



Corporate Office

613 Third St. June 8, 2022

PO Box 215
Palmerton, PA
18071-0215
Mary Izzard
Consumer Complaints
Serve Ticket# 5502354
Last Name: Dick

COPY

Dear Mary Izzard,

Ms. Dick is an authorized user on a Blue Ridge internet account. She states that we shut off her service due to billing issues. She said that she tried to set up a promise to pay, but we would not set one up. She also states that ERAP was supposed to make payments, but we would not turn her service back on until payment was received.

Ms. Dick's current monthly rate is \$77.95. On March 25th, a bill was generated for \$77.95. The bill was never paid. The next bill generated on April 25th for \$162.85. This bill was not paid. Another bill was generated on May 24th for \$247.75. Ms. Dick's service was temporarily disconnected on May 26 because of non-payment. She contacted us that day, and we explained what was owed on her bill. She stated that ERAP (Emergency Rental Assistance Program) was supposed to make the payment and she wanted to set up a payment arrangement to get the services turned back on. We explained that we would need a payment before reconnecting service.

When Ms. Dick contacted us, her bill was past due from March. Her April and May bills contained alerts that the service would be turned off due to non-payment and to contact us immediately to discuss. Had Ms. Dick contacted us before the service was shut off, we may have been able to give her a payment arrangement and keep her service from being disconnected. Once service is interrupted due to non-payment, a payment is needed to restore service.

Ms. Dick stated that ERAP was supposed to make her past due payment. We accept payments on a customer's behalf from ERAP or anyone else, but cannot give credit for a payment before it is received. We received a payment from Ms. Dick on May 26th via MasterCard for \$165.00 and her service was reconnected. There is still a balance of \$84.75 on the account that is due by June 16.

Besides the billing statements that are sent each month, we also have text message alerts available for billing statements, payments processed, scheduled appointments, and internet usage, which Ms. Dick is signed up to receive at the same phone number provided in her complaint. If you have any further questions, please contact us.

Sincerely,

Blue Ridge Communications