

Blue Ridge Welcome Guide

SERVICES COMING SOON | AVAILABLE NOVEMBER 2025







Welcome to the World of Blue Ridge!

We connect people for a better life.

Thank you for joining Blue Ridge. It's a privilege to be your new service provider. We work hard every day to connect our customers to the people, places, and things that matter the most to them. We're deeply invested in this mission, and it's instilled in everything we do.

We're proud to live and work in the same areas we serve, allowing us to make connections with our customers and local communities.

Please use this Welcome Guide to better understand who we are and what we can offer you and your family. We look forward to seeing you soon!





At Blue Ridge, we care because we're you.

Local since 1950

Blue Ridge is a family-run business based in Palmerton, Pennsylvania. We serve residential and business customers across the commonwealth of Pennsylvania and southern New York. Since 1950, we've been providing customers with reliable service and friendly support. For a timeline of our company's development, please visit www.brctv.com/about-us.



Innovative Services

We offer customers a range of internet-based technology services for both home and business. We currently sell internet, phone, video, and security services. Blue Ridge continually researches, develops, and offers the latest in internet-based services and pricing. You can explore our latest offerings at www.brctv.com.

Customer Care

Blue Ridge is proud to provide exceptional customer service. Our local team is available 24 hours a day, 7 days a week, 365 days a year to help customers. Last year, Blue Ridge received industry-wide recognition for having a best-in-class customer support team.*

We operate several Blue Ridge Customer Service Centers throughout Pennsylvania—each staffed by employees who live and work in the same areas we serve. To find the closest one to you, please visit www.brctv.com/locations.



Local high-speed internet from the folks you know and trust.

THE BLUE RIDGE ADVANTAGE:



Local Customer Service

We care deeply about the quality that gets delivered to you and your community.



24/7 Tech Support

Our customer support team is here to help you all day and night.



FREE Service Calls

If you need help with service or equipment issues, we'll send someone out, on us.



2-Hour Appointment Windows

You don't have to wait all day; we'll be there as promised.



Transparent Bill

No annual contracts and a bill with no surprises.



Money-Back Guarantee

During your first month, we'll refund your money if you wish to disconnect.

Connecting Your World.

Blue Ridge Internet keeps you connected to all the things you love and depend on—online gaming, shopping, video streaming, virtual healthcare appointments, digital classrooms, and so much more. We've been providing high-speed internet service since the ground level days, and we're proud to still be leading the pack!

Faster is Better.

Whether you're opening a new browser tab or streaming video while gaming, the seamlessness of your online experience heavily relies on your internet speed. When your home internet is running at a slower speed, things may take longer to happen.

Because the digital world keeps getting faster, we offer a range of increasingly-fast internet speeds to make sure you don't get left behind. Don't forget to add one of our Blue Ridge HomeFiSM TrueMesh wifi systems to extend your home's connectivity in and around the house.

Committed to You.

We continue to invest in cutting-edge technology, increasing both reliability and performance for our customers. As the internet evolves, so will we.

Blue Ridge cabled territories only. All services are not available in all areas. 30-Day Money-Back Guarantee applies to one month's recurring service and standard installation charges. Additional details can be viewed at brctv.com/support under FAQs. Some exclusions apply. Contact us for restrictions and complete details.



The future of internet is fiber-optic!

FIBER INTERNET ADVANTAGES:



Amazing Speed

Enjoy equal upload and download speeds and faster wifi, for improved online experiences.



Better Processing

Lower latency means you can process more data faster!



Increased Reliability

Easier service-provider maintenance means less down time.



Innovative Design

Created for your internet needs today and for all that comes next!

Get Ready for the Future of Internet.

We're introducing Blue Ridge Fiber, our next-generation internet service arriving in more neighborhoods every day. It's fiber-optic, giving you super fast upload and download speeds when you're online.

Fiber is Fast.

Because fiber-optic internet transmits data at the speed of light (literally!) it has the ability to operate at speeds much faster than traditional cable internet. With Blue Ridge Fiber, the upload speed is equal to the download, and they're both faster. Your wifi will be faster, and latency (processing time) will be lower.



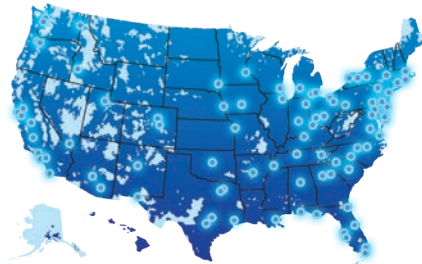
Upgrade and Thrive.

Reliability is designed into the very fabric of the system itself. There are fewer failure points, less interference, and a better delivery mechanism so outages and speed degradation will be significantly reduced. We made the decision to rebuild our entire internet network with a fiber-to-the-home system. The build will continue over the next few years and has the capability to offer speeds up to 50 Gbps and greater bandwidth to support our growing communities.

We're wholeheartedly committed to providing you with the latest advancements in connectivity. No matter how life evolves, we're here to ensure that your internet future is nothing short of fantastic.

Blue Ridge cabled territories only. All services are not available in all areas. Free standard installation valid for new customers installing Blue Ridge Fiber. PON modem lease required for Fiber-to-the-Home areas. Actual speeds may vary; stated speeds are up to subscribed to/stated speed and are not guaranteed. Unlimited data is subject to reasonable network management. Our Open Internet disclosure can be viewed at www.brctv.com/disclosure. Other restrictions apply.





● 5G Ultra Wideband ■ 5G + 4G LTE ■ No Coverage



Built for you and your budget!

Save More.

Blue Ridge Mobile offers you the latest phones, nationwide service, and talk, text, and data plans at budget-friendly prices! Save even more with our bundled offers.

Score Your Dream Phone.

Dive into our selection of the latest and greatest 5G smartphones from all the names you love like Apple, Samsung, Motorola, Google, and more.

We've Got You Covered.

Blue Ridge Mobile uses the network America relies on with expansive 5G and 4G LTE coverage all across the country.

Signing Up is Easy.

Whether you're a current Blue Ridge subscriber or a new customer, you're just a few steps away from saving money on your mobile phone plan.

- **Step 1:** Start with Blue Ridge Internet
- **Step 2:** Pick a Phone
- **Step 3:** Call or Order Online



Mobile Customers are required to subscribe to Blue Ridge's high speed internet access service. Customers who fail to maintain a subscription to Blue Ridge's high speed internet access service will be charged a monthly access fee per line. Coverage may not be available everywhere and Service speeds are not guaranteed. Actual speeds will vary. In times of congestion your data may be temporarily slower. There are gaps in coverage that may result in dropped and blocked connections, slower Service speeds, or otherwise impact the quality of Service. AutoPay is required. A valid credit or debit card is required to activate your Service and obtain your Device. Failure to maintain a valid credit or debit card on file or to update your information could result in your Service being suspended. Credit checks and/or a deposit may be required. Franchise fees, taxes and FCC fees may apply. Call your local Blue Ridge office for restrictions and complete details about service, prices, and equipment. Signed service agreements may be required. Terms of Articles of Agreement apply. Programming and charges subject to change. Customers and members of their household disconnected in past 90 days are ineligible. Our Mobile Network Management Disclosure can be viewed at www.brctv.com/MobileNetworkManagementDisclosure. Other restrictions apply.





Blue Ridge HomeFi
eero Pro 7*

**Actual unit may vary.*



Blue Ridge HomeFi Max
eero Max 7



Blue Ridge HomeFi Outdoors
eero Outdoor 7

Expanded home wifi, inside and out.

Better WiFi Coverage.

Blue Ridge HomeFiSM is our exciting corner-to-corner TrueMesh wifi system that transforms any home into an internet powerhouse! It extends the coverage area of your internet connection by replacing your traditional router. It automatically calculates the fastest path from your devices to your home's internet, whether you're inside gaming or out back searching for gardening tips.

Say Hello to HomeFi Max.

Blue Ridge HomeFi Max is the most robust version of HomeFi, using Wi-Fi 7 technology to deliver incredibly fast internet speeds. Engineered for maximum performance, it boasts expanded coverage and additional ports, ensuring seamless connectivity for all speeds and devices.

Built for All Seasons—HomeFi Outdoors.

Blue Ridge HomeFi Outdoors is our outside-rated, weatherproof version of HomeFi. Using Wi-Fi 7 technology, you can now connect wirelessly to your indoor network and get fast, reliable wifi when you're enjoying life outdoors!

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Get the cyber security app that protects you and your family.

TOTAL PROTECTION APP FEATURES:



Safe Browsing

Blocks dangerous sites that can access your personal information.



Password Vault

Creates strong, unique passwords synchronized across all your devices.



Antivirus Protection

Latest cloud technologies protect your personal data against cyber threats.



VPN Privacy

Encrypt all your activity for browsers and apps, keeping you safe.



Identity Monitoring

Advanced monitoring that stops account and identity theft when online.



Family Rules

Create boundaries with time limits, content filters, and remote management.

Cyber Security Works.

Concerned about online threats? Secure every device everywhere you go with our Blue Ridge Total Protection cyber security app. This powerful tool protects you and your family from complex threats online, with antivirus technology, VPN privacy, password protection, identity monitoring, safe browsing, and easy-to-use parental controls.

Safety Matters.

Even the most careful among us can be caught off guard. Dangerous online threats continue to grow in complexity and sophistication. Our smart phones and personal devices store an incredible amount of sensitive data about us, making them easy targets for cyber criminals.



Online Threats are Real.

Take unsecured wifi locations for example. Public networks—like those in restaurants, hotels, and airports—are 94 times riskier than your wifi at home. Also, consider the rise in online identity theft with 10 million adults falling victim to it every year. These are some big reasons to secure your digital life with Blue Ridge Total Protection.

Blue Ridge cabled territories only. All services are not available in all areas. Blue Ridge Total Protection may not remove viruses from devices that are already infected. Terms of Articles of Agreement apply. View our Blue Ridge Total Protection Privacy Policy at www.brctv.com/blue-ridge-total-protection-privacy-policy. Other restrictions may apply. Contact us for restrictions and complete details.



Blue Ridge HOME PHONE

brctv.com/home-phone

It's your call to action when loved ones are home alone.

ADDITIONAL PHONE FEATURES:



Unlimited Calls

Talk as much as you want, local or long distance.



Caller ID

Screen your calls and know who's on the other end.



Call Blocking

Say goodbye to unwanted robocalls and marketers.



International Calls

It's easy to call countries outside of the U.S.



Directory Assistance

Get additional support when you need it.

It's On and Ready.

Blue Ridge Home Phone is a dedicated land line—it's there when you need to make a safe and secure call, and in case a loved one needs to call for help. Smart phones have their place, but for our young children and older family members, the simplicity and reliability of a dedicated home phone is best.

Peace of Mind Happens.

Consider the people you love most in life—your young children, aging parents, and older relatives. Whether the kids are home alone due to the babysitter canceling last minute, or it's time for your weekly check-in with great aunt Eleanor, Blue Ridge Home Phone empowers your most vulnerable family members to easily connect with you.



Back to Basics is a Good Thing.

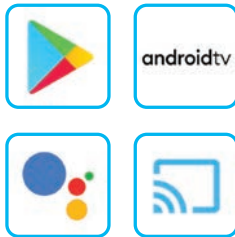
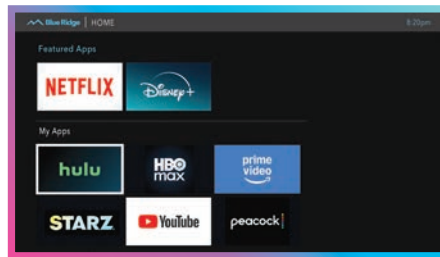
Blue Ridge Home Phone is more than just a reliable and secure way to make a phone call. It also keeps things simple in an otherwise complicated world. Unlike a cell phone, a land line isn't easily misplaced and doesn't need to be charged or rebooted for software updates. Sometimes simpler is just better.

Blue Ridge cabled territories only. All services are not available in all areas. An eMTA device will be provided at no cost to support active phone service. Customer premises equipment such as Caller ID equipment not included. Unlimited package pricing applies to direct dialed calls within the United States and its territories. Multi-product discounts for Unlimited Package require continuous subscription to all specified Blue Ridge Communications products. International calling is not included. Additional charges apply for directory assistance, operator services and international calls. Manage features requires an active My Blue Ridge account with a registered username and password. Other restrictions may apply. Contact us for restrictions and complete details.



STREAM





You've got new content to explore!

Streaming TV is Fun.

Welcome to Blue Ridge Stream, our smart TV platform that seamlessly ties together everything you watch. Quickly jump from live TV over to your streaming apps and recordings, and use your voice to control it all. There's a whole universe of content, but you'll never get lost again!

It's Easy to Browse.

Blue Ridge Stream is your friendly tour guide to the vast world of streaming entertainment, news, sports, and more! Experience thousands of streaming shows, apps, smart recommendations, and superb voice control through our wifi-enabled technology, designed by the experts at Google and TiVo® and powered by Blue Ridge Internet.

Google Enhanced.

Using world-class Android TV™ and Google Assistant technology, Blue Ridge Stream offers you access to the Google Play store with 5,000+ apps and games on your TV, built-in Chromecast, and the most accurate, conversational voice control around.

Blue Ridge Stream is available to residential internet customers only. Blue Ridge cabled territories only. Blue Ridge Stream app requires subscription to Blue Ridge internet service. TiVo and the TiVo logo are trademarks of TiVo Brands LLC. All other trademarks are the property of their respective owners. The TiVo streaming device is powered by Android TV™. Self-Install and Delivery available for select services. Not all accounts are eligible for self-install and/or delivery. \$24.95 Self-Install Assistance fee will apply if self-install fails. Franchise fees, taxes and FCC fees may apply. Upon service termination, all Blue Ridge-provided equipment must be returned in good condition. Other charges may apply for homes not wired for cable. Some services require credit check or deposits. Call your local Blue Ridge office for restrictions and complete details about service, prices, and equipment. Signed service agreements may be required. Terms of Articles of Agreement apply. Programming and charges subject to change. Customers and members of their household disconnected in past 90 days are ineligible. Other restrictions apply.



Experience more! Stunning HD movies and shows are ready for you.

LIVE TV PACKAGES:

Broadcast Basic HD

Get approximately 25 major broadcast networks and popular channels, depending on your service area.

Basic+ HD

Everything you get with the Broadcast Basic HD package, plus 100 more great channels to enjoy!

Expanded

Dozens of more channels than the Basic HD packages, plus on-demand movies. Includes 1 digital box rental.

Stream+Live TV

Watch thousands of movies, shows, docuseries, music videos, and more, on demand! It delivers the world's best entertainment, anytime you want.

Great TV. Great Channels.

The expanding world of movies, sports, news, and entertainment is growing like never before! With Blue Ridge Live TV, we're excited to offer a range of channels and services to fit your unique interests. Subscribers first select a TV package. Each package comes standard with best networks and 50 Stingray music channels. You get additional channels, content, and features with each higher tier.

Add Premium Content.

Indulge in the latest entertainment without changing your Live TV package. You can easily purchase, à la carte, additional premium channels. Enjoy original series from premium channels like HBO Max, Paramount+ with SHOWTIME, and Cinemax.

Local News + Sports.

We're proud to serve our local communities and broadcast regional content. Watch local news and sports on Blue Ridge Channels 11 and 13.

Blue Ridge cabled territories only. All services are not available in all areas. Blue Ridge Stream+ Live TV equipment requires subscription to basic TV service, expanded TV service, broadband internet service, and a wireless router. Cloud DVR requires subscription to Blue Ridge Stream+ Live TV service. Blue Ridge Stream app requires subscription to Blue Ridge internet service. TiVo and the TiVo logo are trademarks of TiVo Brands LLC. All other trademarks are the property of their respective owners. The TiVo streaming device is powered by Android TV™. Other restrictions may apply.



BUSINESS SERVICES:



BUSINESS INTERNET

The speed and reliability your small business needs, at a price you can afford.



BUSINESS MOBILE

Get budget-friendly pricing on your next work phone with an Unlimited Talk, Text, and Data Mobile Plan.



ProFi and ProFi Max

Best-in-class TrueMesh wifi systems extend your coverage in large and hard-to-reach areas.



ProFi Outdoor

Weather-proof TrueMesh wifi system for when you and your customers are outside.



BUSINESS PHONE

Digital features with a cloud-based system easily expand for your growing business.



BUSINESS TV

Offer customers the best in entertainment, with HD Sports and 50 Music Choice channels.



BUSINESS SECURITY

Professional 24/7 monitoring for a safe and secure environment for employees and customers.

Power your small business with next-generation solutions.

Made for Local Business.

Like you, we know small business owners are the bedrock of our communities. Here at Blue Ridge, we're wholeheartedly committed to providing you with the latest advancements in connectivity and customer service technology to ensure your local business is the best that it can be.

Designed to Work Hard.

With Blue Ridge Business, we offer a full suite of professional services designed specifically for the needs (and budget) of your small business. Ranging from high-speed internet packages, mobile, expansive wifi, digital phone service, streaming HD TV and music, and the latest in smart business security systems, we're here to make your unique venture a success.

Exceptional Service.

A local company ourselves, we're proud to be hands-on and transparent with the services we offer. Each Blue Ridge Business subscriber is assigned a dedicated account manager who provides on-going, personalized support to make sure everything is spelled out and clear. We strive to give you the best experience you've ever had.

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COMING IN SPRING 2026

brctv.com/smart-home-security

Blue Ridge SMART HOME SECURITY

SMART HOME SECURITY KITS:



Starter Kit
Professional Monitoring



Pro Kit
Professional Monitoring



Outdoor Camera Kit
Cameras Only*

**Does not include professional monitoring.*

Peace of mind happens with 24/7 monitoring and protection.

Protect What You Love.

Blue Ridge Smart Home Security gives you reliable, easy-to-manage monitoring solutions that keep you safe. Powered by our reliable internet and Alarm.com, we make choosing a security system easy. First, select one of our base kits, which can then be customized with additional equipment to fit your home's unique security needs.

Professional Monitoring.

Whether you're at home or away, professional monitoring ensures that you have a team of trained professionals backing you up 24/7. In the case of an emergency, they'll alert the local authorities, such as the police, fire department, or EMS.

Quality Components + Integrated Technology.

Our security systems use innovative, high-quality components from touch screen panels to the latest sensors and HD cameras. Use the Alarm.com app to connect, control, and customize your home's system. It's a digital tool homeowners can use to manage their Smart Home Security equipment and set up seamless integrations with personal devices.

Blue Ridge cabled territories only. All services not available in all areas. Smart Home Security requires Blue Ridge internet service and a wireless router. Professionally monitored kits require a 3-year term agreement. Additional equipment costs may apply. Internet and security monitoring fees will appear on bill separately. Monitoring services may be sub-contracted. An early termination fee applies. Local permitting fees may be required. Other restrictions apply.





Do you still have questions?

Visit our website at brctv.com to learn more.



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