

# ***GUIDE TO TELECOMMUNICATION SERVICES***

Proudly serving the Mad River and  
central Champlain Valley regions of Vermont with

- ***HIGH-SPEED INTERNET***
- ***LOCAL SERVICE***
- ***LONG DISTANCE***



***Building Tomorrow's  
Broadband Network Today!***

**1-800-496-3391 • [www.wcvt.com](http://www.wcvt.com)**

**O**n behalf of Waitsfield and Champlain Valley Telecom, I would like to personally welcome you to our Company. Since 1907, when my grandfather Alton Farr began providing telephone service to the Mad River Valley, our family has worked hard to deliver a superior standard of technical and customer service. We take pride in bringing the latest telecommunications services to the local communities we serve.

Our entire team looks forward to serving all of your telecommunications needs. Thank you for being part of our community and a customer of Waitsfield and Champlain Valley Telecom.

Sincerely,

*Gregg Haskin*

President/CEO

## Communities Served

- Addison
- Bolton
- Bridport
- Bristol
- Buel's Gore
- Charlotte
- Cornwall
- Fayston
- Ferrisburgh
- Hinesburg
- Huntington
- Jonesville
- Lincoln
- Monkton
- Moretown
- New Haven
- Panton
- Richmond
- St. George
- Starksboro
- Waitsfield
- Waltham
- Warren
- Weybridge



**Waitsfield and  
Champlain  
Valley  
Telecom  
Service Area**

*Our dedicated team is committed to providing you with outstanding customer service.*



**W**aitsfield and Champlain Valley Telecom (WCVT) is a local, privately owned, independent telecommunications provider serving the Mad River and central Champlain Valley regions of Vermont. Owned by the Haskin family, WCVT has been proudly serving the local community with world-class technology and outstanding customer service since 1904.

- 87 Full-time employees
- Serving 18,500 access lines, 669 square miles
- 100% of subscriber base has access to high-speed Internet service
- 3,400+ cable television subscribers in the Mad River Valley
- 12,000+ Internet subscribers
- Publisher of six telephone directories covering the central Champlain Valley, Chittenden East Region, Addison County, Mad River Valley, Stowe, and Waterbury communities

## WCVT Leadership

Dana Haskin – *Chairman Emeritus*

Eleanor Haskin – *Board Chairman*

Gregg Haskin – *President/CEO*

Eric Haskin – *Network Director*

Kurt Gruendling – *Vice President of Marketing and Business Development*

Patricia Labnon – *Customer Service Manager*

Jim Lavoie – *Vice President of Information Systems*

Roger Nishi – *Vice President of Industry Relations*

## Select Achievements

- Awarded the U.S. Senate Productivity Award
- Received the Achievement Award and the Governor's Award for Performance Excellence from the Vermont Council for Quality
- Recipient of the Deane C. Davis Outstanding Vermont Business Award
- Awarded 2005 Innovative Human Resources Practice Award
- Received 2004 Vermont Centennial Business Award
- Inducted into Vermont Business Hall of Fame (2010)

## Technical Facts

- Digital switching platform
- 340+ route miles of fiber optics in the network including OC-3, OC-12, OC-48 SONET and Gigabit Ethernet rings
- 100% digital cable system

## Fiber to the Home

Fiber optics are used extensively throughout our network, and provide the backbone infrastructure that carries all of your calls and Internet traffic through our network to the outside world. We are also using fiber-optics to serve several new developments and larger businesses. In 2011, we received a U.S. Department of Agriculture (USDA) broadband stimulus award to connect our most rural and remote customers through high-speed fiber optics. It will take time to reach all our customers with fiber optics, but we will continue to evolve our network to provide increased speeds, improved reliability and more advanced service offerings.

## Commitment To The Communities We Serve

*We recognize the importance of being good neighbors and strive to improve the quality of life in the communities we live in and serve. Waitsfield and Champlain Valley Telecom's commitment is evident through a tradition of involvement that includes philanthropy and volunteerism.*

*We may have grown in size and technology offerings over the years, but our commitment to small town ideals and our strong sense of community remains unchanged.*



*WCVT employees volunteered to help setup for the Special Olympics Vermont 2011 Summer Games held at the University of Vermont.*



## Local Telephone Service

### Residential Business Customers:

\$13.40\* per line monthly

### Business Customers:

\$26.40\* per line monthly

\* Monthly rates exclusive of taxes and other governmentally sanctioned fees and charges. New service charge of \$30.00 applies.

### Local Measured Service

All local telephone calls in Vermont are subject to per minute charges referred to as Local Measured Service (LMS). Local calls are divided into two categories: calls within your home exchange and calls to other local exchanges.

#### Local Measured Service

	Home Exchange	Other Local Exchanges
<b>PEAK</b> (8:00 am-7:59 pm, Mon.-Fri.)	\$0.01	\$0.022
<b>OFF-PEAK</b> (All other time periods)	\$0.005	\$0.01

### Local Measured Service Caps

LMS rates are incurred until you reach your monthly cap — the maximum monthly charge for local calls.

**Mad River Valley Customers:** The maximum allowable monthly charge per residential line is \$13.00 for calls to the 496/583 exchanges and \$15.00 to all other local exchanges. The maximum allowable charge per business line is \$20.00 for calls to the 496/583 exchanges and \$42.00 to all other local exchanges.

**Champlain Valley Telecom Customers:** The maximum allowable monthly charge per line is \$28.00 for residential service, \$38.00 for single line business service and \$62.00 for multi-line business service.

## Payment Options

In addition to mailing your payment or calling our Customer Service Department, WCVT also offers the following convenient payment options:

**In Person** – Visit one of our two office locations, any Chittenden Bank location, or TD Banknorth in Richmond.

**Online** – Pay your bill from the convenience of your home or office. Simply visit **www.wcvt.com** and click on the “MY ACCOUNT” tab in the right hand corner. First

time users will need to register for access. All your account information is transmitted using a secure format. Once registered, you will have immediate access to view and pay your bills online. You may also view and print previous bills.

**Recurring Credit Card** – Recurring credit card payment service is a convenient, secure way to pay your monthly bill. Each month, your total amount due will be deducted from your credit or debit card automatically. We accept American Express, Discover, MasterCard and Visa. Sign up by calling our Customer Service Department or visit our website at **www.wcvt.com** and click the “MY ACCOUNT” tab.

### Automated Account Management

**System** – Access your account 24 hours a day, 7 days a week by calling **1-866-863-8070**. You can check your account balance, the amount of your last payment, or make a payment by credit card.

## Telephone Directories

Waitsfield and Champlain Valley Telecom publishes six local telephone directories covering the Champlain Valley, Chittenden East Region, Addison County, Mad River Valley, and the communities of Stowe and Waterbury. With a combined distribution of 75,000, we offer an effective reach at an affordable price. Each directory includes community information, white page listings, and a comprehensive yellow page section. Visit the online version of our telephone directories at **www.vermontphonebooks.com**.

Contact Info:

White Page Listings:  
**1-800-496-3391**

Yellow Page Advertising:  
**1-802-496-8328**






## Bundle Up and Save!

By bundling your local, long distance and high-speed Internet service with Waitsfield and Champlain Valley Telecom, you'll not only get one low price and one bill, but also the great local service you've come to expect and deserve. See the chart below for our easy to

understand packages and select the bundle that works best for you. For more information, please contact our Customer Service Department at **1-800-496-3391** or order online at **www.wcvt.com**. Sign-up today!

- **One Low Price**
- **One Convenient Bill**
- **Great Local Service**

	<b>LOCAL SERVICE*</b> 	<b>LONG DISTANCE SERVICE</b> 	<b>HIGH-SPEED INTERNET***</b> 
<b>Clearly Connected Basic With High-Speed Internet</b> <b>\$64.95* Monthly</b> (\$29.95* Monthly Without High-Speed Internet)	<ul style="list-style-type: none"> <li>• Voice Mail</li> <li>• Caller ID</li> <li>• Call Waiting</li> <li>• Wire Maintenance Plan</li> </ul>	8 Cents Per Minute**	Speeds up to 6Mbps/1Mbps <div> <b>Need more speed? Ask about our faster Internet speed packages – now up to 18Mbps!</b> </div>
<b>Clearly Connected 200 With High-Speed Internet</b> <b>\$84.95* Monthly</b> (\$49.95* Monthly Without High-Speed Internet)	<ul style="list-style-type: none"> <li>• Unlimited Local Calling</li> <li>• Voice Mail</li> <li>• Caller ID</li> <li>• Call Waiting</li> <li>• 3-Way Calling</li> <li>• Repeat Dialing</li> <li>• Priority Ringing</li> </ul>	<b>200** MINUTES</b>	Speeds up to 6Mbps/1Mbps
<b>Clearly Connected 500 With High-Speed Internet</b> <b>\$89.95* Monthly</b> (\$59.95* Monthly Without High-Speed Internet)	<ul style="list-style-type: none"> <li>• Unlimited Local Calling</li> <li>• Voice Mail</li> <li>• Caller ID</li> <li>• Call Waiting</li> <li>• 3-Way Calling</li> <li>• Repeat Dialing</li> <li>• Priority Ringing</li> </ul>	<b>500** MINUTES</b>	Speeds up to 6Mbps/1Mbps

\*Packages are for Residential Subscribers only. Clearly Connected Bundles require WCVT local service and Green Mountain Long Distance Service. Unlimited Local Calling included in Clearly Connected 200/500 Bundles only. Customer account must be current at time of enrollment and have good credit history. Cannot be combined with any other offer. Applicable taxes, Universal Service charges, and other charges apply. Subject to state and federal tariffs and regulation. Subject to additional terms and conditions.

\*\*Minutes applied to direct dialed calls within the continent United States. Rates to HI, AK, PR, VI are 17 cents per minute. International rates will vary. Clearly Connected 200/500 Bundles – additional minutes billed at 8 cents per minute.

\*\*\*Speeds listed are the maximum under optimal conditions; actual speeds are not guaranteed. DSL is a best effort service and actual speeds may vary based upon equipment and line capabilities, distance from the central office, atmospheric conditions, the user's computer system (processor speed and RAM), speed of the Internet, and other factors. To qualify for the 18Mbps service, your residence or business must be within 5,000 feet of one of our next generation switching sites.



See page 6 for information on long distance and high-speed Internet service.

**BUSINESS BUNDLES**  
also available.

Call and learn more today!

**Speeds now up to  
18Mbps\*\*\***

## Calling Features

Below is a list of our most popular calling features. For a complete list, please contact our Customer Service Department, consult the blue pages of your local telephone directory, or visit our website at [www.wcvr.com](http://www.wcvr.com).

### Calling Feature Rates (monthly)

Caller ID .....	\$5.95
Call Forwarding .....	\$1.50
Call Return .....	\$2.25
Call Screening .....	\$2.25
Call Waiting .....	\$2.25 (residential) \$3.25 (business)
Internet Fax .....	Starting at \$1.95
Paging Service .....	Starting at \$8.95
Personal Ringing .....	\$2.00
Repeat Dialing .....	\$2.25
Toll Control with PIN .....	\$4.00
Voice Mail .....	\$5.95

*Did you know that you can forward your Voice Mail messages to your e-mail address where you can listen, save or delete the message!*

## High-Speed Internet Service

If you are looking for fast, affordable, high-speed Internet service with the best local technical support around, look no further. We offer a wide range of Internet services to meet all of your residential or business needs. From high-speed Internet service to dedicated connections, web and server hosting, count on us to keep you connected.

Our high-speed Internet service is available to all customers in our telephone service area and packages start as low as \$30.00 per month when you sign up for a Clearly Connected 500 Bundle.

 **GREEN MOUNTAIN ACCESS**  
[www.greenmountainaccess.net](http://www.greenmountainaccess.net)

High-Speed Internet Package	Speeds (Download / Upload)	Monthly Fee	Discounted Monthly Fee
<b>High-Speed Lite Internet Service</b>	384Kbps / 128Kbps	<b>\$29.95</b>	<b>\$24.95</b>
<b>High-Speed Internet Service</b>	6Mbps / 1Mbps	<b>\$39.95</b>	<b>\$30.00-\$34.95</b>
<b>Elite High-Speed Internet Service</b>	12Mbps / 1Mbps	<b>\$54.95</b>	<b>\$49.95</b>
<b>Extreme High-Speed Internet Service</b>	18Mbps / 1Mbps	<b>\$64.95</b>	<b>\$59.95</b>

*Applicable taxes and Federal Universal Service Charge apply. Speeds listed are the maximum under optimal conditions and are not guaranteed. DSL is a best effort service and actual speeds may vary based upon equipment and line capabilities, distance from the central office, atmospheric conditions, the user's computer system (processor speed and RAM), speed of the Internet, and other factors. Monthly discounts apply when customer subscribes to a Clearly Connected Bundle or a qualifying Green Mountain Long Distance Service call plan. To qualify for Elite and Extreme High-Speed Internet speeds, residence or business must be within 10,000' and 5,000' respectively of one of our next generation switching sites. Additional terms and conditions apply.*

## Green Mountain Long Distance Service

Green Mountain Long Distance Service offers four competitive long distance calling plans. Each plan offers one low rate, anytime, anywhere, within

 **GREEN MOUNTAIN LONG DISTANCE SERVICE**  
FROM WAITSFIELD AND CHAMPLAIN VALLEY TELECOM

Vermont, the continental United States and Canada. Toll-free numbers and competitive international calling plans available.

### Long Distance Plans & Rates

Plan Name	Fee	In Vermont	Continental U.S.	Canada
<b>Eight Cent Plan</b> <i>If you make a lot of long distance calls and want to maximize your savings, this is the plan for you.</i>	<b>\$3.95</b> monthly	<b>8¢</b> per minute	<b>8¢</b> per minute	<b>24¢</b> per minute
<b>Eleven Cent Plan</b> <i>Perfect for casual users. (\$5 monthly minimum.)</i>	<b>No Fee</b>	<b>11¢</b> per minute	<b>11¢</b> per minute	<b>24¢</b> per minute
<b>Thirteen Cent Base Plan</b>	<b>No Fee</b>	<b>13¢</b> per minute	<b>13¢</b> per minute	<b>24¢</b> per minute
<b>Canada Plan</b>	<b>\$4.95</b> monthly	<b>8¢</b> per minute	<b>8¢</b> per minute	<b>12¢</b> per minute

*Applicable taxes and Universal Connectivity Charge apply. Additional terms apply. Visit [www.wcvr.com](http://www.wcvr.com) for rates and locations not listed here.*

## Tips for Troubleshooting Your Telephone Line

If you are having problems with your telephone line, please try these easy steps before contacting our Repair Department.

### Start by Checking Your Telephones

- Determine if the problem resides on one or all of your telephones.

- If the problem is with only one telephone, test that telephone in another jack. If it still doesn't work, that telephone is probably bad.

- If the telephone works in a different jack, go back to the jack where the trouble started and test it again with a different telephone. If neither telephone works, there may be a problem with the wiring to that jack.

- If neither of your telephones work after testing each telephone and jack separately, the problem may be in your wiring.

### How to Check Your Wiring

Follow these easy steps to determine if the trouble is your responsibility or ours (see figure 2).

- Locate the Network Interface Device (NID) typically located on the outside of your home or business.

- Disconnect the modular plug from the test jack

- Plug a working telephone into the "test jack" with a modular line cord.

If you receive a dial tone, the problem is with your

wiring or equipment.

- If you do not receive a dial tone, the problem is most likely with our facilities. Please contact our Repair Department at **1-800-496-3393**.

### If You Don't Have a NID

If you follow the troubleshooting tips and

determine that there may be a problem with your wiring, but cannot locate a Network Interface Device (NID), call our repair department and explain the situation.

## Tips for Troubleshooting Your Internet Connection

If you are having

problems with your Internet connection, please try the following before contacting technical support:

- Try rebooting (powering down and then up) your computer and modem. This easy

step solves 50% of the problems that our technical support staff deals with on a daily basis.

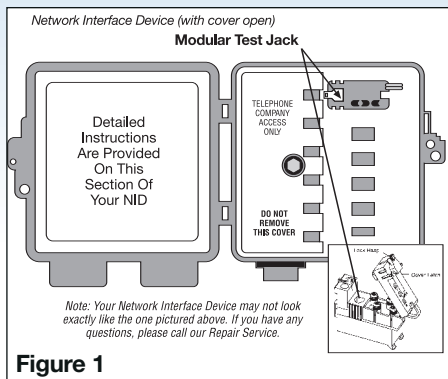
- If you continue to experience technical difficulties, please have the following information available and contact our Technical Support Department at **1-802-496-8598** or **1-888-321-0815**.

- Have as much information as possible. If your computer locks up, know what program is running. If you receive an error message, write it down.

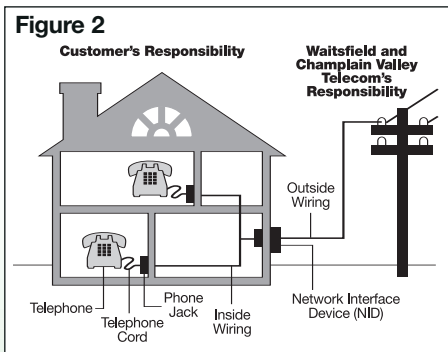
- Before you call, be at your computer and have it turned on. Our technicians may have to ask for specifics regarding your computer configuration in order to fix the problem.

## Wire Maintenance Plan

For only \$2.49 a month, you can subscribe to our Inside Wire Maintenance Plan. The plan is designed to reduce the cost of possible repair charges to the customer and covers the inside wiring and jacks at the customer's residence or business.



**Figure 1**



**Figure 2**

### Contact Repair

**(800) 496-3393** or **(802) 496-3393**.

### Dig Safe

Call Dig Safe 48 hours in advance before you dig or drill. It's the law!

**1-888-DIG-SAFE (344-7233) or 8-1-1.**

Visit [www.digsafe.com](http://www.digsafe.com) for more information.

# Understanding Your Telephone Bill

Our goal is to provide you with a clear, easy to read billing statement, while ensuring we meet all state and federal guidelines. Each month you will receive a detailed billing statement listing the charges for the services you subscribe to. Page 4 of this brochure provides information on the various payment options available. It is very important to review your bill thoroughly each month. If you ever have any questions, please do not hesitate to call our Customer Service Department at **1-800-496-3391**.

We also offer a "paperless bill" option. Rather than receiving a monthly statement in the mail, you will be notified via e-mail when your statement is available online. To sign up

for this free service, visit **www.wcvt.com** and click on the "Manage My Account" link.

## Items That Appear On Your Statement:

Your bill includes charges for local service, optional calling features, Internet and cable TV services. It may also include long distance charges if you have chosen a company that has contacted us to perform billing for them. This offers you the convenience of not having to receive an additional bill and pay for these charges separately. Your statement will also clearly detail when payment needs to be received, various payment options available and contact information for Waitsfield and Champlain Valley Telecom.

### The Cover Page Of Your Telephone Bill



JOHN SMITH  
P.O. BOX 9  
WAITSFIELD, VT 05673-0009

Your account number and billing period

Account Summary  
Account Line: 496-3391  
Account Number: 000000000  
Billing Period: 01/22/10 - 02/21/10  
Total Amount Due: \$66.60  
Payment Due By: 02/12/10

Pay Online: [www.wcvt.com](http://www.wcvt.com)  
Choose "Manage My Account"  
Pay by Phone: 1-866-863-8070

THANK YOU FOR YOUR PROMPT PAYMENT

Previous Balance	Payments Total	Adjustments Total
\$64.84	\$64.84	\$0.00

This month's activity, including all local and long distance charges plus any credits, for a final balance due

Total Amount Due
\$66.60

#### SUMMARY OF CURRENT CHARGES

Services  
Local Measured Service  
Federal Tax  
Vermont Telecommunications Tax  
Vermont USF Charge

TOTAL CURRENT CHARGES

\$66.60

Contact Information  
Customer Service  
(800) 496-3391 or toll free at  
(800) 496-3391  
Service Hours:  
Monday - Friday 8:00AM-5:00PM  
[www.wcvt.com](http://www.wcvt.com)  
[csdept@wcvt.com](mailto:csdept@wcvt.com)

#### Important Information

Be sure to watch this area of your telephone bill for important announcements and new service offerings.

PLEASE DETACH AND RETURN THIS FORM WITH YOUR PAYMENT



JOHN SMITH

Due Date	Amount Due	Amount
02/12/07	\$66.60	

This shows the amount due and date due

0000000000 0000000000 SMITH

Primary Line: 496-3391

Billing D



0000000000\$00000066.60

WAITSFIELD AND CHAMPLAIN VALLEY TELECOM  
P.O. BOX 412  
BRATTLEBORO VT 05302-0412

Check Here for Address Change: ☐ (Please write new information on reverse)

[www.wcvt.com](http://www.wcvt.com) • 800-496-3391



## **Taxes and Governmentally Sanctioned Fees:**

**Federal Tax** — This 3% tax is mandated by the federal government and is imposed on local telephone service and regulated calling features.

**Federal Universal Service Charge** — This federal charge helps to keep phone service affordable and available to everyone. It is also used to fund the schools and libraries program as well as rural health care initiatives.

**FCC Access Line Charge** — This is a Federal Communications Commission (FCC) approved charge that covers a portion of the costs of telephone lines connected to your home or place of business.

**Vermont Universal Service Fund Charge** — This State of Vermont approved charge pays for Enhanced 9-1-1, the Vermont Telecommunications Relay Service, and the Lifeline discount program.

**Vermont Telecommunications Tax** — Vermont tax issued on regulated telecommunications services.

**Vermont State Sales Tax** — This tax will appear on your billing statement if you have purchased new hardware (Caller ID boxes, modems, etc.) from the telephone company.

**Green Mountain Long Distance Service Connectivity Charges** — If you are a Green Mountain Long Distance Service customer and have opted to receive one consolidated bill

from WCVT, you will see this charge on your billing statement. This charge is paid into the Federal Universal Service Fund, a federal program which keeps local telephone rates affordable for all customers and supports the provisions of telecommunications services to schools, libraries and rural health care providers.



## **Don't Get Slammed**

**"Slamming"** is the illegal practice of changing a customer's service to another carrier without the subscriber's consent or knowledge.

### **What to do if You Have Been Slammed:**

- If you think that you have been slammed, contact our Customer Service Department or the unauthorized long distance carrier to explain that you did not authorize any change to your long distance provider and request to be switched back to your original calling plan and/or carrier.

- Ask that any charges for switching be removed from your bill. Under the FCC's slamming rules, you are not required to pay for the first 30 days after being slammed. If the unauthorized long distance provider refuses to comply with your request, you may write a detailed letter to the Federal Communication Commission (FCC) at the following address:

**Federal Communications Commission**  
Common Carrier Bureau  
445 12th Street, SW  
Washington, DC 20554

**Do A Little Something To Help Keep Our Mountains Green... and Save Time and Money, Too!**



**Register for e-bill by visiting**  
[\*\*www.myaccount.wcvf.com\*\*](http://www.myaccount.wcvf.com).

## ***Your Rights and Responsibilities***

Your complete satisfaction is our ultimate goal and we will make every effort to correct any problems you might be having. The following information describes our customers' rights and responsibilities, summarizes additional contact information to help you answer any additional questions or concerns you may have. Please don't hesitate to contact our Customer Service Department at **1-800-496-3391** or visit us online at **www.wcvr.com** for further information.

## ***Privacy***

Confidentiality issues have become of paramount concern to all of us, and protecting these are a priority for us. We strive to maintain high standards for the protection of our customer's privacy. WCVT has established standard policies relating to employee access to customer records and we provide training to our employees about their obligations to protect customer information and to treat it confidentially.

## ***Your Telephone Account Information Rights***

Unless we have your authorization and approval, we will not disclose customer information to non-affiliated third parties. However, we may internally use this information to offer you certain other WCVT services such as Internet access and long distance, but only to the extent permitted by government regulation and customer notice and consent requirements.

## ***Methods of Applying For Telephone Assistance Through Lifeline and Link-Up Programs***

Residential customers who qualify may be eligible for a monthly fee reduction on their telephone rates through the Lifeline and Link-Up programs.

You may apply annually on the form included in your Vermont Income Tax return packet or contact the following agencies:

**The Senior Help Line: 1-800-642-5119**

**AHS Economic Services Division  
(formerly PATH):**

**Applications and information available by  
calling 1-800-479-6151.**

## ***Vermont Telecommunications Relay Service***

The Vermont Telecommunication Relay Service (VTRS) is a free service for all Vermonters, connecting deaf, hard-of-hearing, deaf-blind and speech-disabled individuals with users of regular telephones. Whether calling on a standard telephone or a TTY telephone (a special telephone with a typewriter-style-keyboard), relay makes communication simple, 24 hours a day, 365 days a year.

To Place A Relay Call, Dial:

**7-1-1**

**1-800-253-0191 (TTY)**

**1-800-253-0195 (Voice)**



## How to Reduce Unwanted Telemarketing at Home

Many people find that telemarketing calls provide them with valuable information about products and services. If you would rather not receive these calls, a National Do-Not-Call Registry has been established to address consumer concerns about unwelcome telemarketing calls.

The registry applies to all telemarketers (with the exception of certain non-profit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

You can register any one of your phone numbers for free, and they will remain on the National Do-Not-Call Registry indefinitely. You may remove your name from the list at any time. **The Do-Not-Call Registry will not prevent all unwanted calls.**

The National Do-Not-Call Registry does not prevent calls:

- from organizations with which you have established a business relationship;
- for which you have given prior written consent;
- that are not commercial or do not include unsolicited advertisements;
- from or on behalf of tax-exempt non-profit organizations.



### To register by telephone

Consumers may call  
**1-888-382-1222.**

For TTY users, call **1-866-290-4236**. You must call from the telephone number you wish to register.

### To register by Internet

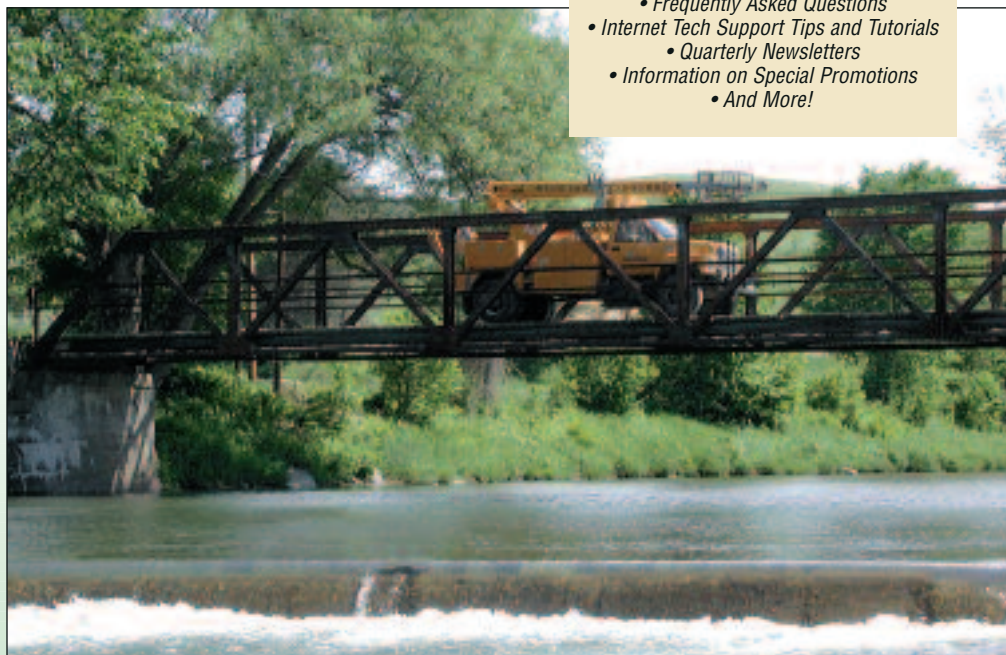
Visit the National Do-Not-Call Registry website at

**[www.donotcall.gov](http://www.donotcall.gov).**

Inclusion of your telephone number on the National Do-Not-Call Registry will be effective 31 days following your registration.

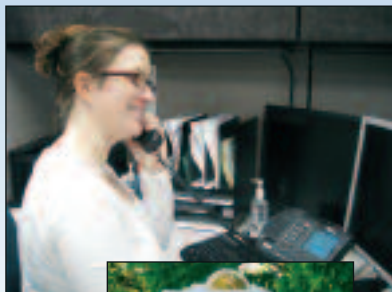
**Visit our website at [www.wcvf.com](http://www.wcvf.com) for even more information.**

- *Frequently Asked Questions*
- *Internet Tech Support Tips and Tutorials*
- *Quarterly Newsletters*
- *Information on Special Promotions*
- *And More!*



## Contact Information

Our dedicated Customer Service Representatives are available to answer your questions, add services, or take payments at the following office locations:



### Waitsfield and Champlain Valley Telecom

Customer Service: **(800) 496-3391**  
Repair Department: **(802) 496-3393**  
E-mail: [csdept@wcvt.com](mailto:csdept@wcvt.com)  
Website: **[www.wcvt.com](http://www.wcvt.com)**  
(Live Chat available)  
Business Hours: Mon.-Fri. 8:00am - 5:00pm  
Mailing Address: PO Box 9  
Waitsfield, VT 05673

### Office Locations

Waitsfield Business Office  
3898 Main Street, Route 100, Waitsfield

Hinesburg Branch Office  
Mechanicsville Road, Hinesburg



### Go Green and Enjoy Paperless Billing!



Pay Online: Manage My Account at  
**[www.wcvt.com](http://www.wcvt.com)**  
(Live Chat available)  
Pay by Phone: Automated Account Management  
System - **1-866-863-8070**



### Green Mountain Access

Technical Support:  
**(802) 496-8598** (local)  
**(888) 321-0815** (toll-free)  
E-mail: [info@greenmountainaccess.net](mailto:info@greenmountainaccess.net)  
Website:  
**[www.greenmountainaccess.net](http://www.greenmountainaccess.net)**  
(Live Chat available)

Technical Support Telephone Hours:

Local support is available Monday thru Friday from 8:00am to 7:30pm. Our after-hours partner provides extended support Monday thru Friday from 7:30pm to 8:00am as well as 24 hours on weekends and holidays.

### Office Location

Hinesburg Office  
Mechanicsville Road, Hinesburg



*Printed on Recycled Paper*

**[www.wcvt.com](http://www.wcvt.com) • 800-496-3391**