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April 13, 2026

**VIA ELECTRONIC FILING**

Matt Homsher, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17120

Re: Stroup v. Brightspeed of Pennsylvania, LLC  
Docket No. C-2026-3061363

Dear Secretary Homsher:

Brightspeed of Pennsylvania, LLC (“Brightspeed”) was served the above-referenced complaint on March 27, 2026. A response would be due on or about April 16<sup>th</sup>, but Brightspeed is requesting, without objection from Ms. Heidi Stroup, an additional 30 days to file responsive pleadings (by May 15<sup>th</sup>).

The issue is similar to a related complainant. Brightspeed is currently working to resolve a technical issue within its billing system that has resulted in the reported account concerns. We have been in regular communication with Ms. Stroup and have been actively managing the situation on a month-to-month basis while a more permanent resolution is developed.

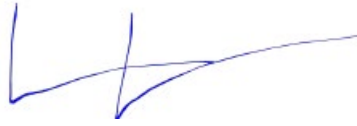
This billing system issue has directly impacted Ms. Stroup’s account. Our team has remained in close contact with the account holder, providing updates and support throughout the process.

At this time, it is anticipated that the issue will not be fully resolved by April 16, 2026. Therefore, Brightspeed respectfully requests an additional 30-day extension (to May 15<sup>th</sup>) to continue working toward a final resolution and to ensure the customer’s concerns are fully addressed. The customer has been informed that our IT team is actively working to correct the billing error. In the interim, credits have been applied to the account to cover the errant monthly charges until the issue is resolved and the incorrect additional lines are removed.

Lastly, I am traveling out of state tomorrow on a previously-scheduled personal vacation in the Grand Tetons and will not have internet access until my return on April 20<sup>th</sup>.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to be 'S. Seab', with a long horizontal stroke extending to the right.

Scott Seab, Esq.

## CERTIFICATE OF SERVICE

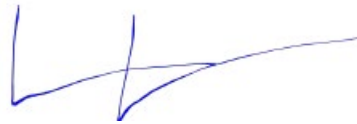
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I hereby certify that I have on this day served a true copy of the forgoing Brightspeed Request for Extension via electronic mail, upon parties of record in this proceeding in accordance with the requirements of 52 Pa. Code §1.54 (relating to service by a party).

**Via Email Only**

Heidi Stroup

strouph@icloud.com



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