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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 Reinstating the
Temporary Moratorium on Disconnection**

AT&T Corp. (AT&T) submits the following responses to the five information requests set forth by the Public Utility Commission in its December 22, 2020, Order Reinstating the Temporary Moratorium on Disconnection (Order). Those requests seek, in general terms, information from each utility about customer arrearages and levels of payment arrangements.

Although the requests seek information about both residential and business customers, AT&T's response is limited to business customers. At the time the Order was entered, AT&T had withdrawn from the local residential market and thus had no local residential customers.

Requests:

1. The magnitude of customer balances that are more than 60 days past due, the number of customers with balances that are more than 60 days past due, and how these data compare with the same time period in 2020 (broken out into residential and non-residential customers).

Response: The following chart provides information, for January 2020 and January 2021, about the number of customers with balances more than 60 days past due (DPD) and the magnitude of those past due balances:

	61+ DPD	Total Balance 60+DPD
Jan-20	131	\$2,094,607
Jan-21	181	\$1,971,274

2. The number of customers with whom the utility has interacted to set up a payment agreement between the date of the issuance of this Order and March 1, 2021.

Response: AT&T does not systematically track this information.

3. The number of payment agreements entered into between the date of the issuance of this Order and March 1, 2021.

Response: AT&T does not systematically track this information.

4. The number of payment agreements successfully adhered to by the customer between the date of the issuance of this Order and March 1, 2021.

Response: AT&T does not systematically track this information.

5. Comments on whether the moratorium should be extended beyond March 31, 2021.

Response: AT&T supports lifting the existing moratorium for telecommunications carriers. For the last year, the company has been willing to work with customers that have experienced payment difficulties because of the COVID-19 pandemic, and it remains willing to do so.

Respectfully submitted,

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