



Corporate Office

613 Third St.

PO Box 215

Palmerton, PA

18071-0215

August 22, 2022

Arminta Henry
Consumer Complaints
Serve Ticket# 5649462
Last Name: Greenbaum

COPY

Dear Arminta Henry,

Ms. Greenbaum states she's been a customer of Blue Ridge for over 20 years and watches only a few channels. She states she pays \$220.00 per month and due to a loss of income, she needs to downgrade the service. Ms. Greenbaum states Blue Ridge is refusing to provide her with a package she can afford and she wants to go back to the package she had previously, which cost around \$130.00 per month.

Ms. Greenbaum contacted Blue Ridge on August 3rd to downgrade her services. At that time, her monthly rate was \$213.12 and she subscribed to the following: residential basic plus cable along with the digital gateway tier, up to 300 Mbps high speed internet, and digital telephone. Ms. Greenbaum requested a cable package that includes only channels 2-70, and when she was informed of the two tiers of basic cable service we offer (broadcast basic, channels 2-25, and residential basic plus channels 2-98), she did not believe our representative and requested to speak with a manager.

Ms. Greenbaum pays \$123.66 per month for residential basic plus, and since that makes up the biggest portion of her monthly rate, the manager suggested downgrading to broadcast basic for \$52.80 per month, a savings of \$70.86. The manager also suggested removing digital gateway if not being used (a savings of \$9.95), downgrading to our up to 200 Mbps internet (a savings of \$5.00) after comparing her data usage for the last 3 months with the bandwidth threshold offered for that level, and disconnecting the digital telephone service if it isn't needed (a savings of \$34.95 plus taxes/fees).

Ms. Greenbaum advised she watches only two channels that are located in the tier she subscribes to so downgrading is not an option. If she downgrades to the up to 200 Mbps internet, the manager advised her we offer data usage alerts when getting close to exceeding the allotted bandwidth for the month, but also suggested she monitor her usage as well to avoid incurring data overage charges, which are non-refundable. Ms. Greenbaum declined to downgrade her internet and informed the manager that she doesn't have another telephone and needs our service.

Taking into consideration the services Ms. Greenbaum wants to keep, we're unable to provide her with a package at a monthly rate of around \$130.00 as requested. Ms. Greenbaum was on two retention campaigns from 7-23-18 to 7-22-2019, which totaled \$148.16 a month.

A representative of our corporate office attempted to contact Ms. Greenbaum numerous times between August 8th and August 22nd but was unsuccessful due to the phone being busy. Because we were unable to leave messages, we sent an email on August 12th to the address on file requesting a call back on the direct number provided. On August 17th, Ms. Greenbaum contacted Customer Service and downgraded her internet to the up to 200 Mbps with no other changes made to the account.

If you have any further questions, please feel free to contact us.

Sincerely,

Blue Ridge Communications

610.826.2551

www.brctv.com

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