

## FINAL DISCONNECTION NOTICE

We still have not received your payment and your account is now overdue. Unless payment for local service past due is received in full on or before \_\_\_\_\_ by 3:00 p.m., you risk losing your telephone service. Disconnection occurs between 8:00 a.m. and 2:00 p.m. on \_\_\_\_\_. A reconnection fee will be charged in the amount of \$30.00 per line.

In addition, in the event you elect not to pay all other past due balances, your long distance or other additional services may be interrupted.

Please read the Final Disconnection Notice information on the reverse side of this page. It provides information on how to avoid disconnection of your service. If you have any questions regarding your past due balance, please visit, write to the address below, or call Waitsfield and Champlain Valley Telecom's Customer Service department at 1-(800) 496-3391.

If amount due has been paid, please disregard this notice.

P.O. BOX 9  
WAITSFIELD VT 05673-0009  
Telephone: 802-496-3391  
Toll Free: 800-496-3391  
Fax: 802-496-7040

PLEASE DETACH AND RETURN THIS FORM WITH YOUR PAYMENT

## FINAL DISCONNECTION NOTICE

Amount Paid:

\$ \_\_\_\_\_

Check here for Address Change  (Please write new information on back of form)

**Final Disconnection Notice Information**  
**Waitsfield and Champlain Valley Telecom**  
**Waitsfield, Vermont 05676-0009**  
**(802) 496-3391**

1. Your service will be disconnected unless you do one of the following before 3:00 PM on the Must Be Paid On Or Before date printed on your Final Disconnection Notice:
  - A. Pay the Local Service past due amount in full. Payment locations can be found in the Waitsfield and Champlain Valley directories in the Blue Page section; or
  - B. Make a reasonable payment plan to pay the Local Service past due amount; or
  - C. Deny that your Local Service balance is past due in excess of \$50.00; and submit the dispute to the Vermont Public Utility Commission to their satisfaction to obtain a Commission Order prohibiting disconnection; or
  - D. Provide a written statement or verbal notice that within seven days, a written physician's notice will be provided by a duly licensed physician. Such a notice shall certify that a ratepayer or resident with the ratepayer's household will suffer immediate and serious health hazard by the disconnection of their service, or by failure to reconnect service to the household. Use of a physician's certificate by a customer to prevent disconnection or to cause a reconnection is limited to two consecutive 30-day periods and shall not exceed three 30-day periods in any calendar year, except on written order of the Vermont Public Service Board.
  - E. Contact one of these Community Action Agencies: <https://dcf.vermont.gov/partners/caps> , or Vermont Legal Aid <https://vtlawhelp.org/how-we-can-help> , (1-800-889-2047, 8:30 a.m. to 4:30 p.m. Monday through Friday except holidays). Legal Aid can provide information on housing, rental assistance, and the COVID-19 pandemic.
  - F. Apply for the Vermont Covid-19 Arrearage Assistance Program (VCAAP). The Vermont COVID-19 Arrearage Assistance Program (VCAAP) provides financial support to customers of regulated utilities who may face disconnection of service because of past-due balances. Customers that have applied and are awaiting a determination or are already approved are not eligible for disconnection. Contact Consumer Affairs at 1-800-622-4496 for additional information. (<https://publicservice.vermont.gov/content/vermont-covid-19-arrearage-assistance-program-0> ).
  
2. If you are unable to pay the Local Service past due amount in full, we will negotiate a reasonable arrangement. If you wish to discuss this matter with us, you should immediately contact our Customer Service department before the disconnect date at 1-(800) 496-3391, Monday through Friday except holidays between the hours of 8:00AM and 5:00PM.

If you do not believe the terms of your repayment plan are reasonable, you may contact the Consumer Affairs Division of the Vermont Department of Public Service at 1-(800)-622-4496, or TTY 1-(800)-734-8390 (toll free within Vermont) or 1-(802)-828-2332, 112 State Street, Montpelier, Vermont 05620-2601, on any day, Monday through Friday, except holidays between 7:45AM and 4:30PM. The Consumer Affairs Division can give you advice and assistance negotiating an agreement or give you information on how to submit a dispute to the Public Service Board.

3. If your service is disconnected, you will be charged a reconnection fee of \$30.00 per line and also, a security deposit equal to two-twelfths of your estimated annual local bill. The security deposit may be paid in installments.

**IF YOU WISH TO HAVE YOUR TELEPHONE SERVICE CONTINUE UNINTERRUPTED,  
PLEASE DO NOT DISREGARD THIS NOTICE**

**New Address Information:**

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