

2/9/2023

Lois Jones
Consumer Complaints
Serve Ticket # 5978042
Last Name: Rose

Dear Lois Jones,

Mr. Rose is a current Blue Ridge Communications internet customer. He states that we charged him fees for extra internet usage at the end of November 2022. He states that this seems like a scam, because he has never before incurred any extra internet charges, and we ended the practice of charging for internet overages in December of 2022.

In November 2022, Mr. Rose was subscribed to the up to 300mbps internet package. The up to 300mbps internet package included 1,100 GB of data per month at that time.

On 11/20, we sent Mr. Rose an email to notify him that his data usage had reached 75% of his plan allowance for November. On 11/24, we sent him an email to notify him that he had reached 90%, and on 11/27, we sent Mr. Rose an email to notify him that his data usage had reached 100%.

Between 11/27 and 11/30, Mr. Rose received additional emails alerting him each time he reached 90% and 100% of the additional data provided. Each email explained that because he had used all of the additional data provided, we had added 50GB of data, and there was a \$10 charge each time this was done. Starting on December 1, 2022, Blue Ridge upgraded all internet plans to include unlimited data. There will be no further data charges assessed to the account.

There were no errors on our end. We provided Mr. Rose with the data included in his internet package and supplied additional data as he needed. As a courtesy, we have refunded \$30 in data overages.

We are available 24 hours a day, 7 days a week by phone, email, or chat. Please let us know if you have any further questions.

Sincerely,

Blue Ridge Communications