



November --, 2020

ACCOUNT SUSPENSION NOTICE
PAYMENT BY PHONE: 1.866.295.6221
PAYMENT BY WEB: www.att.com/payatt

Total Due: \$58.73
Total Amount Past Due: \$34.76
Local Past Due: \$0.00
Toll Past Due: \$21.58
Other Charges Past Due: \$0.00

Re: Account Number 802-NXXxxxxxxx

We are writing to let you know that your AT&T account is delinquent.

YOUR AT&T LOCAL SERVICE WILL BE SUSPENDED* ON 00000000 BETWEEN THE HOURS OF 8 A.M. AND 5 P.M. UNLESS:

1. The local past due balance \$0.00 is received by 00000000 (Payment of total past due balance \$34.76 will prevent suspension of your local service and restore all of the AT&T Services to which you are subscribed.) OR
2. You enter into a reasonable agreement to pay the total past due by means of a repayment plan. OR
3. You pay your local balance in full or enter into a reasonable arrangement to repay the local portion of your bill (Any service other than local may be interrupted if you pay only the local portion of your bill) OR
4. You deny the existence of any delinquency in excess of \$50.00, submit the dispute to the Vermont Public Utility Commission (Commission), and the Commission orders AT&T not to disconnect your service OR
5. You advise AT&T that you will present to AT&T, no more than seven days later, a statement from a duly licensed physician certifying that disconnection will result in an immediate and serious health hazard to you or to a resident within your household. The use of a physician's certificate to prevent disconnection or to cause a reconnection is limited to **four** consecutive 30-day periods and shall not exceed **six** 30-day periods in any calendar year unless the Board orders us otherwise.

If your service is suspended, a \$20 restoral fee will be charged once service is restored.

You may be eligible for the Vermont COVID-19 Arrearage Assistance Program (VCAAP). You can apply online at <https://publicservice.gov> (1.800.622.4496) or at your local Vermont Community Action Agency. Visit <https://dcf.vermont.gov/partners/caps> to find contact information for the agency serving your region. Customers who have submitted a complete application to VCAAP and are awaiting a determination, or who have been approved by VCAAP and are awaiting disbursement of funds, are **exempt** from disconnection.

You can make your payment immediately by debit/credit card at our website at www.att.com/payatt. If mailing payment, to ensure proper handling please write your account number on your check or money order and include the attached payment coupon. You may also pay with your check or debit/credit card, or discuss deferred payment arrangements by contacting us at 866.295.6221. Payments processed with a representative will be charged a \$5 convenience fee.

XX051115 XX

Detach and Return with Payment

Please write your account number on your check or money order made payable to AT&T. Do not send cash. Do not staple this portion to your payment. Thank you.

[customer name]
Account No. 802NXXxxxxxxx



Amount due **\$58.73**

Amount enclosed: \$ _____

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To discuss your payment options with an AT&T representative, please call us toll free at 1.866.295.6221. Text Phone (TTY) 1.800.551.1602 (9 a.m. to 8 p.m. eastern, Monday through Friday). You may also send correspondence to AT&T, PO Box 231675, Montgomery, AL 36123.

If, after entering payment negotiations with AT&T, you do not believe our terms to be reasonable, you may request assistance or advice of the Consumer Affairs and Public Information Division of the Vermont Department of Public Service in conducting further negotiations. In addition, the Consumer Affairs and Public Information Division of the Vermont Department of Public Service can provide you information on how to submit a dispute regarding the delinquent balance to the Public Service Board.

You may contact the Vermont Department of Public Service, Consumer Affairs and Public Information Division, at 1.800.622.4496, 1.802.828.2332, or TTY (1.800.734.8390) between the hours of 7:45 a.m. to 4:30 p.m. Monday through Friday. You may also send correspondence to Vermont Department of Public Service, Consumer Affairs and Public Information Division, 112 State Street, Drawer 20, Montpelier, VT 05620-2601 or e-mail to consumer@state.vt.us.

Thank you for your prompt attention to this matter.

Sincerely,

AT&T Credit Management Center

* Local service will not be suspended for the non-payment of non-regulated services