

FRANKLIN TELEPHONE CO., INC.
PO BOX 96
FRANKLIN, VT 05457

Notice Date: October 7, 2020
Account Number:
Main Number:
Total Due: \$472.58
Local Basic Past Due: \$79.84

FRANKLIN, VT 05457

Total Amount Past Due: \$353.12

Service Numbers:

DISCONNECTION NOTICE

Our records indicate that your account has a delinquent balance. **Your telephone and or internet service will be disconnected between the hours of 8:00 a.m. and 3:00 p.m. on the following days:**

If this is your primary residential line, you will continue to have access to E911 even after your service has been disconnected. A disconnection fee of \$9.00 will apply, and we will apply a reconnection fee of \$9.00 upon restoring your service. We may also require a deposit equal to two-twelfths of your estimated annual bill for local services in advance of restoration. You have been charged \$3.00 to recover the cost associated with issuing this disconnection notice.

TO AVOID DISCONNECTION you must pay your past-due balance in full by noon on the 18th of the month:

- Enter into a reasonable payment arrangement with us to pay your overdue balance in installments; or
- Pay your overdue basic services balance in full, or enter into a reasonable payment arrangement with us to pay the overdue basic services balance. Toll and optional services, including the services and discounts associated with any bundle, may still be disconnected if you elect to pay only your basic services overdue balance. If you have a bundled service package that included dial-tone (local) service, you may pay or make arrangements to pay the full amount of delinquency. If you are unable to pay this amount, you may elect to retain just your local service by paying the local service portion of your overdue balance. This amount is calculated at 150% of your dial-tone rate. If you elect to pay only the local service portion, you will no longer receive the additional services and discounts associated with the bundle. You remain responsible for, and we will collect from you, the full overdue balance for all charges incurred to-date under the bundled services plan.
- Inform us that you or a family member has a medical emergency, and provide us with a written statement from a physician or other licensed health care provider within seven calendar days. The medical emergency certificate must state that someone in the household would suffer an immediate and serious health hazard if your basic service was lost, the anticipated duration of the illness, and if it is intended to apply to toll or other services. During the medical emergency period, you continue to be responsible for the overdue balance and charges associated with your continuing service, and we will work with you to make arrangements. This medical exception may be applied for only two consecutive 30-day periods in 12-months, or three times in total, if applied to basic service, and only one time in a 12-month period if applied to toll service.
- **If you wish to make arrangements or deny this delinquency, call 285-9911 Monday through Friday 8:30-4:30**
- If after discussing the matter with your representative, a satisfactory agreement cannot be reached, you may request assistance or advice of Consumer Affairs and Public Information, Vermont Department of Public Service at 112 State Street, Drawer 20, Montpelier, VT, 05620-2601, or by telephone at 1-800-622-4496 from 7:45 a.m. to 4:30 p.m. If CAPI is unable to resolve your dispute, ask CAPI to provide you with information on how to submit your dispute for resolution by the **Public Service Board**.

PAYMENT OF YOUR BILL: Please send your payment and the payment page of your bill or this notice to: **Franklin Telephone Co., Inc., P.O. Box 96, Franklin, VT 05457**. If the amount due has been paid, or you have already entered into a payment arrangement with us, please disregard this notice.

Are you having financial issues do to COVID 19 Pandemic?

The Vermont Department of Public Service has two programs that might give you financial assistance if you are experience financial difficulties do to the COVID 19 pandemic. The on-line applications can be found at <https://publicservice.vermont.gov>

There is an application for both programs:

- VT COVID-19 Arrearage Assistance Program (VCAAP) is for landline telephone, electric, natural gas and water customers with past due balances
- VT Temporary Broadband Subsidy Program

The Department of Public Service consumer affairs can be contacted at 1-800-622-4496

psd.consumer@vermont.gov . Customer who have submitted a complete application and are awaiting a determination or are approved and funds have not been disbursed are exempt from disconnection.