WAITSFIELD
TELECOM
CHAMPLAIN VALLEY

How to Pay Your Bill by Calling
Automated Account Management System
1-866-863-8070

This service allows you to check your current account balance, the amount of your last payment, and make a payment with a credit card. This service is available 24 hours a day, 7 days a week.

Important   **Before registering for access, make sure you have access to your WCVT billing statement. For your security, you will be required to provide your account number and seven-digit phone number during process.**

Step 1.   Dial 1- 866-863-8070 (toll free number) to access account information.

Step 2.   Press # to set up a new account.

Step 3.   Enter your 9-digit billing account number (refer to your billing statement).

Step 4.   Enter your 7-digit primary telephone number. This will now be your User ID.

Note: If you only subscribe to internet service, enter the 999-XXXX number associated with your account. Refer to the last page of your billing statement

Step 5.   Create 4-digit PIN.

Please Note: Payments made through Automated Account Management System will post to your account in 24 hours. If you are temporarily disconnected for non-payment, it will take 24 hours to reconnect your service. If you need to expedite your reconnection, you will need to process your payment through Manage My Account on our website.

Have Questions – We're Here to Help!

Customer Service

Telephone: 1-800-496-3391

Email: csdept@wcvt.com

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