

This document is being filed electronically through ePUC.

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 Extending
Disconnection Moratorium Until June 30, 2021**

AT&T Corp. (AT&T) submits the following response to the two questions set forth by the Public Utility Commission in its May 24, 2021, Order Extending Disconnection Moratorium Until June 30, 2021. Those questions seek, in general terms, information from utilities about how they will engage with customers to resolve past-due balances after the moratorium ends and how they will address terminations of service for non-payment.

AT&T's response addresses only business customers, since the company no longer provides local residential service in the state.

Questions:

1. How will AT&T engage with customers to resolve past-due balances after the moratorium ends?

Response: AT&T's business-as-usual process involves many attempts to reach a negotiated payment or payment arrangements before taking the step to suspend/terminate services. The company's goal is to keep the customer connected, if possible.

Once the moratorium ends, AT&T will take the following steps with accounts that have been held from suspension:

- AT&T will mail suspension notices to customers, advising them of the need to contact the company to make payment or payment arrangements.
- If there is no response to the letter, AT&T will attempt to contact customers via phone, dialing all available numbers for the customer.
- If AT&T is unsuccessful in reaching the customer or in securing payment or payment arrangements, the Collections group notifies the AT&T Sales team with responsibility for the customer's account that the Collections group has been unable to reach the customer. Collections then waits three business days for the Sales team to reach the customer.

- If the Sales team is unsuccessful in reaching the customer, the account is moved to Manager Review for one last look prior to suspension of the services.

2. How will AT&T address terminations of service for non-payment going forward?

Response: Please see the response to Question 1.

Respectfully submitted,

By: James A. Huttenhower / RB
James A. Huttenhower
Attorney for AT&T Corp.
225 W. Randolph Street, Suite 2500
Chicago, IL 60606
312-727-1444 (o)
312-608-6279 (c)

June 11, 2021