

# Guide to Telecommunication **SERVICES**

*We Proudly Serve the Mad River and Central Champlain  
Valley Regions of Vermont With High-Speed Internet,  
Local Phone Service, and Long Distance*



# Welcome

Dear Customer,

On behalf of Waitsfield and Champlain Valley Telecom, I personally welcome you. Since 1904, 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 expertise and customer service. We take pride in bringing the latest telecommunications services to the local communities we serve. Thank you for being part of our community and a customer of Waitsfield and Champlain Valley Telecom.

Sincerely,



Gregg Haskin  
President/CEO



## Fiber Optics Enhance Services

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. 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.



## Communities We Serve:

- 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



# About Us

## Building Connections

Waitsfield and Champlain Valley Telecom proudly serves the Mad River and central Champlain Valley regions of Vermont, and remains committed to keeping local families and businesses connected to what matters most. Our mission is to provide high quality, state-of-the-art communication services which encourage economic growth and prosperity in the communities we serve.

By choosing Waitsfield and Champlain Valley Telecom as your telecommunications provider, you benefit from personal attention, a focus on community, and knowing your money is helping the local economy. After all, when we buy local, we all win.

Being a Vermont business means our customers are also our friends. Waitsfield and Champlain Valley Telecom feels strongly that community involvement is not just a nice thing to do; it's the right thing to do. We wholeheartedly support many community organizations and events, both by financial contributions and volunteer hours.

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## Lending A Hand

We support community programs including:

- Addison County Chamber of Commerce
- Bristol Recreation Department
- Hinesburg Business and Professional Association
- Lake Champlain Regional Chamber of Commerce
- Mad River Valley Chamber of Commerce
- Mad River Valley Rotary Club
- Special Olympics Vermont
- Stowe Area Association
- Vermont Chamber of Commerce
- Vermont Foodbank
- Western Slopes Business Association
- ... and many More!

We also give each employee 16 hours of community service time yearly to be used on local projects. If your organization has a project in the making and is looking for help, contact Alan Jones at 802-496-8328 or [ajones@wcvt.com](mailto:ajones@wcvt.com) to discuss the possibility of our participation.



## Leveraging Technologies

Waitsfield and Champlain Valley Telecom was one of 13 communities nationwide to receive the Smart Rural Community Showcase Award from NTCA—The Rural Broadband Association in 2014. This award honored us for deploying advanced technologies and leveraging those technologies to enable innovation in the areas of economic development and commerce, education, and enhanced health care.



# Phone Services

## Local Telephone Service

**Residential Customers:** \$15.40\* per line monthly  
**Business Customers:** \$26.40\* per line monthly

\*Residential and Business monthly rates include 30-minutes of Local Measured Service and are 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.

Time	Home Exchange	Other Local Exchanges
Day (8:00am - 7:59 p.m., M-F)	\$0.01	\$0.022
Eve (All other times)	\$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. For 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. For 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.

## Green Mountain Long Distance Service

Choose from four long distance calling plans, each offering one low rate for calls made anytime and anywhere within Vermont, the continental United States, and Canada. Toll-free numbers and competitive international calling plans are also available. For rate information, visit [www.wcvr.com](http://www.wcvr.com).

## Calling Features

Add convenience with our most popular calling features. To see additional options, visit [www.wcvr.com](http://www.wcvr.com).

Calling Feature	Monthly Rate
Caller ID	\$5.95
Call Forwarding	\$1.50
Call Return	\$2.25
Call Screening	\$2.25
Residential Call Waiting	\$2.25
Business Call Waiting	\$3.25
Internet Fax	Starting at \$1.95
Personal Ringing	\$2.00
Repeat Dialing	\$2.25
Toll Control with PIN	\$4.00
Voice Mail	\$5.95

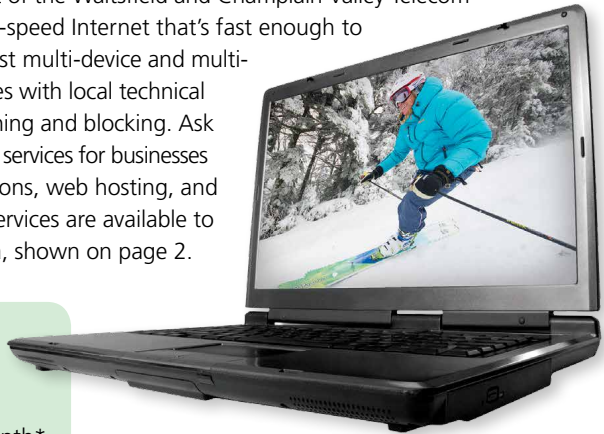
## Wire Maintenance Plan

This plan is designed to reduce the cost of possible repair charges for you and covers the inside wiring and jacks at your residence or business. It's only \$2.95/month.

# High-Speed Internet and Bundles

## Fast and Affordable Internet Plans

Green Mountain Access, part of the Waitsfield and Champlain Valley Telecom family, offers residential high-speed Internet that's fast enough to keep up with even the busiest multi-device and multi-user households. Plus it comes with local technical support as well as virus scanning and blocking. Ask about our high-speed Internet services for businesses including dedicated connections, web hosting, and server hosting. All of these services are available to customers in our service area, shown on page 2.



### Speed Options

**6Mbps** - \$44.95/month\*

**12-20Mbps** - \$51.95/month\*

**50Mbps** - \$61.95/month\*

**100Mbps** - \$101.95/month\*

*\*High-speed Internet service requires an active telephone line and modem. Service availability, rates, and speeds may vary depending on location. Speeds listed are for downloads. Rates subject to change. Other Internet speeds available. Additional terms and conditions apply. Call for details.*

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## Money-Saving Clearly Connected Bundles

### BASIC BUNDLE

**\$71.95/month\***

- High-Speed Internet
- Local Service
- 8-Cents-per-Minute Long Distance\*\*
- Voice Mail, Caller I.D., Call Waiting, Wire Maintenance

### 200 BUNDLE

**\$91.95/month\***

- High-Speed Internet
- Local Service
- Unlimited Local Calling
- 200 Long Distance Minutes\*\*
- Voice Mail, Caller I.D., Call Waiting

### 500 BUNDLE

**\$96.95/month\***

- High-Speed Internet
- Local Service
- Unlimited Local Calling
- 500 Long Distance Minutes\*\*
- Voice Mail, Caller I.D., Call Waiting

**Business Bundles are also available. Call 800-496-3391 for details.**

*\*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 continental United States. Additional minutes billed at 8 cents per minute. Rates to HI, AK, PR, VI are 17 cents per minute. International rate will vary. Clearly Connected 200/500 Bundles—additional minutes billed at 8 cents per minute.*

# Consumer Information

## Payment Options

In addition to mailing your payment or calling our Customer Service Department, you can also pay your Waitsfield and Champlain Valley Telecom bill in one of these ways:

### In Person

Visit one of our two office locations or any People's United Bank location.

### Online

Simply visit [www.wcvt.com](http://www.wcvt.com) and click on the "MY ACCOUNT" tab in the top 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 current bill and 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 [www.wcvt.com](http://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 **866-863-8070**. You can check your account balance, the amount of your last payment, or make a payment by credit card.

## Understanding Your Telecommunications Bill

Each month, you will receive a detailed billing statement listing the charges for your subscribed services. Our goal is to make it easy to read while ensuring we meet all state and federal guidelines. It is important to review your bill thoroughly. If you have any questions, please call our Customer Service Department at **800-496-3391**.

### Items Appearing on Your Statement

Your statement may include charges for local phone service, optional calling features, Internet and cable TV services. It will also clearly detail when payment needs to be received, various payment options available, and contact information for Waitsfield and Champlain Valley Telecom.

### 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.

Sign Up for Ebill by Visiting  
[www.myaccount.wcvt.com](http://www.myaccount.wcvt.com)



### **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 us.

### **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 Waitsfield and Champlain Valley Telecom, 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.

## **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 and summarizes additional contact information to help you address any additional questions or concerns you may have.

### **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.

### **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 using the form included in your Vermont Income Tax return packet. For more information, the Senior Help Line at 800-642-5119 or DCF's Economic Services Division (formerly PATH) at 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. It can be done on a standard telephone or a TTY telephone (specially equipped with a typewriter-style-keyboard). To use VTRS, call 7-1-1 or 800-253-0191 (TTY) or 800-253-0195 (Voice).

# How to Contact Us

## WAITSFIELD AND CHAMPLAIN VALLEY TELECOM

**Customer Service:** 800-496-3391

**Repair Department:** 802-496-3393

Our dedicated Customer Service Representatives are available Mon.-Fri. from 8:00 a.m. to 5:00 p.m. to answer your questions, add services, or take payments at these offices:

### Waitsfield Business Office

3898 Main Street, Route 100, Waitsfield

### Hinesburg Branch Office

Mechanicsville Road, Hinesburg

**Mailing Address:** PO Box 9, Waitsfield, VT 05673

**Email:** [csdept@wcv.com](mailto:csdept@wcv.com)

**Website:** [www.wcv.com](http://www.wcv.com) (Live Chat available)

## GREEN MOUNTAIN ACCESS

### Technical Support:

802-496-8598 (local)

888-321-0815 (toll-free)

Local support is available Mon.-Fri. from 8:00 a.m. to 7:30 p.m. Our after-hours partner provides extended support Mon.-Fri. from 7:30 p.m. to 8:00 a.m. as well as 24 hours a day on weekends and holidays.

**Email:** [info@greenmountainaccess.net](mailto:info@greenmountainaccess.net)

**Website:** [www.greenmountainaccess.net](http://www.greenmountainaccess.net)  
(Live Chat available)

## CALL DIG SAFE 48 HOURS BEFORE YOU DIG OR DRILL

It's the law and prevents damage to underground utility lines. Call 1-888-DIG-SAFE (344-7233) or 8-1-1. For details, visit [www.digsafe.com](http://www.digsafe.com).



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TELECOM  
CHAMPLAIN VALLEY**

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