



Corporate Office

613 Third St.

PO Box 215

Palmerton, PA

18071-0215

February 15, 2022

Orlando Ardon
Consumer Complaints
Serve Ticket# 5285690
Last Name: Kube

COPY

Dear Orlando Ardon,

Ms. Kube states she lives with a friend where she works from home and Blue Ridge will not allow her to have an internet account to be able to hardwire her computer. Ms. Kube states the service is off more than it is on and Blue Ridge can charge high prices because we have a monopoly.

Ms. Kube contacted Blue Ridge to establish an account in her name for internet service and was informed it wasn't possible. Our policy allows for one account per residence and Ms. Kube was advised the friend she is currently living with has an existing account with our company. Ms. Kube was added as an authorized user on her friend's account and we provided her with the option of installing a second connection of internet service for her work computer. Ms. Kube declined the offer because the charge for the connection would be located on her friend's account which would make her friend liable for the charge. Ms. Kube was also advised a static IP address can be added to the account and when our representative contacted Ms. Kube to discuss this, she advised she had already installed internet service with another provider.

Our records show in the past 12 months only one trouble call was placed for an issue with the customer's TiVo DVR which was resolved with the replacement of the equipment. Regarding the internet service, only one trouble call was placed on November 11, 2017, which was resolved with the replacement of the customer's power cord. No other internet issues have been reported by the account holder since 2017.

We strive to keep our costs low and comparable to other companies. For example, other companies can charge as much as \$100 for a service call or installation visit - at Blue Ridge our service calls are free and our installation charge, which hasn't been adjusted in over 2 years, is just \$54.95.

Blue Ridge isn't the only service provider in the East Stroudsburg area. In referencing www.cabletv.com and www.broadbandnow.com for the East Stroudsburg PA 18302 area, television is available from DirecTV and Dish TV. Internet service is available from T-Mobile Home Internet (fixed wireless), Verizon (DSL), Viasat (Satellite), and HughesNet (Satellite). Blue Ridge doesn't prohibit other companies from servicing Ms. Kube's area. Any company can apply for a franchise and supply service.

If you have any further questions, please contact us.

Sincerely,

Blue Ridge Communications