



# Learn From Home Initiative Fall 2020



We understand that families are facing many challenges as they prepare for the return to school this fall, and we believe internet access shouldn't be one of them. That is why we are bringing back our **Learn From Home Initiative** – designed to quickly connect families with students at home to our high speed internet service while keeping your budget in mind.

## What is included in this initiative

- **First two months of internet service for FREE**  
(includes modem rental and one eero Pro HomeFi<sup>SM</sup> unit)
- Up to **10mbps download** and 1mbps upload.
- Standard monthly data allowance of 500GB.
- After the free period expires, the standard promotional rate of \$24.95/month for **months 3-12** would begin automatically unless Blue Ridge is notified with request to disconnect service. The promotional rate includes modem rental. An additional \$5.95/month for the eero Pro HomeFi<sup>SM</sup> unit will apply.



*Current Blue Ridge internet customers, those actively enrolled in our Spring Learn From Home offer, or those disconnected due to non-pay are not eligible for this offer. Customers that voluntarily disconnected internet service within the past 60 days are eligible. All services are not available in all areas.*

## Installation options

We currently offer two installation options for your convenience. For the safety of everyone, we are encouraging self-installation with outside technician assistance for Blue Ridge services. If professional installation is preferred, our trained technicians are available to get you setup.



### Option 1: Self-Installation

- With a self-installation you can expect our technician to arrive during your scheduled appointment window.
- We will provide equipment and easy to follow instructions to complete your self-installation of Blue Ridge services.
- Our technician will ensure you have optimal connectivity. We will check the wiring, connections and signal levels outside your home.
- If you need help, our technician will "coach" you through the installation while onsite, but outside your home.
- If work is required inside your home, please see details outlined in option 2 below.

### Option 2: Professional Installation

- If it is determined to be safe to enter your home, we require that our technician and all present members of your household wear a face mask and/or provide at least 10ft of distance while our technician is inside.
- Our technician will complete the installation for you and a one-time installation fee of \$54.95 would appear on your first billing statement as "Technician Visit".

## Our Fall Learn From Home Initiative is available through December 31, 2020

Interested families should contact us by email at [csr@brctv.com](mailto:csr@brctv.com) or by phone at **800.222.5377**.

© 2020 Blue Ridge Communications. Blue Ridge cabled territories only. Offer valid for new residential internet customers only. Internet customers actively enrolled in our Spring Learn From Home offer, or those disconnected due to non-pay, are not eligible for this offer. Promotional rate is valid for months 1-12. Advertised free first 2 months includes monthly eero Pro HomeFi<sup>SM</sup> unit fee and Cable Modem rental. After the first two months of free internet service, customers must terminate service to avoid being charged starting month 3. Starting month 3, the cable modem rental is included in the \$24.95/month service promotional rate for months 3-12; customer will be charged \$5.95/month per eero Pro HomeFi<sup>SM</sup> unit. Starting month 13, customers will be billed at regular service rates. Offer available for a limited time, may end without notice. All services are not available in all areas. 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. Charges subject to change. Customers and members of their household disconnected for non-pay in past 12 months are ineligible. Offer valid when adding to existing services without any changes. Download and upload speeds are subject to network connections. Ethernet or USB port required. Minimum computer requirements apply. Docsis 3.1 modem or newer modem required. Monthly service fee may vary per cable TV service level for speeds below 500Mbps. Our Open Internet disclosure can be viewed at [www.brctv.com/disclosure](http://www.brctv.com/disclosure). Other restrictions apply.