

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

Alexander W. Moore
Associate General Counsel

March 4, 2021

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:

Enclosed for filing on behalf of MCI Communications Services, Inc., d/b/a Verizon Business Services, and MCI Metro Access Transmission Services, Inc. d/b/a Verizon Access Services is the Response of Verizon.

Thank you for your attention to this matter.

Sincerely,

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)

RESPONSE 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 the following information in response to the Order Reinstating the Temporary Moratorium on Disconnection, entered on December 22, 2020 (“Order”).

As of February 28, 2021, Verizon had approximately 50 mass market customers of traditional telephone service in Vermont with balances over 60 days past due, and those balances totaled approximately \$6,500. Those numbers are little changed from February 28, 2020, when Verizon also had approximately 50 such customers, and their balances over 60 days past due totaled slightly less than \$6,000.

Between December 22, 2020 and February 28, 2021, Verizon has not interacted with any of these customers to set up a payment agreement and has not entered into any payment agreements. In December, Verizon reported to the Commission that 22% of our customers in Vermont with arrearages had recently entered into repayment plans. (*See Report of Verizon dated December 15, 2020.*) All of those customers have adhered to their plans since then.

Verizon supports allowing the moratorium to expire on March 31. As described in greater detail in prior filings, Verizon and many other telecommunications providers have implemented a number of programs to care for their customers during the COVID-19 pandemic, and the moratorium is no longer necessary as the economy reopens.

Respectfully submitted,

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

By their attorney

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

Alexander W. Moore
Associate General Counsel
6 Bowdoin Square, 9th Floor
Boston, MA 02114
(857) 415-5130

Dated: March 4, 2021