

6 Bowdoin Square, 9th Floor
Boston, MA 02114
(857) 415-5130
alexander.w.moore@verizon.com

Alexander W. Moore
Associate General Counsel

December 15, 2020

Judith C. Whitney, Clerk
Vermont Public Utilities Commission
112 State Street, 4th 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:

Please find enclosed for filing in the above docket the Report of Verizon. Thank you for your attention to this matter.

Respectfully submitted,

Handwritten signature of Alexander W. Moore in blue ink, with the initials 'CS' written at the end.

Alexander W. Moore

Enclosure

This document has been filed electronically via ePUC.

STATE OF VERMONT
PUBLIC UTILITY COMMISSION

Vermont Legal Aid request for Moratorium)
On Utility and Telecommunications Shut-offs) Docket No. 20-0703-PET
During State of Emergency)

REPORT OF VERIZON

MCI Communications Services, Inc., d/b/a Verizon Business Services, and MCI Metro Access Transmission Services, Inc. d/b/a Verizon Access Services (collectively “Verizon”) submit this report pursuant to the Order Ending the Temporary Disconnection Moratorium and Ordering Protections for Utility Customers Facing Economic Hardships, entered on October 8, 2020 (“Order”).

Lifting the moratorium has not affected Verizon’s disconnection numbers. When the moratorium ended, Verizon decided not to disconnect any customers for nonpayment while the VCAAP continued to accept applications, and it has not disconnected any Vermont customer since the Order issued. Verizon does not track whether payments on customer accounts are made by the customer or by VCAAP and so does not know how many of its customers have

made use of VCAAP funding. Approximately 22% of Verizon's customers in Vermont with arrearages have recently entered into repayment plans.

Respectfully submitted,

MCI COMMUNICATIONS SERVICES,
INC. and MCI METRO ACCESS
TRANSMISSION SERVICES, INC.

By their attorney

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Dated: December 15, 2020