



Corporate Office January 25, 2021
613 Third St.

P.O. Box 215 Pam Williams
Palmerston, PA Consumer Complaints
18071 Serve Ticket # 4466604
Last Name: Gonzales

COPY

Dear Pam Williams,

Ms. Gonzales' complaint is that she wants to make changes to her account, but Blue Ridge will not allow her to change the account because she is not the primary account holder, who opened the Blue Ridge account, and no longer resides at the address. Ms. Gonzales states since January of 2019, she has continued to pay for the service and wants to make changes to the account but Blue Ridge is not allowing her to. Ms. Gonzales states she provided documentation of a protection order to show the person was removed from the residence. Ms. Gonzales states the District Attorney advised her to have the account placed into her name, but Blue Ridge is refusing to assist her. Ms. Gonzales feels that Blue Ridge is holding her responsible for the account, but not allowing her to make changes to it. Ms. Gonzales is requesting that Blue Ridge allow her to cancel the account re-open it in her name.

The account was opened by another person, making him the primary account holder. The account holder gave permission to add Ms. Gonzales as an authorized user, which gave her limited access to the account. Authorized users may contact Blue Ridge to discuss the account, make payments and upgrade or downgrade cable and/or internet service(s). Only the primary account holder is able to place the request to disconnect service.

On the day of installation, the account holder is provided with paperwork to sign. If the account holder cannot be at the home, they are able to have an adult over the age of 18 present who will sign for the service. The person who signs the paperwork is responsible for the account and the equipment we provide. Our records indicate the paperwork was signed by Ms. Gonzales, which makes her responsible for the account. The protection order documentation has no bearing on the account as Ms. Gonzales signed the paperwork and not the primary account holder.

Ms. Gonzales spoke with the supervisor of our Credit/Collections department on January 4, 2021. Ms. Gonzales was advised the balance will need to be paid in full before the name can be changed on the account. The current balance on the account was due on January 16, 2021, with the new bill printing on January 25, 2021.

If you have any further questions, please contact us.

Sincerely,

Blue Ridge Communications

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FX•610 826 7626

email•brc@ptd.net