



Corporate Office

613 Third St. May 7, 2021

PO Box 215

Lois Jones

Palmerton, PA

Consumer Complaints

18071-0215

Serve Ticket # 4737638

Last Name: Warfel

COPY

Dear Lois Jones,

Mr. Warfel states Blue Ridge blacks out Philadelphia Phillies games in his area and by paying \$100.00 for a sports package, he will be able to view all of their games. Mr. Warfel states he wants to be able to watch the games without having to buy a sports package.

Blackouts of Major League Baseball games are determined by sports leagues and their rights holder (i.e. ESPN or TNT) to be able to broadcast a given game in a given area. Other times, there have been scheduling conflicts with Sixers and Flyers games, and Comcast Sports may choose to show the Sixers or Flyers game instead of the Phillies. As such, not all Philadelphia Phillies games will not be available to Mr. Warfel to view. Blue Ridge has no control over MLB blackouts or Comcast Sports programming decisions.

Blue Ridge offers MLB Extra Innings, which is sports package, for an additional charge to the customer. MLB Extra Innings, which started on April 1, 2021, and ends on October 3, 2021, provides customers with up to 80 out-of-market games in high-definition each week. The games included in MLB Extra Innings are in addition to those available on FOX, ESPN, ESPN2, MLB Network, FS1, TBS and in-market networks. The purchase of MLB Extra Innings doesn't guarantee a customer will be able to view all games, as blackout restrictions do apply to all games offered within the package. InDemand, which provides MLB Extra Innings, must blackout the local coverage area of MLB Extra Innings games in order to protect the local television rights holder of each game in both participating teams' local markets. Blackouts are not based on stadium sellouts. Current blackouts in Mr. Warfel's area include the following teams: New York Mets, New York Yankees, Philadelphia Phillies and Pittsburgh Pirates.

MLB Extra Innings is an optional service, and if Mr. Warfel is interested in purchasing the package he can do so by contacting our Customer Service department at 1-800-222-5377. If you have any further questions, please contact us.

Thank you.

Blue Ridge Communications