

June 22, 2022

Mary Izzard
Consumer Complaints
Serve Ticket #5512577
Last Name: Barnes

Dear Mary Izzard,

Ms. Barnes states that she has been a caretaker for her brother since 2012, due to his health issues. She stated that she called us in January to have her brother's service temporarily disconnected because he was in the hospital and would be there for a while. She states that we told her the service was disconnected, and she felt it was correct because the TV was not working. She says that she called recently to reconnect service, because her brother was returning home, but was told that he had a \$1,190 balance that needed to be paid first. She states that she was told now that we could not disconnect the service previously because we did not have a Power of Attorney (POA) on file. She states that we should have told her in January that we needed the POA, so this could have been taken care of for her brother.

Ms. Barnes did contact us back in January and was told that the account was disconnected. After reviewing the account, we feel that this was a miscommunication because at the time of her call, her brother's account was already on a temporary disconnection due to nonpayment of his November bill. The day after her call to us, a payment was made on the account that would have settled the bill due at that time. When the payment was received, the account automatically became active again, since it was originally interrupted due to non-pay and not a customer requested disconnection.

Even though the information given was correct, more complete and thorough information should have been given. When Ms. Barnes contacted us in January, we should have let her know that we needed the POA information at that time. We currently have the POA on file. We apologize for this miscommunication and have credited back the charges that accrued from the end of January through the reconnection in June. A \$536.99 credit was placed on the account to cover charges and late fees accrued over the period.

If you have any further questions, please contact us.

Sincerely,

Blue Ridge Communications