

5/12/2023

Robin McCullough
Consumer Complaints
Serve Ticket # 6197826
Last Name: LaMont

Dear Robin McCullough

Ms. LaMont states that she signed up for service four months ago and was offered a rate of \$52 per month. She states that we raised our prices by \$10 per month, which she cannot afford. She continued to pay \$52, because she cannot afford to pay more and now has a late fee added to her bill.

Ms. LaMont became a Blue Ridge customer in November 2022. She subscribed to Broadcast Basic with one DTA for a monthly total of \$54.23. In April of 2023, due to increased programming costs, we did have to increase prices. We informed customers of the new rates on previous bills. Our cost to provide TV service continues to increase each year, so we have to pass along a portion of that cost to our customers. For example, the cost to deliver the guide on DTA equipment increased this year, as well as general programming fees. Therefore, increases were spread across the basic TV service and DTA equipment. Ms. LaMont's new rate is \$62.33.

In order to help customers find additional value in our service, we do provide HD service, Music Choice channels, and free service calls. Also, we provide video service on a month-to-month basis so customers may cancel at any time without penalty. As a courtesy, we have also provided Ms. LaMont with a \$10 valued customer credit and \$6.95 late fee credit. If you have any further questions, please contact us. 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