

July 18, 2023

Robin McCullough  
Consumer Complaints  
Serve Ticket # 6309376  
Last Name: Ihnen

Dear Robin McCullough,

Ms. Ihnen alleges that she has not been receiving her subscribed to internet speed. She also states that we let her know that she needs other equipment to make her internet work better. She also states that we told her she would need to subscribe to our phone service to get the speed for which she is paying. She would like to receive the speed for which she pays, without changing any equipment.

Ms. Ihnen is receiving the subscribed to speed. The customer is using a Vonage router from her phone service for the internet, which is causing the issue because the router is not capable of producing speeds greater than 35Mbps. Ms. Ihnen is currently subscribed to our up to 300Mbps speed, which is far greater than the router is capable of producing. To resolve this issue, our technician offered to install our eero router, but the customer refused. It was explained to the customer that she could either use our router or purchase her own, but the issue would not be resolved until she replaces the current router.

Ms. Ihnen does not need to subscribe to our phone service in order to have access to her desired internet speed. She just cannot use the Vonage phone service router for the internet service because it is not capable of producing the speed to which she subscribes.

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

Sincerely,

Blue Ridge Communications