



While our offices remain closed to customer access due to the pandemic, our knowledgeable Customer Service staff are available to help you by phone, email, and online chat. Hopefully, we'll be able to see you in person again soon!

Waitsfield and Champlain Valley Telecom
PO Box 9, Waitsfield, VT 05673-0009
Phone: 496-3391 • Toll Free: 800-496-3391

Waitsfield: **Hinesburg:**
Route 100 246 Mechanicsville Road

Office Hours:
Monday – Friday: 8:00 a.m. - 5:00 p.m.

Contact Customer Service for assistance
csdept@wcv.com • 800-496-3391

Visit us online at www.wcv.com

Office Holiday Closures:

Monday, May 31

Memorial Day

Monday, July 5

In observance of Independence Day



WCVT Makes Record Investments in Fiber

If ever there was a time when the importance of fast and reliable internet service became clear, it was 2020. The pandemic rapidly expanded the need for rural broadband and highlighted the critical role it plays for WCVT customers and the communities we serve. For many of us, our homes became everything last year—a workplace, school, library, movie theater, gym, shopping center, and location for accessing telehealth services.



As a local, family-owned business in Vermont, WCVT believes it's our civic duty to do everything possible to maintain the connections between people and vital online resources. The internet is serving as a lifeline during the pandemic, and its usage will only keep growing in the years ahead. To meet this demand, we're continuing to make record capital investments in our fiber network.

In 2021, we'll invest almost \$9 million dollars to continue to convert as many customer locations to fiber optics as we can. WCVT is also aggressively applying for additional state and federal funds to augment our own investments in fiber optics.

We realize we can't get to everyone overnight, but please know that every single dollar we invest in fiber is benefiting Vermont and the local communities we serve. Building a fiber-to-the-home network in rural areas of our state is not easy and takes time and extensive capital. We thank you for your continued support and for your patience and understanding as we evolve our network.

Lifeline Program Offers Telephone Discounts

Many low-income individuals or families qualify for assistance with phone charges, but don't realize this help is available to them. If you're experiencing financial difficulties, or have a friend or family member in this situation, Waitsfield and Champlain Valley Telecom encourages you to look into the Lifeline Program. It provides qualified customers with a monthly discount on charges for their primary home phone line. Here in Vermont, you can save up to \$5.25 per month.

To help you determine your eligibility:

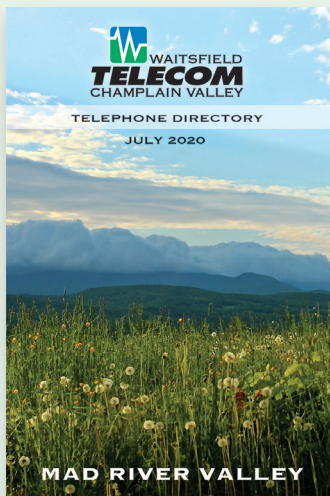
- Was your 2020 household income less than \$17,388 for a single-person household or less than \$23,517 for a two-person household? Add \$6,129 for each additional person in your household.
- Did you receive Federal Public Housing Assistance (FPHA), Supplemental Security Income (SSI), Supplemental Nutrition Assistance Program (SNAP, also known as Food Stamps), Medicaid, Veterans Pension/Survivors Pension, or Tribal Programs?

For more information on the Lifeline Program, visit www.lifelinesupport.org or call 1-800-234-9473.



Call 811 Before You Begin Digging

It's springtime. Are you planning outdoor projects — maybe building a deck or planting a tree? Remember to call 811 or 1-888-DIG-SAFE before you begin digging to have underground utility lines located and marked. If you don't and hit a utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood, and potentially be responsible for fines and repair costs. Don't assume you know what's below. Call 811 every time.



Make Changes Now for the 2021 Directory

Plans are underway and content is being collected for the 2021 Mad River Valley Telephone Directory. Please contact our Customer Service Department at 802-496-3391 if you'd like to make a change to your listing in the white pages. Business accounts wanting to advertise in the yellow pages should contact Lorraine Keener at lkeener@corp.wcvt.com.



Customer Spotlights

Red Onion Deli – Charlotte

The Red Onion Deli, a fixture on lower Church Street in Burlington for the past 30 years, recently relocated. It's now in Charlotte Crossings on Route 7, just south of the Ferry Road in Charlotte at 3488 Ethan Allen Highway. Owner Mickey West is excited by this move since it provides the opportunity to serve her food to a great community. You'll still find their beloved hefty sandwiches such as the famous Red Onion, as well as soups, salads, and homemade breads. Additionally, breakfast items are available including breakfast sandwiches, homemade muffins, scones, and hot coffee.



The new location also offers a variety of prepared foods for customers to pick up and rehearse at home plus a selection of Vermont merchandise. The Red Onion Deli is open every day except Tuesday. Reach them at 425-3194 or visit online at www.theredonioncafe.business.site/.

Three Mountain Café – Waitsfield

Three Mountain Café, the original home of Green Mountain Coffee Roasters, is newly owned by Maggie Carr. As manager for over a year, Carr is fully knowledgeable about the café's customers and workings and is excited by the new challenge. At 26, Carr was able to purchase the business through Community Capital of Vermont, which issues small business loans and lines of credits for nontraditional entrepreneurs.

The café offers specialty hot and cold beverages, including their famous Cafe Vermont (espresso, steamed light cream, maple, and vanilla), fresh baked goods, bagels, and grilled paninis. Carr will maintain the same menu for now, but is looking forward to adding new items. She's also in the process of renovating the space and will feature unique retail featuring young female artists.



Three Mountain Café is located at 107 Mad River Green in Waitsfield and is open seven days a week from 7:00 a.m. – 2:00 p.m. You can reach them at 496-5470 and order online at <https://threemountaincafe.square.site/>.

Welcome New Businesses

When you buy local, everyone benefits. Please support the community by doing business with these new neighbors.

Hey June – Richmond..... 434-6683
Mad Partners, LLC – Waitsfield 496-7682

rk MILES – Waitsfield..... 496-2424
Red Onion Deli – Charlotte 425-3194



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