

1/9/2023

Kimberly Wild
Consumer Complaints
Serve Ticket #5948585
Last Name: Ecke

Dear Kimberly Wild,

Ms. Ecke states that Blue Ridge will not put the account in her name, even though she is eligible for ACP (Affordable Connectivity Program). She states that she was told that the current account needed to be at a \$0 balance in order to change it into her name. She says she is tired of dealing with Blue Ridge because we will not provide her with service.

Ms. Ecke has asked to switch an existing account to her name. Ms. Ecke is not listed as an authorized user on the existing customer's account, so when she contacts us, we cannot give out account information. Ms. Ecke stated that the current account holder is no longer living at the address. Even though we cannot give her account information, we let her know that there are two ways to proceed. The first option is to have the current account holder give permission to switch the account into her name; the second option is to have the account holder disconnect the account and then Ms. Ecke could start a new account in her name, regardless of the balance on the previous account.

Ms. Ecke opted to switch the current account into her name. To make the switch, we needed permission from the current account holder, the account needed to be at a \$0 balance, and paperwork would need to be completed. We then spoke with the current account holder to let him know about the billing and paperwork requirements. The current account holder has paid the balance and gave permission to change the name on the account. We have not received the completed name change documents to proceed. We reached out to Ms. Ecke to assist her with the name change on 1/26.

We would gladly assist Ms. Ecke to have service in her name, by following one of the procedures outlined above. 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