP, but the system would not allow it. Since he did not want to downgrade his internet and we couldn't switch from EBB to ACP in NLAD, we were unable to apply the EBB benefit to his account.

We let Mr. Kirchkesner know that if he is still interested in applying for the ACP credit, he should contact us after March 1, 2022. He has not reached out to us. If you have any further questions, please contact us.

Sincerely,

Blue Ridge Communications