



Corporate Office

613 Third St.

PO Box 215

Palmerton, PA May 19, 2022

18071-0215

Yolanda Giles
Consumer Complaints
Serve Ticket# 5446494
Last Name: Pardo

COPY

Dear Yolanda Giles,

Mr. Pardo states that due to having no cellphone signal in his home, he subscribes to Blue Ridge high speed internet for Wi-Fi service. Mr. Pardo states Blue Ridge started marketing phone service recently and believes we are blocking his Wi-Fi usage because his messaging application can no longer send messages. Mr. Pardo states Blue Ridge is a monopoly and believes interference with his cellphone transmission is unlawful.

Blue Ridge has been offering digital telephone service since 2006. Advertising of our landline telephone service at the same time Mr. Pardo has been experiencing issues with his Wi-Fi service is coincidental. A Blue Ridge technician contacted Mr. Pardo on May 11, 2022, to discuss his issue and to try to assist with making sure his service is working properly. Mr. Pardo informed the technician that he hasn't had any issues since filing the complaint and he was advised if he experiences any further issues with the service, to contact Blue Ridge and speak with our Level 2 Tech Support department for assistance.

Blue Ridge does not interfere with cellphone transmission and we do not prohibit other companies from serving Mr. Pardo's area. Any provider can apply for a franchise to provide service.

If you have any questions, please contact us.

Sincerely,

Blue Ridge Communications