

Corporate Office

613 Third St.

PO Box 215

Palmerton, PA

18071-0215

May 2, 2022



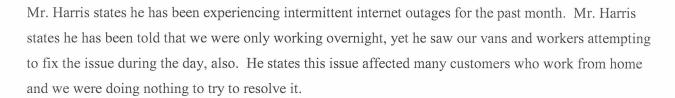
Consumer Complaints

Serve Ticket# 5410037

Last Name: Harris

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Dear Ms. Izzard,



COPP

We are aware of an issue that was affecting our service in Mr. Harris's area. This was an intermittent issue, so we stationed multiple technicians in that node for weeks to determine from where the issue was originating. The technicians were able to narrow down the location of the problem, and we replaced equipment within that area. We have been monitoring the location and believe the problem has now been resolved.

We have attempted to contact Mr. Harris, but were unable to speak with him. A message was left on his voicemail requesting he contact Blue Ridge if he was still experiencing issues. If you have any questions, please feel free to contact us.

Sincerely,

Blue Ridge Communications