

BURLINGTON TELECOM
200 CHURCH ST
2ND FLOOR
BURLINGTON, VT 05401

DISCONNECTION NOTICE

Our records indicate that your account has a delinquent balance. Your telephone service will be disconnected on March 25, 2020, or within four business days thereafter, between the hours of: 8:00 a.m. and 3:00 p.m. (business days are Monday through Thursday, excluding Vermont legal holidays and any other time, or the day before such time, when the Company's business offices are not open to the public) unless:

1. The past due balance is paid in full by March 23, 2020; OR
2. You enter into a reasonable agreement with Burlington Telecom to pay the delinquency by means of a repayment plan; OR
3. You pay your basic local balance in full or enter into a reasonable arrangement to repay the basic local portion of your bill. Any service other than basic local may be interrupted if you pay only the basic local portion of your bill; OR
4. You deny the existence of any delinquency in excess of \$50.00 (for all services); OR
5. You submit the dispute to the Vermont Public Utility Commission ("Commission"), and the Commission orders Burlington Telecom not to disconnect your service; OR
6. You advise Burlington Telecom that you will present to Burlington Telecom, no more than seven days later, a statement from a physician or licensed primary health care provider certifying that disconnection of basic local telephone service will result in an immediate and serious health hazard to you or to a resident within your household. A medical emergency certificate may also apply to other telecommunications services, including toll service, if explicitly specified on the certificate. The use of a medical emergency certificate to prevent disconnection, to cause a reconnection or to initiate basic service is limited to no more than six (6) times or for more than four (4) consecutive thirty (30) day periods in any twelve (12) month period.
7. Customers who may face disconnection of service because of past due balances may apply for financial support from the Vermont COVID-19 Arrearage Assistance Program ("VCAAP") at (<https://publicservice.vermont.gov/content/vermont-covid-19-arrearage-assistance-program-0>) or by calling the Department of Public Service's Consumer Affairs and Public Information ("CAPI") Division at 1-800-622-4496. If you have a pending application and are awaiting a determination from VCAAP or are approved and funds have not been disbursed, you are exempt from disconnection.

In order to resolve this matter you may contact Burlington Telecom to negotiate a reasonable repayment plan.

Customer Service
Burlington Telecom
200 Church Street, 2nd Floor
Burlington, VT, 05401

Phone: (866) 304-8434 or (802) 540-0007
Hours: 8:00 a.m. - 6:00 p.m., Mon.-Fri.
8:00 a.m. - 4:30 p.m., Sat
TTY: (802) 865-7142

If, after entering such negotiations, you do not believe our terms to be reasonable, you may request the 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 can provide you information on how to submit a dispute regarding the delinquent balance to the Public Utility Commission.

Consumer Affairs and Public Information Division
Vermont Department of Public Service
112 State Street, Drawer 20
Montpelier, VT 05620-2601

Phone: (800) 622-4496 or (802) 828-2332
TTY: (800) 734-8390
Hours: 7:45 a.m. - 4:30 p.m., Mon - Fri

Burlington Telecom does not charge a fee for disconnection but should you choose to reconnect there is a \$25.00 fee.

In compliance with State law, in the event your telephone service with Burlington Telecom is disconnected, your telephone will continue to operate for the sole purpose of reaching Emergency Services by dialing 911.