

STATE OF VERMONT
PUBLIC UTILITY COMMISSION

Case No. 20-0703-PET

Vermont Legal Aid request for moratorium
on utility and telecommunications shutoffs
during State of Emergency

**Response of AT&T Corp. to Order Ending
Temporary Disconnection Moratorium**

AT&T Corp. (AT&T) submits the following responses to the three questions posed to utilities by the Public Utility Commission in its October 8, 2020, Order Ending the Temporary Disconnection Moratorium. Those questions seek, in general terms, information from each utility about the utility's disconnection numbers and its customers' use of the Vermont COVID-19 Arrearage Assistance Program (VCAAP) and repayment plans.

Questions:

1. How has lifting the moratorium has affected the utility's disconnection numbers?

Response: The end of the moratorium had no effect on AT&T's disconnection of *residential* customers. At the time the moratorium was lifted, the company was in the process of withdrawing from the local residential market – a process that was completed by mid-November – and it was not disconnecting residential customers for non-payment during October and November. On the *business* side, AT&T disconnected 10 customers for nonpayment between October 16 and November 30, 2020.

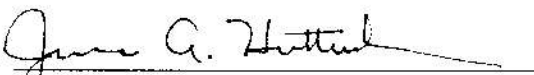
2. How many of the utility's customers have made use of VCAAP funding?

Response: AT&T is unaware of how many of its customers – if any – made use of VCAAP funding. The company did not review and process customer applications for such funding so that, if any AT&T customer submitted a VCAAP application and received an award through the program, AT&T would not be aware of that award. [Note: The chart of VCAAP distributions submitted to the Commission by the Department of Public Service on November 16, 2020, does not list any distributions to AT&T.]

3. What percentage of the utility's customers who have arrearages are actively participating in, or seeking to participate in, discussions about repayment plans?

Response: For the reason set forth in the response to Question 1, this question is irrelevant to AT&T's now-former *residential* customers. AT&T has no specific information regarding the participation of its *business* customers in arrearage repayment plans, although it is possible that some of those customers have made payment arrangements to avoid disconnection of service.

Respectfully submitted,

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