

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.wcvb.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

THANK YOU FOR YOUR PROMPT PAYMENT

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

SUMMARY OF CURRENT CHARGES

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

TOTAL CURRENT CHARGES

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

\$66.60

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

Pay Online: www.wcvt.com
Choose "Manage My Account"
Pay by Phone: 1-866-863-8070

Contact Information
Customer Service
(2) 496-3391 or toll free at
(0) 496-3391
Office Hours:
Monday - Friday 8:00AM-5:00PM
www.wcvt.com
dept@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	

Primary Line: 496-3391

Billing Date



00000000000\$0000066.60

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

0000000000 0000000000 SMITH



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

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.

www.wcvf.com • 800-496-3391

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.wcvf.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.

Applying For Telephone Assistance Through the Lifeline Telephone Service Credit Program

Residential customers who qualify may be eligible for a monthly fee reduction on their telephone rates through the Lifeline Telephone Service Credit Program

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

**DCF's 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.

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

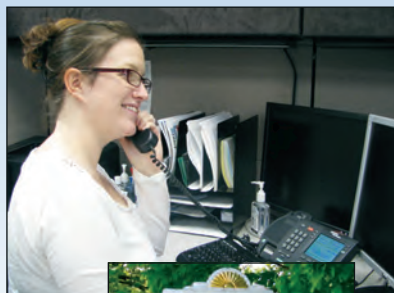
Visit our website at www.wcvt.com for even more information.

- *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
Website: **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

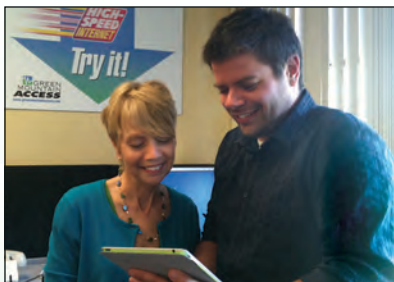
Hinesburg Branch Office
Mechanicsville Road, Hinesburg



Go Green and Enjoy Paperless Billing!



Pay Online: Manage My Account at
www.wcvt.com
(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

Website:
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 • 800-496-3391