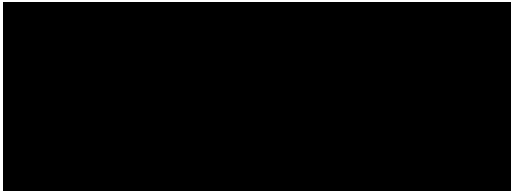




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Your Blue Ridge Account: What You're Getting in November

Dear Valued Customer,

You may have questions about what's changing (and what's not) with your services in November, now that we're your service provider. Enclosed you will find our [Customer Account FAQs](#) brochure and [2025 Price Sheet](#) for answers to frequently asked questions. Key points concerning your Blue Ridge account are listed below:

- **Billing:** Effective with November 2025 billing, your bill will come from Blue Ridge.
- **Pricing:** We've worked hard to minimize changes and keep pricing as similar as possible. While some customers will see adjustments, we're committed to being transparent. Please see the enclosed 2025 Price Sheet for more details.
- **AutoPay and Paperless Billing:** If you were already enrolled in AutoPay and Paperless Billing with Adams Cable Service, your enrollment will continue with Blue Ridge.* If you weren't enrolled, but would like to receive a \$5 monthly discount** for enrolling in AutoPay and Paperless Billing with Blue Ridge, you will be able to enroll once your new My Blue Ridge account is set up in the upcoming weeks.
- **My Blue Ridge:** You'll have access to your account 24/7 through My Blue Ridge, our account management website and mobile app. It's a powerful tool that allows you to manage and personalize your services with us. We'll send you the steps required to activate your My Blue Ridge account in the next few weeks.
- **Faster Speeds and Services:** Need internet service? We're excited to offer you internet speeds up to 1.2 Gig and many other innovative services for home and business! Please visit us online at www.brctv.com to start exploring your options.



Still have questions?

Visit brctv.com/contact-us to chat online with a customer care specialist.