

Special Protections

Medical Hardship – If you are unable to pay your bill and a medical emergency exists in your household, we can help you. If you file a medical certificate with us, signed by your doctor or an official of your local board of health, on their official stationery, we will continue your service for 30 days.

The certificate can be renewed, but to do this your doctor or official of your local board of health must explain the medical emergency or why service is needed and you must explain why you are unable to pay your telephone bills. We will not terminate your service during the emergency, but you are still responsible for your bills.

Elderly (62 or older), Blind, Disabled – If you are 62 years of age or older, blind, or disabled, and all those living with you are too (or not over 18 years old) we will continue your service for an additional 20 days. We will contact you by phone before the termination date to try to work out a fair payment plan. If you qualify under this protection, you should notify Germantown Telephone Company.