



Corporate Office

613 Third St.

PO Box 215

Palmerton, PA

18071-0215

February 25, 2022

Mary Izzard
Consumer Complaints
Serve Ticket # 5312799
Last Name: Conner

COPY

Dear Mary Izzard,

Ms. Conner states that she sent Blue Ridge Communications a payment on 2/14/22, which we processed on 2/16/22. She states that we sent her a text message receipt of this payment on 2/16/22, then disconnected her services. She states that she contacted us to find out why her services were disconnected, and we informed her that it was disconnected for non-pay of a past due amount and we could not reconnect service until a payment was made. She feels that the payment she made should have kept her services active.

On or about 2/14/22, we received a money order from Ms. Conner in the amount of one dollar. The payment was mechanically processed on 2/16/22 for the amount of one dollar. A text receipt was sent to Ms. Conner and one dollar was credited to Ms. Conner's account.

Ms. Conner submitted a copy of the money order that she sent us, with this complaint. The money order was for the value of one dollar, but she hand wrote a message in the "From" and "Address" sections that states she is tendering the money order for payment of the complete amount owed. Payments received in the mail are processed mechanically, not by an agent that could agree to special terms, which means that payments are processed at face value only. Further, there was no dispute as to the validity of the \$197.64 debt, so accord and satisfaction do not apply. As such, Blue Ridge did not agree to accept the \$1 payment for the full amount owed.

Ms. Conner's account is currently disconnected for non-pay of her bill. The total balance on her account is \$411.03. To restore services Ms. Conner would need to pay \$202.58, which subtracts the amount of \$208.45 from the total for unreturned equipment,

If Ms. Conner's service is not restored, she must still either pay \$411.03 or return our modem and two routers, while still paying \$202.58, to cover what she owes. If you have any further questions, please contact us.

Sincerely,

Blue Ridge Communications