



Corporate Office

613 Third St. January 18, 2023

PO Box 215

Palmerton, PA

18071-0215

Orlando Ardon
Consumer Complaints
Serve Ticket # 5932244
Last Name: O'Rourke

COPY

Dear Orlando Ardon,

Mr. O'Rourke states Blue Ridge customers are paying some of the highest rates in the country for internet service while receiving relatively low-quality service. Mr. O'Rourke states this is in comparison to the majority of the country which has multiple options for service providers who are offering much faster speeds at lower costs.

Blue Ridge understands the need for internet service to be both reliable and affordable, and we are committed to providing exceptional service to our customers. Since 2017, we have increased our speeds five times, introduced our up to 1.2 GIG speed, removed data caps to provide unlimited data with all speeds, and launched Pro mesh Home WiFi (HomeFi) with security included. In addition, we're constantly working on improving our infrastructure, and our multi-year plan to rebuild our entire cable system has begun! We will be upgrading 8000 miles of cable to create a 100% fiber-optic solution that delivers Fiber-To-The-Home. Once each portion of the rebuild is complete, Blue Ridge Fiber will deliver ultra-fast, symmetrical speeds (equal download and upload speeds) along with greater reliability as it cuts out the failure points of old networks. With Blue Ridge Fiber's symmetrical speeds, speed will be faster and latency lower as fiber is less prone to outages, interference, harsh weather conditions, and temperature fluctuations.

Currently, we offer the following internet speeds:

- Up to 100 MBPS download/up to 3 MBPS upload for \$39.95/month
- Up to 300 MBPS download/up to 7 MBPS upload for \$55.95/month
- Up to 400 MBPS download/up to 10 MBPS upload for \$60.95/month
- Up to 500 MBPS download/up to 12 MBPS upload for \$70.95/month
- Up to 600 MBPS download/up to 15 MBPS upload for \$87.95/month
- Up to 700 MBPS download/up to 20 MBPS upload for \$109.95/month
- Up to 1.2 GIG (1200 MBPS) download/up to 40 MBPS upload for \$119.95/month

Blue Ridge prices are comparable to other providers. The rates listed above are standard rates, but we offer eligible customers promotional rates that allow for additional savings. Additionally, there is no annual contract, a leased modem is included at no charge to the customer, and we offer monthly unlimited data, which means the customer will not incur any data overage fees and customers have the option of leasing our eero router at \$5.95 per unit or providing their own.

Blue Ridge doesn't prohibit other companies from servicing the East Stroudsburg area. Other service providers can apply for a franchise at any time and build in Mr. O'Rourke's area. According to www.broadbandnow.com, the following companies also provide internet in the East Stroudsburg area: T-Mobile 5G Home Internet which offers download speeds of 33-182 MBPS, Verizon (DSL) which offers speeds up to 15 MBPS, Viasat (Satellite) offers speeds up to 50 MBPS, HughesNet (Satellite) who offers speeds up to 25 MBPS and EarthLink (5G Internet) who offers speeds up to 100 MBPS.



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Mr. O'Rourke subscribes to our up to 1.2 GIG speed of internet service, and in reviewing his account, he placed two trouble calls for service issues since 2020. On September 21, 2021, Mr. O'Rourke experienced issues with the internet service dropping and found the coax connection to the modem was loose and the wire could be pulled out. Our technician replaced the fitting on the modem and verified the signal was good before leaving the home. On December 24, 2022, Mr. O'Rourke reported having no internet service and upon investigating, we found an outage was occurring in Mr. O'Rourke's area that included his home. A technician fixed a distribution issue and when the outage was resolved, his service was restored. The technician called Mr. O'Rourke to confirm his service was working.

According to Google, the Video Quality Report that Mr. O'Rourke submitted is defined as the following: "The ratings represent the video streaming quality you can expect (at least 90% of the time) when you watch YouTube on an Internet Service Provider in a specific area." This analysis does not reflect his personal in-home experience. Google also adds "There are many factors that can independently affect user experience on the internet, including - but not limited to - a user's internet connection speed, reliability of the access network, availability and load characteristics of the application servers and in some cases, the configuration of the users' in-home network. Individual and isolated measures like access speed or server capacity do not capture the real user experience. An end to end, application-level performance measurement that includes all the influencers in the equation is the right approach to measure and quantify the true internet user experience." This information can be found on their website, <https://www.google.com/get/videoqualityreport/#methodology>.

Should Mr. O'Rourke experience any issues with his service or would like to discuss the ISP analysis from Google's Video Quality Report, we kindly request that he contact Customer Service at 1-800-222-5377.

If you have any further questions, please contact us.

Sincerely,

Blue Ridge Communications