

# Guide to Telecommunication **SERVICES**

*We Proudly Serve the Mad River and Central Champlain  
Valley Regions of Vermont with High-Speed Internet,  
Video, Wi-Fi, and Phone Service*



# 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,

*Eric Haskin*

Eric Haskin  
President/CEO



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## 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

## Fiber to the Home

Fiber optics are used extensively throughout our network to deliver fast and reliable service. Fiber is the backbone infrastructure that carries all voice and internet traffic throughout our network and to the outside world. Every year, we continue to make record capital investments to expand our Fiber-to-the-Home network. However, our work is by no means complete. Building a fiber-to-the-home network in rural Vermont is not easy and takes time and extensive capital. We appreciate your ongoing support of our company, and thank you for your patience and understanding as we keep working to evolve our network.



# 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
- 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 Lorraine Keener at 802-496-8379 or [lkeener@corp.wcvvt.com](mailto:lkeener@corp.wcvvt.com) to discuss the possibility of our participation.



*WCVT employees volunteered more than 1,000 hours of community service last year.*

## Leveraging Technologies

Waitsfield and Champlain Valley Telecom is one of more than 100 communities nationwide to receive the Smart Rural Community Showcase Award from NTCA—The Rural Broadband Association. 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.



# High-Speed Internet

## 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.



	Speeds	Voice and Internet Plans	Internet Only Plans
	10 Mbps	\$46.95 + Cost of Telephone Service	\$72.95
	25 Mbps	\$53.95 + Cost of Telephone Service	\$79.95
	50 Mbps	\$63.95 + Cost of Telephone Service	\$89.95
FIBER	100 Mbps	\$76.95 + Cost of Telephone Service	\$102.95
	500 Mbps	\$91.95 + Cost of Telephone Service	\$117.95
	1,000 Mbps	\$103.95 + Cost of Telephone Service	\$129.95

Packages in green are available only to customers in our Fiber-to-the Home areas.

*NOTE: Speeds listed are the maximum under optimal conditions; actual speeds are not guaranteed. Applicable taxes and Federal Universal Service Fund Charge apply on all packages. Additional terms and conditions apply.*

# Whole Home Wi-Fi Service

Wi-Fi has become a critical part of your home network that you rely on each and every day. Often we don't think about the increasing number of devices that we're connecting to our home Wi-Fi network—including laptops, smartphones, tablets, security cameras, smart TV's, streaming devices, gaming consoles, and smart home equipment such as thermostats.



With our Whole Home Wi-Fi, you can enjoy improved Wi-Fi coverage and performance. Our solution is designed to optimize the Wi-Fi throughout your home and help eliminate dead spots without signals while boosting performance and reliability.

Call us and learn how you can improve your internet experience with Whole Home Wi-Fi.



# GMAVideo

This fully-featured, streaming TV service is a complete replacement for traditional cable or satellite television. With GMA Video, you still get all of your local broadcast channels, many of your favorite cable networks, plus:

- FREE HD Channels, Cloud DVR, Restart TV, and Replay TV
- Personalized viewing recommendations
- Easy self-installation and no contracts

## Choose from these GMA Video packages:

### Basic - \$37.25/mo.\*

Includes: 22 HD channels, 2 streams, 50 hours Cloud DVR, and 25 Stingray Music Channels

### Standard - \$92.40/mo.\*

Includes: 76 HD channels plus other features of Basic package

### Preferred - \$108.40/mo.\*

Includes: 118 HD channels plus other features of Basic package

Additional streams and DVR storage available. Ask about our premium movie packages.

*\*GMA Video is available to Green Mountain Access high-speed internet customers only. Requires internet speeds of a minimum of 10Mbps. Replay and Restart TV is dependent on network transmission permissions. Monthly service rates are exclusive of taxes and other governmentally sanctioned fees and charges. Additional terms and conditions apply.*



## Phone Services

### Local Telephone Service

#### Residential Customers:

\$22.35\* per line monthly

#### Business Customers:

\$28.45\* per line monthly

*\*Monthly rates include 30-minutes of Local Measured Service and are exclusive of taxes and other governmentally sanctioned fees and charges. For more information on Local Measured Service, calling features and Money-saving Bundles, visit [www.wcvr.com](http://www.wcvr.com).*

### Green Mountain Long Distance Service

Choose from three long distance calling plans offering one low rate. Toll-free numbers and international calling plans are also available.

### Wire Maintenance Plan

The plan is designed to reduce the cost of possible repair charges and covers the inside wiring at your residence or business. In addition, the plan covers full replacement of battery and/or charger at any time due to a performance failure for Fiber-to-the-Home customers. It's only \$3.95/month.



# 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.

**Please note:** WCVT follows the Consumer Bill of Rights and Vermont PUC Standards for Billing, Credits and Collections, and Customer Information for Telecommunications. All transactions are in U.S. currency only.

## 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 lease or purchase new hardware from us.

### **Green Mountain Long Distance Service Connectivity Charges**

If you are a Green Mountain Long Distance Service customer, 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.

### **Methods of Applying for Telephone Assistance**

- **Lifeline** is a federal program that lowers the monthly cost of your phone and internet. Eligible customers will get up to \$9.25 toward their bill. For more information and to see if you qualify, visit [www.life-linesupport.org](http://www.life-linesupport.org) or call 1-800-2345-9473.
- **Emergency Broadband Benefit** is a FCC program to help households struggling to pay for internet service. This benefit will help families with challenges such as working from home, distance learning, telehealth services, or simply connecting digitally with loved ones. For more information, visit [www.wcvr.com/ebb](http://www.wcvr.com/ebb).

### **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**

14 Thorn Bush Rd, Hinesburg

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

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

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

### **Technical Support:**

802-496-8598 (local)

888-321-0815 (toll-free)

Local support is available Mon.-Fri. from 8:00 a.m. to 5:00 p.m. Our after-hours partner provides extended support Mon.-Fri. from 5:00 p.m. to 8:00 a.m. as well as 24 hours a day on weekends and holidays.

**Email:** [support@gmavt.net](mailto:support@gmavt.net)

### **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).



*Waitsfield Business Office*



*Hinesburg Branch Office*



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