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Alexander W. Moore
Associate General Counsel

October 22, 2020

Judith C. Whitney, Clerk
Vermont Public Utilities Commission
112 State Street, 4th Floor
Montpelier, VT 05620

**Re: Docket No. 20-0703-PET: Vermont Legal Aid Request for
Moratorium on Utility and Telecommunications Shut-offs
During State of Emergency**

Dear Ms. Whitney:

Pursuant to Emergency Rule 2.600, enclosed for the approval of the Commission is a form disconnection notice of MCImetro Access Transmission Services, Inc., d/b/a Verizon Access Services ("Verizon"). Verizon uses slightly different notices for different stages of the disconnection/treatment process. Each of them will include the new VCAAP language, as shown in the enclosure, during the period specified in the rule. Thank you for your attention to this matter.

Respectfully submitted,

Alexander Moore *cs*

Alexander W. Moore

Enclosure

verizon^v

MCI
PO BOX 16801
NEWARK, NJ 07101-6801



- Online at mci.com
- Pay by phone 1.866.654.1877
- Mail payment using stub below

Keyline
Customer name
Customer street address
City, State, Zip+xxxx

Amount Due: \$xxxx.xx
Account #: 1BMxxxx
Primary Phone: (xxx) xxx-xxxx

SUSPENSION NOTICE
IMPORTANT! READ THIS IMMEDIATELY!

Hi,

We understand that life gets busy, but did you know that your MCI local service is past due by \$xxxx.xx, and you are at risk for suspension on xx/xx/xxxx? Suspension will result in your loss of ability to receive incoming and make outgoing local calls. You will have access to 911 service. If you have recently made this payment, thanks, and please ignore this letter.

It's not too late to avoid suspension.

- Go online. Make a one-time online payment via www.mci.com
- By mail. Mail in your payment using the remittance portion below
- Call us. 1.866.654.1877 - a \$3.50 vendor fee applies
- Recurring payment. Go to "Manage Account" at www.mci.com to sign up for the convenience of recurring payment via checking, debit, or credit card

Remit slip:

Please Pay Now:
Account Number: xxxxxxxx
Amount Due: \$xxxx.xx

Make check payable to MCI

\$.

Customer Name
Customer Address
City, State, Zip + 4

Keyline:
MCI
PO Box 16801
Newark, NJ 07101-6801

102202 01xxxxxxxxxxxxxxxx xxxxxxxxxxx xxxxxxxx xxxxxxxx

If your service is suspended, MCI charges a RESTORATION FEE of \$19.00. To be restored, you'll need to pay:

- The past due amount of \$xxxx.xx prior to xx/xx/xxxx.
- And any charges that may have become past due after this notice was sent.

If your past due amount remains unpaid, your local service will be disconnected on xx/xx/xxxx, and you may be subject to the termination fee, if applicable.

In addition, your local toll and long distance service will be blocked on xx/xx/xxxx, unless payment of \$xxxx.xx is received by that date.

Please call MCI Customer Financial Services at 1.877.261.10007 during our hours of operation from 9:00 a.m. - 9:00 p.m. ET Monday - Friday, if you dispute this information.

Please contact MCI at the number above if you do not understand why you owe this amount or if you think there has been a mistake. Access to local exchange service will not be denied for failure to pay for deregulated service.

Please note -- we may report information about your account to the credit bureaus. Late/missed payments or other defaults on your account may affect your credit report.

IMPORTANT: The statewide moratorium on disconnections has expired. We encourage customers with overdue bills to contact us immediately if you need to set up a payment arrangement. Vermont customers may also be eligible for financial assistance from the State of Vermont COVID-19 Arrearage Assistance Program (VCAAP). Learn more and apply at www.publicservice.vermont.gov. 1.800.622.4496.

NOTICE: Customers who have submitted a complete VCAPP application and are awaiting a determination, or have been approved and the funds have not been disbursed, are exempt from disconnection.

Be sure to pay right away to avoid any further collection activity and continue enjoying your MCI service.

Thanks,
Your MCI Team