



Corporate Office

613 Third St.

March 4, 2022

PO Box 215

Palmerton, PA

Robin McCullough

18071-0215

Consumer Complaints

Serve Ticket# 5308784

Last Name: Rodriguez

COPY

Dear Robin McCullough,

Ms. Rodriguez feels Blue Ridge put HD on her television and states there is noise in the background of the channel she is watching that wasn't there before.

On July 13, 2021, all standard definition (SD) channels were replaced with the high definition (HD) version in Ms. Rodriguez's area. In December 2021, Ms. Rodriguez contacted Blue Ridge to report a noise issue with her channels that began after a technician was at her home earlier in the month. We dispatched a technician who replaced a connector on a cable box and Ms. Rodriguez was advised that Blue Ridge doesn't have control over the background noise during commercials or TV shows.

On March 2<sup>nd</sup>, a field service supervisor met with Ms. Rodriguez to discuss the noise issue. The supervisor was able to adjust the sound quality on her television set's audio settings to a more pleasant setting for Ms. Rodriguez.

We believe Ms. Rodriguez's reason for the complaint has been satisfied. If you have any questions, please contact us.

Sincerely,

Blue Ridge Communications