

1/2/2023

Robin McCullough
Consumer Complaints
Serve Ticket # 5913306
Last Name: Custred

Dear Robin McCullough,

Ms Custred is a current Blue Ridge Communications internet customer. She states that she currently has Hulu for TV, since she returned her cable boxes. She upgraded her internet and feels that it is an error on our end that she owes data overages.

On October 12, 2022 Ms. Custred upgraded her internet service to up to 300mbps. The up to 300mbps internet package included 1,300 GB of data per month at that time.

On 10/30, we sent Ms. Custred an email to notify her that her data usage had reached 75% of her plan allowance for October. This amount of data was used between 10/14 and 10/30.

On November 1, a new data allowance cycle started. Ms. Custred received an email on 11/11 letting her know that she had used 75% of her included data for the month. She received an email on 11/13 stating that she had used 90%, and on 11/14, she received an email stating that she used 100% of the included data for the month.

Between 11/14 and 11/30, Ms. Custred received additional emails alerting her each time she reached 90% and 100% of the additional data provided. Each email explained that because she had used all of the additional data provided, we had added 50GB of data, and there was a \$10 charge each time this was done. Starting on December 1, 2022, Blue Ridge upgraded all internet plans to include unlimited data. There will be no further data charges assessed to the account.

There were no errors on our end. We provided Ms. Custred with the data included in her internet package, and supplied additional data as she needed. Her last bill printed on 1/3 in the amount of \$242.85. This is made up of her monthly rate of \$34.95, the monthly ACP (Affordable Connectivity Program) credit of \$30, \$230.95 balance from her 12/2 bill, and a \$6.95 late fee. As a courtesy, we have refunded the \$6.95 late fee, and \$230.95 data overages, which brings her current balance due to \$4.95.

We are available 24 hours a day, 7 days a week by phone, email, or chat. Please let us know if you have any further questions.

Sincerely,

Blue Ridge Communications