

Protection Against Unwanted Changes In Your Long Distance Company

*To place a Freeze, Release, or Change on your Long Distance Carrier(s),
Please complete form on reverse side*

In today's competitive telecommunications environment, a significant problem known as "slamming" has developed in which the long distance companies selected by you may be changed without your consent. Previously, Waitsfield and Champlain Valley Telecom verified all changes received before executing them. The Federal Communications Commission (FCC) has now prohibited us from performing this service.

In order to minimize the expense and inconvenience which may result from "slamming", Waitsfield and Champlain Valley Telecom now offers you the protection of a "**Long Distance Freeze**" to your accounts. You may place a freeze on your interstate/international long distance service, on Vermont intrastate long distance service, or on both services by completing and returning the attached form.

A separate authorization is required for each service for which you request a freeze. As listed on the authorization form, "interstate toll" means long distance calls placed to areas outside the state of Vermont or calls to places outside the United States, its territories and possessions; "intrastate toll" means long distance calls placed to areas within the state of Vermont.

If you choose to order a "**Long Distance Freeze**", Waitsfield and Champlain Valley Telecom will not change your long distance carrier without your direct authorization. This means that before you or anyone else changes your specified carrier, one of the following must occur:

- You authorize Waitsfield and Champlain Valley Telecom in writing to lift the freeze for the particular account.
- You verbally request Waitsfield and Champlain Valley Telecom to lift the freeze from the telephone line for which the change is to be made. This telephone call must be on a three-way conference call with the carrier to which you are changing the service and a representative of Waitsfield and Champlain Valley Telecom.

When you change long distance companies, the long distance company may ask for your signature on a form, or have some other way of verifying your request to subscribe to their service. Those steps are separate from your signing the attached form or making any subsequent requests you may make to lift the freeze. If you do not request a Long Distance Freeze, you will not be required to have the freeze lifted in order to change your long distance company. However, by not having a freeze, you will have one less safeguard against unwanted changes in your long distance companies.

There is no charge for establishing a "**Long Distance Freeze**" or for lifting the freeze. The charges for changing interstate long distance carriers for any service are \$5.00 and \$2.20 for changing your Vermont intrastate long distance carrier.

Waitsfield and Champlain Valley Telecom

Long Distance Carrier Freeze/Change/Release

- ▶ Complete **Sections I and II** if your account is presently frozen and you are changing long distance carriers. Also, complete **Section III** if you want to RE-FREEZE your new long distance carrier.
- ▶ Complete only **Section III** if you are **not making any changes to your long distance carrier, but would like to FREEZE your account to prevent unauthorized changes.**
- ▶ **Account Holder must sign bottom of form to authorize changes.**

SECTION I – To RELEASE the freeze on your Long Distance Carrier(s):

Please **RELEASE** the Intrastate (instate) Interstate (out of state) Intrastate and Interstate Long Distance Freeze on the following telephone number(s):

Note: Please make sure to check the box/boxes above, as well as listing all telephone numbers in your name that you would like to RELEASE.

SECTION II – To change Long Distance Carrier(s):

Please select one

- Please contact me to go over my long distance carrier change at _____ (daytime telephone number)
 Please make the following changes:

Please change the following numbers to the indicated Long Distance Carrier:

Telephone Number(s)	Please Change My Long Distance Carrier To:	Intrastate (in-state only)
_____	_____	Interstate (out of state only)
_____	_____	<input type="checkbox"/> Intrastate <input type="checkbox"/> Interstate <input type="checkbox"/> Both
_____	_____	<input type="checkbox"/> Intrastate <input type="checkbox"/> Interstate <input type="checkbox"/> Both
_____	_____	<input type="checkbox"/> Intrastate <input type="checkbox"/> Interstate <input type="checkbox"/> Both

Please note the following Service Order Charges when changing Long Distance Carriers:

- \$5.00 per telephone number – changing Interstate or Interstate/Intrastate to same carrier
- \$2.20 per telephone number – changing only Intrastate
- \$7.20 (\$5.00 + \$2.20) per telephone number – changing Interstate and Intrastate to different carriers

SECTION III– To FREEZE/RE-FREEZE your Long Distance Carrier(s):

Please **FREEZE** the Intrastate (instate) Interstate (out of state) Intrastate and Interstate Long Distance Carrier on the following telephone number(s):

Note: Please make sure to check the box/boxes above, as well as listing all telephone numbers in your name that you would like to FREEZE/RE-FREEZE.

Please authorize the above changes to my telephone account(s):

Account Name (printed)

Account Address (printed)

Signature of the Account Holder only

Date