

## Welcome to your Blue Ridge account!

We understand you have questions about what's changing (and what's not) with your account, billing, and services.

Our goal is to help you and your family start to feel at home with us. You can find answers to some frequently asked questions here.

**You can also connect directly with a customer care specialist at [www.brctv.com/contact-us](http://www.brctv.com/contact-us).**



**Connecting People  
for a Better Life.**

## Customer Account FAQs



# Frequently Asked Questions about your new account:

## When will my new account start?

Effective with November 2025 billing, your bill and services will come from Blue Ridge. You'll also activate your My Blue Ridge account at this time—it's an account management website and mobile app that gives you 24/7 access for managing and personalizing your services with us.

## Will pricing change?

We've worked hard to keep pricing as similar as possible and minimize changes. While some customers will see adjustments, we're committed to being transparent. Please see the enclosed 2025 Price Sheet for more details.

## What is My Blue Ridge, exactly?

My Blue Ridge is our account management website and mobile app. It's a powerful tool that allows you to manage and personalize your services with us, giving you 24/7 access to your account. You'll be able to register for a My Blue Ridge account in November 2025.

\*Please review Terms and Conditions at [brctv.com/my\\_blue\\_ridge\\_terms\\_and\\_conditions](http://brctv.com/my_blue_ridge_terms_and_conditions).  
\*\*Subject to terms and conditions.

## How will I receive my bill?

If you were already enrolled in AutoPay and Paperless Billing with Adams Cable Service, your enrollment will continue with Blue Ridge.\* You will continue to receive your bill by email and no action is needed.

If you weren't enrolled in AutoPay and Paperless Billing, but would like to sign up for it and receive a \$5 monthly discount\*\* with Blue Ridge, you will be able to once your new My Blue Ridge account has been set up in the upcoming weeks.

Only customers who were not enrolled in AutoPay and Paperless Billing with Adams Cable Service will continue to receive a paper bill by mail.

## Will my bill's due date change?

Bills for Pennsylvania customers will be due on the 16th of each month. Bills for New York customers will be due on the 30th of each month.

## Will services be interrupted at all?

For most customers, your service will continue without interruption. However, some phone customers may experience brief downtime during this transition period. If this applies to you, we'll contact you directly before of any disruption to provide details and help you prepare.

## Is the Carbondale office staying open?

Yes, the Carbondale, PA office will remain open to serve you during our regular business hours.

## Will customer support be available?

Yes! Customer support will be available 24 hours a day, 7 days a week, 365 days a year to assist you.

## How do I contact customer support?

You'll be able to reach our local customer support team by the following:

- Online: [www.brctv.com/contact-us](http://www.brctv.com/contact-us)
- Phone: **800.222.5377** (for residential customers)
- Phone: **888.665.2321** (for business customers)

## Will I still receive text alerts?

Yes! Blue Ridge offers a Mobile Alert Program for billing notifications, maintenance and outage updates, appointment reminders, and account change alerts via text.

To enroll, you'll need to submit your preferred mobile phone number through your activated My Blue Ridge account.

## Will my service packages change?

Your TV lineup will largely stay the same, although package names will change. For internet service, most customers will benefit from increased speeds.

## Do I have to swap equipment?

If your account requires an equipment swap, we'll contact you directly with detailed instructions and support to make the process easy.

## What will happen to my echoes.net email address?

You'll continue to have access to your current echoes.net email and there's no immediate change required. In the future, there may be changes in how you access your email.

Your email may also eventually transition to a new ptd.net email address. We'll provide plenty of advance notice and clear instructions to make the process as smooth as possible.

## Will additional services be available?

Yes! We're excited to offer you internet up to Gig speeds and many other innovative services for home and business. These include extended wifi, cyber security protection, mobile, streaming entertainment, and more. Visit [www.brctv.com](http://www.brctv.com) to explore all of your options!

## Do you have smart phone apps?



Yes! We have many apps that complement our various services. You'll enjoy easier, faster access to My Blue Ridge, Blue Ridge Total Protection, Blue Ridge Stream, and Blue Ridge Mobile.

You can download our smart phone apps on the [Apple App Store](#) or [Google Play](#).

