



**Corporate Office**

613 Third St.

PO Box 215

Palmerton, PA

18071-0215 May 2, 2022

COPY

Mary Izzard  
Consumer Complaints  
Serve Ticket# 5410037  
Last Name: Harris

Dear Ms. Izzard,

Mr. Harris states he has been experiencing intermittent internet outages for the past month. Mr. Harris states he has been told that we were only working overnight, yet he saw our vans and workers attempting to fix the issue during the day, also. He states this issue affected many customers who work from home and we were doing nothing to try to resolve it.

We are aware of an issue that was affecting our service in Mr. Harris's area. This was an intermittent issue, so we stationed multiple technicians in that node for weeks to determine from where the issue was originating. The technicians were able to narrow down the location of the problem, and we replaced equipment within that area. We have been monitoring the location and believe the problem has now been resolved.

We have attempted to contact Mr. Harris, but were unable to speak with him. A message was left on his voicemail requesting he contact Blue Ridge if he was still experiencing issues. If you have any questions, please feel free to contact us.

Sincerely,

Blue Ridge Communications