

# FINAL DISCONNECTION NOTICE

Notice Date	Master Agreement	Account No.	Disconnect Date	Amount Past Due	
11/08/18	(802)885-[REDACTED]	[REDACTED]	11/26/2018	Local Service Charges \$	69.08
				Toll Charges \$	.00
				Other Charges \$	235.01
				Total Past Due \$	344.45

If full amount past due has been paid or arrangements have been made, please disregard this notice and accept our thanks.

## WARNING - PLEASE READ THIS ENTIRE NOTICE

This is a notice that your VTel services are at risk of disconnection. We value you as a customer, and we will do all we can to assist you. Unfortunately our records indicate that your account has a delinquent balance. Your telephone and other services may be disconnected on one of the dates shown below, between the hours of 8:00 am and 2:00 pm. A reconnection fee of \$45.00 must be paid in order to restore service. We may also require a deposit equal to two-twelfths of your estimated annual bill for local services in advance of restoration.

**TO AVOID DISCONNECTION** you must pay your past-due balance in full by 2:00 pm on the day preceding the disconnect date shown above or:

- Enter into a reasonable payment arrangement with us to pay your overdue balance in installments.
- Pay your overdue local services balance in full, or enter into a reasonable payment arrangement with us to pay the overdue local 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 local services overdue balance. Please see the reverse side of this notice for additional information for bundled services customers.
- Inform us that you or a family member has a medical emergency, as defined on the reverse of this notice, and provide a medical emergency certificate within 7 days. This exception applies only if the service to be disconnected is your primary residential telephone service.
- For customers with stand-alone telephone service, submit a complete VCAAP application (which can be found here: <https://publicservice.vermont.gov/content/vermont-covid-19-arrearage-assistance-program-0>). Your stand-alone telephone service will not be in danger of involuntary disconnection while the application is awaiting a determination or if the application has been approved and the funds have not yet been disbursed.

If this service is your primary residential telephone line, you will continue to have access to E-911, even after your service has been disconnected.

If you feel this notice is in error or wish to make a payment arrangement, call one of our Customer Service Advocates at 1-800-279-4049 Monday through Saturday 8:00 am to 5:00 pm.

## PLEASE DO NOT DISREGARD THIS NOTICE - YOUR SERVICE MAY BE DISCONNECTED

\*\*\* Detach lower portion and return with bill \*\*\*



Our records indicate your account is past due in the amount shown above. Telephone and other services may be suspended on the disconnect date or 11/27/18, 11/28/18, 11/29/18, unless you make payment immediately. If you have any questions about your bill or dispute any charges, please call us immediately at 1-800-279-4049.

Once your service has been disconnected, a reconnection fee must be paid in order to restore service. A security deposit may also be required.

Account Number [REDACTED]

VTEL  
 354 RIVER ST  
 SPRINGFIELD, VT 05156-2242





**VTel**



354 River Street  
Springfield, VT 05156  
www.vermontel.com

ACCOUNT NO: [REDACTED]  
TELEPHONE NO: (802)885-[REDACTED]  
BILL DATE: 11/08/2018  
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**MEDICAL EMERGENCY:** You can postpone disconnection of service to your primary residential telephone line if you notify us that a medical emergency exists in your household. You may notify us by telephone or in person; however, a physician or other licensed primary care provider must certify the emergency in writing within 7 calendar days. The medical emergency certificate must state that you or someone in your household would suffer an immediate and serious health hazard if your basic service was lost, and whether the emergency condition is of limited duration, and, if so, when the emergency condition is likely to abate. If the certificate is intended to apply to toll or other services in addition to local dial tone service, the certificate must so state. During this 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 payment arrangements.

This medical emergency 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.

**BUNDLED SERVICE CUSTOMERS:** To avoid disconnection of your bundled service package, you must pay or make arrangements to pay the full amount of your delinquency. If you are unable to pay this amount, you may elect to retain just your local service (dial-tone and local usage) by paying the local service portion of your overdue balance. This amount is calculated at 150% of our dial-tone rate. If you elect to pay only the local services portion, you will no longer receive the additional services and discounts associated with the bundle. Even if you elect to retain only local service, you remain responsible for, and we still may collect from you, the full overdue balance for all charges incurred to-date under the bundled services plan.

**ASSISTANCE FROM CAPI:** If after discussing this matter with one of our Customer Service Advocates, a mutual agreement cannot be reached, we encourage you to ask for a Supervisor at 800-279-4049. If, after entering into such discussions, a satisfactory agreement still cannot be reached, you may request the assistance or advice of the Consumer Affairs and Public Information Division, 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 am to 4:30 pm. Other ways to reach the DPS: direct number 802-828-2332, TTY 800-734-8390, fax 802-828-2342, e-mail vtdps@psd.state.vt.us. The Department's office hours are Monday through Friday, except holidays, between 7:45 am and 4:30 pm. If CAPI is unable to resolve your dispute, ask CAPI to provide you with information on how to submit your dispute for resolution by Public Service Board.

**PLEASE DO NOT DISREGARD THIS NOTICE  
YOUR SERVICE MAY BE DISCONNECTED**

**USE ONLY FOR CHANGES OF MAILING ADDRESS**

**PLEASE DO NOT** use this form if you want to change the name on your telephone account. For a name change, please telephone our office at 1-800-279-4049.

**NAME** \_\_\_\_\_

**STREET ADDRESS** \_\_\_\_\_

**STREET ADDRESS** \_\_\_\_\_

**CITY - STATE - ZIP CODE** \_\_\_\_\_

**TELEPHONE NUMBER** (     ) \_\_\_\_\_ - \_\_\_\_\_