



Corporate Office

613 Third St.

PO Box 215

Palmerton, PA

18071-0215

April 14, 2022

COPY

Mary Izzard  
Consumer Complaints  
Serve Ticket# 5356501  
Last Name: Beil

Dear Mary Izzard,

Ms. Beil states she has internet service with Blue Ridge and states she is having issues with IP addresses that aren't hers attaching to her Wi-Fi. Ms. Beil states she is trying to get help to stop this from happening.

Ms. Beil subscribes to HomeFi, our mesh whole-home Wi-Fi service, and is managed through an app called eero, which is downloaded onto a smartphone. In speaking with the technician, Ms. Beil was informed that the only way to view the password for her HomeFi service would be through the eero app on the smartphone used when setting up the account. No one else would have access to the network unless the password is given to them and they have access to the smartphone the app is located on. Our technician noted there were devices on the network with no names and in speaking with Ms. Beil it was found they are phones belonging to her. It is a possibility those may be the IP addresses the customer was concerned about. The customer was then able to account for all but one device on the network and advised our technician that it may be her father's, but he was not available to verify this. Ms. Beil was advised to block the device on the app and if it is her father's, that will be determined when the device doesn't have internet access.

Ms. Beil was advised she can change the name and password of her network. By doing so, all devices with the current eero information stored would be unable to rejoin the network until the new password was manually entered. Before ending the conversation, the technician confirmed Ms. Beil's concerns were resolved, advised her to monitor her network through the eero app, and requested she contact Blue Ridge if any assistance is needed in the future.

We feel Ms. Beil's concerns listed within her complaint have been handled. If you have any questions, please contact us.

Sincerely,

Blue Ridge Communications