

September 16, 2009

**To: Jonathan Leopold CAO, Bill Keogh City Council President, and Tim George
Chair of the TAC**

From: Christopher Burns, General Manager Burlington Telecom

Re: Proper Procedure for Reporting Burlington Telecom Troubles

If the Customer has any questions, comments or complaints regarding service, the Customer should contact BT's Customer Service Department by telephone at (802) 540-0007 between the hours of 8:00am-6:00pm Monday through Friday, 10:00am-2:00pm on Saturday or at the address below.

Burlington Telecom
200 Church Street, Suite 101
Burlington, VT 05401

If the Customer is not satisfied with the manner in which the concern has been addressed after speaking with the Customer Service Department, the complaint should be submitted in writing to the General Manager at the address listed above.

If after further inquiry to the General Manager at BT, the Customer is still not satisfied, complaints should be submitted in writing to the Consumer Affairs and Public Information Division of the Vermont Department of Public Service (VDPS) at the address below; by calling their toll-free number: 1-800-622-4496, or through the VDPS's web page:

<http://publicservice.vermont.gov/contact/file-complaint.html>.

Consumer Affairs and Public Information Division
Vermont Department of Public Service
112 State Street, Drawer 20
Montpelier, VT 05620-2601