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Alexander W. Moore  
Associate General Counsel

November 13, 2020

Judith C. Whitney, Clerk  
Vermont Public Utilities Commission  
112 State Street, 4<sup>th</sup> 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 revised form disconnection notice of MCImetro Access Transmission Services, Inc., d/b/a Verizon Access Services ("Verizon"). The revised notice, and similar notices that Verizon uses for other stages of the disconnection/treatment process in Vermont, includes the information required by Rule 2.620(H)(4) and Rule 2.620(H)(7), in response to the letter to the Commission from Carol Flint of the Department of Public Service dated October 28, 2020. The new language is highlighted in the enclosure for the Commission's convenience. Thank you for your attention to this matter.

Respectfully submitted,

Handwritten signature of Alexander W. Moore in blue ink, with a small 'CS' mark at the end.

Alexander W. Moore

Enclosure

MCI  
PO BOX 16801  
NEWARK, NJ 07101-6801



- Online at [mci.com](http://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](http://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](http://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.

If you receive local and long distance telephone services you may elect to retain local service only, provided you pay the local service delinquency or enter into a payment arrangement.

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.

If you have a dispute with us regarding your bill or your service, the Consumer Affairs and Public Information Division ("CAPI") of the Vermont Department of Public Service may be able to provide assistance or advice. If CAPI is unable to resolve a dispute, it can provide you with information on how to submit the dispute for resolution by the Public Utilities Commission. You can contact CAPI at: Vermont Consumer Affairs and Public Information Division, 112 State Street, Montpelier, VT 05620-2601, Tel. 802-828-2332, toll-free hotline at 800-622-4496 or 800-622-734-8390 (TTY), email: [psd.consumer@vermont.gov](mailto:psd.consumer@vermont.gov). CAPI's regular business hours are 7:45 a.m. to 4:30 p.m., Monday through Friday.

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](http://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