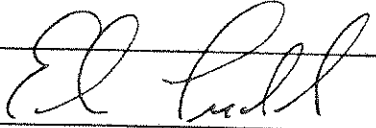


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**SCHEDULES OF  
RATES, TOLLS & CHARGES  
AND TERMS & CONDITIONS  
FOR  
INTRASTATE TELEPHONE SERVICES  
WITHIN  
THE STATE OF MAINE**

Proposed Effective Date: January 1, 2012  
Effective:

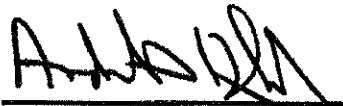
  
Ed Tisdale, Senior Vice President

**MID-MAINE TELECOM**

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**SCHEDULES OF  
RATES, TOLLS & CHARGES  
AND  
TERMS & CONDITIONS  
FOR  
INTRASTATE TELEPHONE SERVICES  
WITHIN  
THE STATE OF MAINE**

Proposed Effective Date: August 1, 1994  
Effective Date: AUG 01 1994

  
\_\_\_\_\_  
Andrew H. Hinkley  
General Manager

DOCKET NO. **93 - 331**

DOCKET NO. **94 - 042**

**SCHEDULES OF  
MID-MAINE TELECOM  
TERMS & CONDITIONS**

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General Manager

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**SCHEDULES OF  
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Joseph Donato  
Chief Financial Officer

**SCHEDULES OF  
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GENERAL REGULATIONS

1. Application of Regulations

- A. The regulations set forth herein apply to intrastate services and facilities furnished within the State of Maine by MID-MAINE TELECOM, hereinafter referred to as the Company, subject to the jurisdiction of the Maine Public Utilities Commission.
- B. When services or facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply to that portion of the service or facilities furnished by it.

2. Undertaking of the Company

- A. The Company does not undertake to transmit messages, but offers the use of its facilities, where available, for communication between parties subject to the terms and conditions specified in these schedules.

3. Application for Services

- A. Applications for service may be made orally or in writing.
- B. Any change in rate or regulations prescribed by the Maine Public Utilities Commission modifies the terms and regulations of contracts to the extent of such change.

4. Application of Business Rates

- A. Business rates apply: In offices, stores, factories, and all other places of a strictly business nature.
- B. In boarding houses, (except as noted under 5.B.) offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools, or colleges, hospitals, libraries, churches, college fraternity houses, and other similar institutions (but excluding dormitory rooms at such schools or colleges).

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4. Application of Business Rates (Cont'd.)

- C. At residence locations when the customer has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact shall be indicated by advertising, either by business cards, newspapers, hand bills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc.
- D. Where the place of business and residence of a customer are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
- E. When an additional station or bell located in a shop, office, or other place of business, has the same access line as a station at a residence location.
- F. At any location where the listing of service at that location indicates a business, trade or profession, except as specified below.

5. Application of Residence Rates

- A. Residence rates apply in private residences where business alphabetical or classified telephone directory listings are not provided.
- B. In private apartments of hotels, rooming houses, or boarding houses, where service is confined to the customer's use, and elsewhere in rooming houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business telephone directory listings are not furnished.

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**GENERAL REGULATIONS**

**5. Application of Residence Rates (Cont'd)**

- C. In the places of residence of clergymen, physicians, dentists, veterinaries, surgeons, Christian Science practitioners, nurses, midwives, and other medical practitioners, provided the customer does not maintain an office in the residence. In any such cases, the listing may indicate the customer's profession, but only in connection with an individual name. If listings of firms or partnerships, etc., or additional listings of persons not residing in the same household are desired, then business rates apply.
- D. Where the place of business and residence of a customer are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.

**6. Advance Payments**

- A. At the time an application for service is made an applicant may be required to pay installation charges which may be applicable, in addition to such special construction and installation charges as are to be borne by the applicant; except as covered elsewhere in these schedules. The amount of the advance payment is credited to the customer's account on the first bill rendered.
- B. Federal, State, or Municipal governmental agencies may not be required to make advance payments.

**7. Establishment of Service**

- A. The Company complies with the standards and requirements for establishing service as set forth in Chapter 290 of the Rules of the Public Utilities Commission.

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**GENERAL REGULATIONS**

**8. Deposits**

- A. The Company may require a deposit in accordance with the provisions of Chapter 290 of the Rules of the Public Utilities Commission. C  
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**9. Restoral of Service Charge**

- A. Where service has been discontinued for failure to maintain credit as specified above, a restoration charge will be made and collected by the Company.

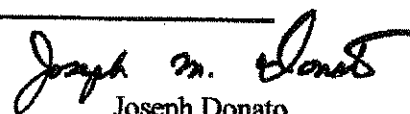
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GENERAL REGULATIONS

10. Provision of Equipment

- A. All equipment necessary for the provision of a given service will be furnished and owned by the Company, except as provided elsewhere in this Schedule. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer at a suitable outlet when and where required.
- B. No equipment, apparatus, circuit, or device not furnished by the Company shall be directly attached to or connected electrically with the facilities furnished by the Company, except as provided in this Schedule, or otherwise authorized in writing by the Maine Public Utilities Commission. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, or to terminate the service.
- C. The provisions of the preceding shall not be construed or applied to bar a customer from using devices which serve his convenience in his use of the facilities of the Company provided any such device so used does not:
1. endanger the safety of the Company employees or the public;
  2. damage, require change in or alteration of, or involve direct electrical connection to, the equipment or other facilities of the Company, except as provided for elsewhere in this Schedule;
  3. interfere with the proper functioning of such equipment or facilities;
  4. impair the operation of the communication system;
  5. otherwise injure the public in its use of the Company's services.
- D. Except as otherwise provided in this Schedule, nothing herein shall be construed to permit the use of a recording device, or of a device to interconnect any line or channel of the Company with any other communication line or channel of the Company or of any other person.

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**GENERAL REGULATIONS**

**11. Customer Billing**

- A. The customer is responsible for all charges in conjunction with the services furnished him, including credit card, third party, and collect toll messages which have been accepted at the customer's telephone.
- B. Monthly recurring charges are billed in advance and measured charges are billed in arrears. C
- C. Bills are considered delinquent if payment is not received by the Company within thirty (30) days following the postmark date of the bill for utility service. C
- D. For billing purposes each month is presumed to have thirty days.
- E. Retroactive billing adjustments will not be made for a period exceeding six years.
- F. An administrative charge, not to exceed \$15.00, will be applied to each insufficient funds check received in payment of a customer's account.
- G. A late payment charge, not to exceed the allowed interest rate as set forth in Chapter 870 of the Rules of the Public Utilities Commission, shall be applied to delinquent bills, as defined in (C) above, including arrears and unpaid late payment charges. C  
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C

**12. Discontinuance of Service for Non-Payment**

- A. The Company may discontinue service for non-payment pursuant to the provisions of Chapter 290 of the Rules of the Public Utilities Commission. C
- B. The Company may discontinue service at the times and in the manner described in Chapter 290 of the Rules of the Public Utilities Commission. C

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**GENERAL REGULATIONS**

**12. Discontinuance of Service for Non-Payment (Cont'd)**

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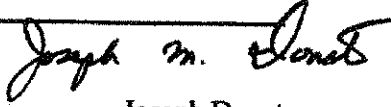
**13. Minimum Contract Period**

- A. Except as specified elsewhere in this Schedule, the minimum contract period is one month from the date which service or additions to service are established, and the minimum charge is the authorized rate for one month. For purposes of rate administration each month is considered to have 30 days.
- B. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service.

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GENERAL REGULATIONS

14. Abuse or Fraudulent Use of Service


A. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

1. the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for such service;
2. the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
3. the use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
4. the use of profane or obscene language;
5. the use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers;
6. the impersonation of another.

B. Service may be discontinued, subject to approval of the Maine Public Utilities Commission, if there is abuse or fraudulent use of service as outlined in 14.A.

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**GENERAL REGULATIONS**

**15. Use of Service for Unlawful Purposes**

A. The service is furnished subject to the condition that it shall not be used for the purpose of making or accepting bets, furnishing information or for any other purposes in connection with any gambling scheme, business or device, or for any similar unlawful purpose. Any customer whose service is to be discontinued, or any applicant to whom service is to be denied under this regulation, will be notified by the Company of his right to a hearing by the Maine Public Utilities Commission to determine whether or not such service is being used or will be used in violation of this rule. Upon complaint to the Commission by any applicant or customer who is affected by the refusal or discontinuance of service in accordance with this rule, such service shall be provided, continued or restored if the Commission shall determine that the service has not been used in violation of this rule.

**16. Termination of Service**

A. The Company may terminate service to customers pursuant to the provisions of Chapter 290 of the Rules of the Public Utilities Commission. C C

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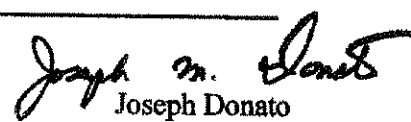
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**17. Resale of Service**

- A. Resale of Telephone Company services is limited to Message Telecommunications Service (MTS), Wide Area Telecommunications Service (WATS), Foreign Exchange Service (FX) and Public Access Line (PAL) Service for use with customer-owned coin operated telephones subject to the following:
- (1) The customer of record is responsible for allocating the charges for resold or shared service.
  - (2) The Telephone Company bills only the customer of record, who is at all times responsible for payment of the full amount of all charges incurred.
  - (3) Applications for service as well as requests for additions, rearrangements, or discontinuance of service will be accepted only from the customer of record.
  - (4) Whenever customer notification is required, the Telephone Company is responsible for notification only to the customer of record.
  - (5) The Telephone Company retains the right to serve the ultimate user of telephone service directly if that user so desires; and the Telephone Company provides service to a reseller or sharer only on this condition.
  - (6) Directory listings for patrons of resellers or sharers are subject to the rates and regulations for business additional listings.
  - (7) Joint user charges do not apply to patrons of resellers and sharers.
  - (8) Resellers must be certified by the Maine Public Utilities Commission pursuant to Chapter 280 of its rules.

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SCHEDULES OF  
MID-MAINE TELECOM  
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GENERAL REGULATIONS

18. Telephone Numbers

- A. The customer has no property right to the telephone number, nor any right to continuance of service through any particular central office.
- B. The Company reserves the right to change the customer's telephone number or the central office associated with such number, or both, upon 30 days written notice, as may be required for the proper conduct of its business.

19. Directories

- A. The Company will furnish to each customer, without charge, the directory which includes his serving exchange. Copies of other directories may be provided at cost.
- B. Directories regularly furnished to customers shall remain the property of the Company for the duration of the directory. No binder, holder or auxiliary cover, except as provided or authorized by the Company shall be used in conjunction with any directory furnished by the Company.
- C. No liability for damages arising from errors or omissions of directory listings, or listing obtained from the "Directory Assistance Operator" shall attach to the Company. In the case of additional or extra listings for which a charge is made, the Company's liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

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GENERAL REGULATIONS

20. Customer Service - Use of

A. Customer telephone service, as distinguished from public and semi-public telephone service, is furnished only for the use of the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to persons temporarily subleasing his residential premises. The Company has the right to refuse to install customer service, or to permit such service to remain, on premises of a public or semi-public character when the station is so located that the public or the patrons of the customer may make use of the service. At such locations, however, customer service may be installed, provided the instrument is so located that it is not accessible for public use.

B. Charge billed to Interexchange Carriers

A charge of \$.24 per customer toll statement processed for an inter-exchange carrier subscribing to the Company's interstate (and any future intrastate) Billing and Collection services is billed to the carrier for use of the Company's provisions for discontinuance of service for nonpayment.

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GENERAL REGULATIONS

21. Obligation of the Company for:

A. Maintenance and Repair

- (1) All costs associated with the maintenance and repair of services furnished by the Company will be borne by the Company, except as specified elsewhere in this Schedule.
- (2) The Company will be reimbursed for any loss or damage to its facilities on the customer's premise resulting from intentional destruction or any other cause, except from fire or unavoidable accidents.
- (3) Access to the customer's premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.
- (4) Whenever it is determined that the customer is responsible for damage to or loss of telephone company-provided equipment, the customer will be billed for the cost of such equipment.

B. Liability

- (1) The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occurs, based upon (1) these factors being reported to the Company's Repair Department and (2) an allowance to the Company of 24 hours for repairs.

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21. Obligation of the Company for: (Con't)

B. Liability (Cont'd)

- (2) The customer indemnifies and saves the Company harmless against the following:
- a. Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
  - b. Any defacement or damage to the customer's premises resulting from the existence of the Company's instruments, apparatus and associated wire on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.
  - c. Any accident, injury or death occasioned by its equipment or facilities, when such is not due to the negligence of the Company.
  - d. Claims for libel, slander, or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
  - e. Liability for failure to provide service (as per Page 15, <sup>21</sup>23.B.1).
  - f. Liability for telephone directories is covered elsewhere in this Section under Directories.

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**SCHEDULES OF  
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**GENERAL REGULATIONS**

**22. Special Assemblies of Equipment or Speculative Projects**

- A. Special assemblies of equipment or speculative projects for which provision is not otherwise made in this Schedule may be provided where practicable, if not detrimental to any of the services furnished by the Company.
- B. In connection with Marketing and Sales studies, marketing and programs, the Company may make changes, under Maine Public Utilities Commission approved Special Contract, which would waive or reduce service connection charges, move and change charges and recurring service charges.

**23. Electric Power**

- A. The customer is responsible for providing suitable electric power at a convenience outlet when and where required, unless otherwise provided in this Schedule. In the event of a power failure, no allowance is made for interruption of service of less than a 24-hour duration, if such power failure affects access line service.

**24. Employee Concession**

**A. Eligibility**

- (1) Regular full-time and part-time employees (working 20 hours per week) who reside within an area served by Mid-Maine Telecom qualify for telephone concession.
- (2) Concessions will be provided only at the employee's primary residential location.
- (3) The primary listing for a concession must be in the employee's last name; however, the first name or the first name and middle initial of the employee or the employee's spouse may complete the listing. Additional listings for other members of the family may be obtained at the regular Schedule rate.
- (4) Only one concession may be applied per household. No provision is made for combining the concession allowance of two or more employees living at the same residence.

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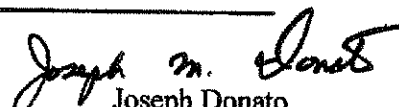
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Joseph Donato  
Chief Financial Officer

**SCHEDULES OF  
MID-MAINE TELECOM  
TERMS & CONDITIONS**

**Section 2  
Page 18  
1<sup>st</sup> Revision  
Replacing Original**

**GENERAL REGULATIONS**

**25. Employee Concession (Cont'd)**

**B. Concession Services Covered**

All eligible employees shall be given 100% concession on the local rate for one residence access line. In addition, all eligible employees are entitled to a 100% concession for Touch Calling and the following three Custom Calling Services: Call Waiting, Caller ID and Voice Mail. This concession does not include service connection charges or other extra charges.

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Proposed Effective Date: December 10, 2004  
Effective Date: JUN 01 2005

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DOCKET NO. 04-833

*Joseph M. Donato*  
Joseph Donato  
Chief Financial Officer

GENERAL REGULATIONS

26. Provision for an Additional Access Line

- A. Provision for an additional access line will be made only where facilities exist.
- B. The customer must have an established primary residence access line established on the premise.
- C. The additional access line will be billed to the same customer as the already existing access line.
- D. A Secondary Service Order Charge, as stated in Section 6, Page 2 will apply for the installation of an additional access line.

27. Promotional and Market Trial Programs

- A. Promotional and market trial programs may be introduced from time to time, as market conditions warrant, following advance notification to the Public Utilities Commission.
- B. Such programs are limited to, temporary discounts, or waivers of the appropriate rates and/or charges for Custom Calling and Touch Calling Services as described in Section 5, and Toll and Interexchange Services as described in Section 7.
- C. The time periods, locations, tracking plans and terms and conditions applicable to each promotional or market trial program are provided to the Commission at the time of notification.

27A. Bundled Service Offerings

(N)

The Company may opt, at its discretion, to bundle any services as a single offering without further approval by the Public Utilities Commission of the rate sheet containing bundled offerings. The pricing of any bundled service offering shall not exceed the sum of the tariffed rates for each individual service. The Company shall notify the Commission of any bundled service offerings on or before the date when such bundled service offering is made available to customers of the Company. Bundles may include products or services provided by a third party.

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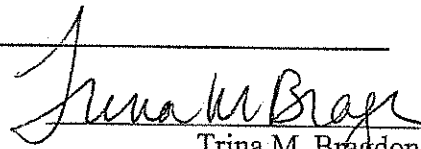
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Proposed Effective Date: April 1, 2009  
Effective Date: APR 01 2009

  
Trina M. Bragdon  
Director of Regulatory

Docket No. DOCKET NO. 09 - 87

**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

**Section 2  
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5<sup>th</sup> Revision  
Replacing 4<sup>th</sup> Revision**

**GENERAL REGULATIONS**

**28. Disconnection and Deposit Rules for Nonresidential Customers**

The Company complies with the standards and requirements of Chapter 290 of the Rules of the Public Utilities Commission.

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**29. Enhanced Universal Emergency Number Service – E911 Surcharge**

An Enhanced Universal Emergency Number Service (E911) surcharge, as provided in 25 M.R.S.A. § 2927(1-A), applies per month to each residence and business access line, including PBX trunks, Centrex access lines, semipublic coin lines, and public access lines, in addition to the monthly rates for these lines specified elsewhere in these schedules. The surcharge shall not be imposed upon more than 25 lines per customer billing account.

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**30. Maine Telecommunications Education Access Fund (MTEAF) – Surcharge**

A Maine Telecommunications Education Access Fund (MTEAF) surcharge of 0.5%, as provided in 35-A M.R.S.A. §7104-B, applies per month to each residence and business access line, including PBX trunks, Centrex access lines, semipublic coin lines, and public access lines, for all intrastate retail charges for telecommunications services, in addition to the monthly rates for these lines specified elsewhere in these schedules.

**31. Maine Universal Service Fund (MUSF) Surcharge**

A surcharge for the Maine Universal Service Fund (MUSF) applies to all intrastate services billed to a retail customer for bills rendered on or after May 15, 2003. The surcharge shall not apply to surcharges such as those for Enhanced 911, the Maine Telecommunications Education Access Fund, or similar funds. The surcharge shall be equal to the Revenue Percentage established quarterly by the Administrator of the MUSF.

**32. Service Provider Tax Recovery Charge**

In accordance with 36 MRSA § 2552, a Service Provider Tax Recovery Charge will be applied to Customer's monthly bill on the value of telecommunications services billed in an amount equal to the tax incurred by the Company pursuant to Title 36 MRSA chapter 358, beginning with a bill date on or after July 1, 2004.

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*Joseph Bonato*  
Chief Financial Officer

**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

**Section 3  
Page 1  
1<sup>st</sup> Revision  
Replacing Original**

**DEFINITIONS**

**ACCESS LINE** – The facilities from the Telephone Company's central office up to and including the Company-provided network interface or first point of connection located on the customer's premises.

**ADDITIONAL LISTING** – Any listing of a name or information in connection with a customer's telephone number beyond that to which he is entitled without additional charge in connection with his regular service.

**AUTHORIZED USER** – The term "Authorized User," as used in connection with exchange service, denote those individuals authorized by the Telephone Company to use a customer's telephone service. It includes the members of his household, employees or agents of the customer, residential tenants of hotels, clubs, etc. The term "Authorized User," as used in connection with private line service, denotes a person, firm or corporation designated by the customer and authorized by the Telephone Company to use the customer's service.

**AUXILIARY BELL** – A bell on the same circuit and operated in connection with the signaling device attached to the station on the access line.

**BASE RATE** – A rate for urban rates of exchange service available to customers located within a base rate area.

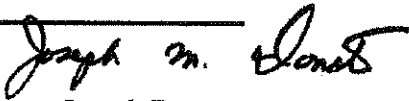
**BASE RATE AREA** – A specific area within which local telephone exchange service is furnished at rates quoted on the Local Exchange Service Schedules without extra Mileage Charges.

**BUSINESS SERVICE** – Telephone service furnished to customers where the actual or obvious use is principally or substantially of a business, professional, or occupational nature.

**CENTRAL OFFICE** – A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

**CHANGE CHARGE** – Service charges a customer is required to pay for a substitution of different type telephone station(s) or a rearrangement of equipment or wiring, which does not involve a change in location of the station.

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Effective Date JUN 01 2005

  
Joseph Donato  
Chief Financial Officer

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DEFINITIONS

CHANNEL - A path for communication between two or more stations, or Company offices, furnished in such a manner as the Company may elect, whether by wire, radio, or by a combination thereof and whether or not by a single physical facility or route.

CIRCUIT - A channel used for the transmission of electrical energy in the furnishing of telephone and their communications service.

CLASS OF SERVICE - The various categories of service generally available to the customer, such as business, residential, public, or semi-public service.

COMPLEX SERVICE - The access line(s) associated with Complex Systems.

COMPLEX SYSTEMS - Service and equipment, other than one and two-line non-key services, located on a customer's premises, including common equipment such as key telephone systems, private branch exchange (PBX) systems, Centrex, Data arrangements, mobile telephone services, and other equipment.

COMPLEX WIRE - Premises wire associated with complex service.

COIN TELEPHONE SERVICE - See Public Telephone.

COMMISSIONS - A percentage of collections paid as a fee in consideration of service rendered to the Company.


COMMON BATTERY SERVICE - Manual or automatic service where the electrical energy is furnished from the central office and where the operator is signaled or dial tone is obtained by listing the receiver of the calling station.

COMMUNICATIONS SYSTEM - Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or Telephone Company stations.

COMPANY - A corporation, association, partnership, or individual engaged in the business of furnished telephone service to the public under the jurisdiction of the Maine Public Utilities Commission.

Proposed Effective Date: August 1, 1994

Effective Date: AUG 01 1994

  
Andrew H. Hinkley  
General Manager

DOCKET NO. 93 - 331

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SCHEDULES OF  
MID-MAINE TELECOM  
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DEFINITIONS

CONNECTING COMPANY - A corporation, association, partnership or individual owning or operating one or more exchanges and with whom communications traffic is interchanged.

CONNECTOR - See "Switch."

CONNECTION CHARGE - See "Service Connection Charge."

CONSTRUCTION CHARGE - A separate nonrecurring charge made for the construction of facilities in excess of that contemplated under the rates quoted in the exchange schedules.

CONTIGUOUS EXCHANGES - Adjoining exchanges which share a common boundary.

CONTINUOUS PROPERTY - The plot of ground, together with any buildings thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others. Where a customer occupied property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used and the customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

CONTRACT - Refers to the agreement, either written or verbal, between a customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of the Schedules as approved by the Maine Public Utilities Commission.

CORD SWITCHBOARD - See PBX Service.

CORDLESS SWITCHBOARD - See PBX Service.

COST - The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating, administrative expenses and an adequate return on its investment.

CUSTOMER - The individual, partnership, association or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the terms and conditions of the Company.

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Andrew H. Hinkley  
General Manager

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DEFINITIONS

CUSTOMER PREMISES WIRE (CPW) - Simple station wiring associated with Standard Service supplied and installed by the customer. CPW is always on the customer's side of the network interface. Effective January 1, 1987, CPW provided by the Company or customer, will be provided and maintained on a deregulated basis.

CUSTOMER PREMISES WIRE (CPW) - Complex premises wiring associated with complex business systems that is supplied and installed by customers on their authorized vendors. Complex CPW is usually on the station side of the common equipment. Effective January 1, 1987, Complex CPW provided by the Company or customer, will be provided and maintained on a deregulated basis.

CUSTOMER CALLING SERVICE - A feature of an electronic central office providing Call Waiting, Call Forwarding, Conference Calling, and Speed Calling.

DATA ACCESS ARRANGEMENT - A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

DEMARCATIION POINT - The point of interconnection or demarcation between Telephone Company communication facilities and customer-premises wire or terminal equipment at a subscriber's premises. The demarcation point between company facilities and customer premises wire is on the subscriber's side of the company's protector (or the equivalent thereof in cases where a protector is not employed) at the network interface, or if there is no network interface, at, but not including, the protector or equivalent.

DIAL SWITCHING EQUIPMENT - A unit of electro-mechanical or electronic switching equipment used in a Central Office or in connection with a private branch exchange system.

DIRECTORY LISTING - A publication in the Company's directory (so called white pages) of information relative to a customer's name or other identification and telephone number. This publication is at no additional charge, and is limited to one listing in the alphabetical section of the directory for all classes of customers, plus one in the classified section for business customers.

DROP WIRE - That portion of a circuit between the pole line or cable distributing box and the building in which the station or switchboard is located.

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Andrew H. Hinkley  
General Manager

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DOCKET NO. 94 - 042

SCHEDULES OF  
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DEFINITIONS

ENTRANCE FACILITIES - Facilities externally connected to the building in which the station or switchboard is located.

EQUIPMENT HANDLING CHARGE - A charge listed with a service of a specific piece of equipment which is applied in addition to the appropriate Service Charges in place of the Basic Equipment Handling Charge found in Section 6.

EXCHANGE - A basic geographical unit established for the administration of telephone service in a specific area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may consist of one or more central offices, together with the associated plant, equipment, and facilities used in furnishing communication service within that area.

EXCHANGE AREA - The territory served by an exchange.

EXCHANGE LINE - Any circuit directly or indirectly connecting an exchange station with a central office.

EXCHANGE SERVICE - The furnishing of facilities for telephone communications within an exchange area, in accordance with the regulations and charges specified in the Local or General Exchange Schedules. Exchange facilities are used to establish and maintain connection between an exchange station and the other telephone plant and facilities in connection with toll calls, extended area service calls, or local service calls.

EXCHANGE STATION SERVICE - A station connected directly or indirectly with a central office of the Company over its own lines.

EXTENDED AREA SERVICE - Interexchange toll telephone service furnished at flat or message rate between one or more exchange areas.

EXTRA LISTINGS - See Additional Listings.

FIRST POINT OF CONNECTION - The network interface, or in the absence of a network interface, the protector; in the absence of protector, the jack or outlet on the customer's premises located nearest to where telephone wiring enters the premises.

FLAT RATE SERVICE - Service furnished at a fixed monthly charge, including extended area service where applicable.

FOREIGN ATTACHMENT - Lines, instruments, appliances, or apparatus not owned or furnished by the Company.

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Andrew H. Hinkley  
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DEFINITIONS

FOREIGN CENTRAL OFFICE - Any central office other than that which serves the area in which the customer is located.

FOREIGN EQUIPMENT - See Foreign Attachment.

FOREIGN EXCHANGE LINE MILEAGE - The measurement applying to that portion of a central office line connecting a customer with a foreign central office, for which a monthly charge is made in addition to the base rate for exchange service.

FOREIGN EXCHANGE SERVICE - Telephone exchange service furnished to a customer through a central office of an exchange other than the exchange regularly serving the area in which the customer is located.

GRADE OF SERVICE - The term used in describing exchange service with respect to the number of access line circuits which may be connected to a central office line equipment. (One-party, two-party, four-party.)

INITIAL SERVICE PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities, and equipment, whether or not retained by the customer for such minimum length of time.

INSIDE WIRE - See Premises Wire.

INSTALLATION CHARGE - See Service Connection Charges.

INSTRUMENT - The station equipment used to provide communication service to the customer.

INTERCOMMUNICATING SYSTEM - A system which permits communication between two or more stations, over the interior lines of a key system or PBX.

JACK AND PLUG EQUIPMENT - Equipment designed to give access to a line at one or more points by means of a portable telephone equipped with a cord and plug to connect jacks bridged to the line. Effective January 1, 1987, jack and plug equipment provided by the Company or customer, will be provided and maintained on a deregulated basis.

KEY EQUIPMENT - An arrangement of equipment, using keys and associated wiring, to provide various supplemental services in connection with telephone stations.

KEY TELEPHONE SET - A telephone set equipped with key or buttons in the mounting.

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Andrew H. Hinkley  
General Manager

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DEFINITIONS

LINE FINDER - See Switch.

LOCAL CHANNEL - Applies to that portion of a channel which connects a station to an interexchange channel. A channel connecting two or more stations within an exchange area.

LOCAL EXCHANGE - The exchange in which the station is located and in which service is provided.

LOCAL EXCHANGE SERVICE - Telephone communication within Exchange Areas in accordance with the provision of the Company's Schedule.

LOCAL MESSAGE - A completed communication between customer's stations located within the same Exchange Area.

LOCAL SERVICE AREA - The area within which telephone service is furnished under a specific schedule of rates without the application of specific charges for each message.

LONG DISTANCE TERMINAL - See Telephone Station.

MAIN STATION - See Telephone Station.

MESSAGE - A completed communication between two telephone numbers. Messages may be classified as follows:

Local Message - a message between telephones where the called telephone is within the unlimited calling area of the calling telephone.

Toll message - (Long Distance Message) - a message between telephones in different local calling areas for which a message toll service charge applies.

MESSAGE RATE SERVICE - A service for which charges are based upon the number of originated messages placed by the customer to stations within the same local or message rate calling areas.

MILEAGE - The measurement on which charges are based for that portion of the circuit extending beyond the Base Rate Area but within the Exchange Area, which is used to furnish urban classes of service in the Rural Area.

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Andrew H. Hinkley  
General Manager

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DEFINITIONS

**MINIMUM CONTRACT PERIOD** - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

**MOBILE TELEPHONE SERVICE** - A communication service provided by means of radio frequencies through a land radiotelephone base station. Connections may be established between a wire station and a mobile or fixed unit or between two mobile or fixed units.

**MOVE CHARGE** - Service charges a customer is required to pay when, at his request, his service is continued under the same or superseding contract at a different location on the same premises.

**NETWORK INTERFACE** - A specifically designated standard FCC Registration Program jack that is installed by the Telephone Company as part of the access line on a customer's premises at a location determined by the Company which is accessible to the customer; or a similar device provided by the customer on the customer's side of the protector in the vicinity of the protector and accessible to the customer. The network interface is located on the customer's premises and serves as the point of connection for all premises services to the telecommunications network.

**NONCONTINUOUS EXCHANGES** - Exchanges which do not share a common boundary.

**OPERATOR'S SET** - A head set used by an operator at a switchboard or console consisting of a receiver, transmitter and necessary cords.

**OFF-PREMISE AND PBX STATION MILEAGE** - The charges made for the additional circuit required to furnish such equipment beyond the allowable distance from the termination point or PBX switchboard.

**PARTY LINE** - A single central office line designed to connect more than one primary station with the central office.

**PORTABLE TELEPHONE SET** - A telephone set equipped with cord terminating in a plug.

**PREMISES** - The buildings, portion or portions of a building or buildings on continuous property used and/or occupied at one time by the customer in the conduct of this business or as a residence.

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Andrew H. Finkley  
General Manager

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DEFINITIONS

PREMISES WIRE - All wiring within the same building or between buildings on the same continuous property of a customer and located on the customer's side of the network interface. In the absence of a network interface, all wiring on the customer's side of the first point of connection at a customer's premises. Effective January 1, 1987, premises wire provided by the Company or customer, will be provided and maintained on a deregulated basis.

PRIVATE BRANCH EXCHANGE (PBX) SYSTEM - An arrangement of equipment, contracted for by a customer, consisting of switching apparatus with attendants' telephone, trunks to a central office and stations connected with the switching apparatus, thereby providing for telephonic intercommunication between these stations, and also communication with the general exchange system, and the toll plant in connection with toll calls. Throughout this Schedule, the commonly used abbreviation PBX will be substituted for the words Private Branch Exchange.

- A. PBX Trunks: A circuit connecting a PBX system with a central office.
- B. PBX Station Service: Any station (including the operating set or sets) connected directly or indirectly with a PBX system.
- C. Switchboards: Switchboards are classified as follows:
1. Cord Switchboard: A switchboard on which all lines terminate in jacks; interconnection of stations and of station and trunk lines is established manually by means of cords equipped with plugs.
    - a. Multiple cord Switchboard: A cord switchboard arranged so that each line may have two or more appearances or jack terminations.
    - b. Non-Multiple Cord Switchboard: A cord switchboard arranged so that each line has only one appearance of jack termination.
  2. Cordless Switchboard (Key Switchboard): A switchboard on which all lines terminate on keys which may be used to establish interconnection of stations, and of stations and trunk lines.
  3. Dial Switchboard: A switchboard on which interconnection of stations, and of stations and trunk lines is established by means of dialing.

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DEFINITIONS

PRIVATE BRANCH EXCHANGE (PBX) SYSTEM (Con't)

- D. Battery Power: Power furnished for talking and for operating lamp or visual signals and relays.
- E. Ringing Current: current furnished by means of a circuit from a central office or some other source of supply, to enable the PBX operator to signal the PBX stations or connecting PBX system without the use of a hand generator.

PRIVATE BRANCH EXCHANGE TELEPHONE - Any telephone connected directly or indirectly with a private branch exchange system.

PRIVATE BRANCH EXCHANGE TRUNKS - See Private Branch Exchange System.

PRIVATE LINE - A circuit provided to furnish communication only between two or more instrumentalities directly connected to it. Such instrumentalities do not have access to the general exchange and interexchange networks.

PUBLIC TELEPHONE - An exchange station, either attended or equipped with a coin collecting device, designed and placed for use by the public in general, at locations chosen or accepted by the Company.

RATE GROUP- A classification of an exchange(s) based on the total number of access lines in the local service area, for the purpose of determining exchange service monthly base rates. (Access lines include PBX trunks.)

RESIDENCE SERVICE - Telephone service furnished to customers when the actual or obvious use is principally for domestic purposes.

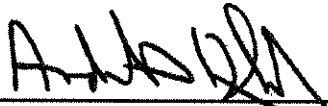
RURAL AREA - See Suburban Area.

SEASONAL SERVICE - A type of exchange service provided to customers whose requirements for telephone service are less than that which might normally be provided in any 12 month period.

SELECTOR - See Switch.

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Andrew H. Hinkley  
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DEFINITIONS

SEMI-PUBLIC TELEPHONE - An exchange station equipped with a coin collecting device, designed for a combination of customer and public usage at locations more or less public in character. Semi-public telephone service is considered as a form of customer service.

SERVICE CONNECTION CHARGE - The charge or charges that apply to the establishment of telephone service or subsequent modifications to that service. The three Service Connection Charges are: 1) Initial Connection Charge, 2) Secondary Service Order Charge, and 3) Central Office Work Charge (see Section 6).

SERVING EXCHANGE - The exchange in which the serving central office is located.

STATION - See Telephone Station.

SUBSCRIBER - See Customer.

SUBURBAN AREA - The territory surrounding the Base Rate Area in which Suburban Service is furnished and in which urban classes of service are furnished at established rates, plus zone charges.

SUBURBAN SERVICE - A type of multi-party line service furnished to customers outside the Base Rate Area, but within the exchange area, (normally four-party service).

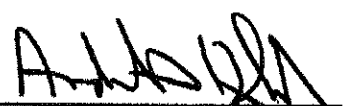
SWITCH - A unit of dial switching equipment which provides interconnection between station lines or trunks.

SWITCHBOARD - See PBX System.

Schedule - The rates, charges, rules, regulations, and separately filed franchise area maps adopted and filed by the Company and approved by the Maine Public Utilities Commission.

TELEPHONE COMPANY - See Company.

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Andrew H. Hinkle  
General Manager

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DEFINITIONS

TELEPHONE STATION - A telephone instrument, consisting of a transmitter, receiver and associated apparatus, connected so as to permit transmission and receiving of telephone messages.

- A. Toll Terminal: A station, or a terminal on a private branch exchange switchboard, and the associated exchange circuit connecting the station or terminal directly with a toll switching office. (Also known as Long distance Terminal.)
- B. Private Branch Exchange Station Service: Any station (including the operator's set or sets) connected directly or indirectly with a private branch exchange system.

TELETYPEWRITER - A teletypewriter consists of apparatus designed for the sending and receiving, or receiving only, of typewritten messages transmitted electronically.

TERMINAL EQUIPMENT - All equipment provided by common carriers and located on customer premises except over voltage protection equipment, inside wiring, coin-operated or pay telephones, and multiplexing equipment to deliver multiple channels to the customer. Mobile radio equipment transmit earth stations are also not considered to be terminal equipment.


TERMINATION CHARGE - A charge applied under certain conditions, when a contract for service is terminated by the customer before the expiration of the minimum contract period.

TIE LINE - A circuit connecting two private branch exchange systems for the purpose of interconnection between the stations connected with such systems.

TIE LINE MILEAGE - The measurement on which the rates for tie lines connecting customer's switchboard is based.

TOLL LINE - A circuit used exclusively for the transmission of messages between points located in different exchange areas where specific charges for each such message are applicable.

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Andrew H. Hinkley  
General Manager

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DEFINITIONS

TOLL MESSAGE - A message between stations in different exchange areas and furnished under the provisions of the applicable toll Schedule.

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- A. PERSON TO PERSON TOLL MESSAGE - A toll message in which the user stipulates a desire for communication with a specified person or extension station at a specified toll point.
- B. STATION TO STATION TOLL MESSAGE - A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.
- C. COLLECT MESSAGE - A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.
- D. THIRD NUMBER - A toll message in which associated charges are billed neither to the calling station, nor to the called station, but rather to a station not involved in the message.
- E. CREDIT CARD - A toll message in which associated charges are billed to a credit card number assigned by a telephone company and issued to either the called or calling party.

TOLL RATE - The initial period charge prescribed for toll messages usually based upon the duration of the initial period and distance between exchanges.

TOLL SERVICE - Toll service is that part of the total telephone service rendered by the Company which is furnished between customers in different exchange areas in accordance with the rates and regulations specified in the Company Toll Schedule.

TRUNK LINE - A circuit over which the customer's messages are sent between two central offices or between a central office and a private branch exchange system.

UNDERGROUND SERVICE CONNECTION - A customer's "drop" wire which is run underground from a pole line, or an underground distributing cable.


URBAN SERVICE - One party local exchange service in the base rate area.

WATS - A special central line arranged for either outgoing or incoming toll calls. It enables the customer to pay one monthly, flat rate charge for either a measured or an unlimited number of toll calls within the area specified.

VACATION RATE SERVICE - (See "Seasonal Services").

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DEFINITIONS

Symbols

- (C) Denotes a change in: listing, general regulations, or condition, which may affect a rate or charge.
- (D) Denotes discontinued material including: listing, general regulation, condition, rate or charge.
- (I) Denotes increase in rate or charge.
- (L) Denotes material relocated from or to another part of the Schedule, with no change in text, regulation rate or condition.
- (N) Denotes new material including: listing, general regulation, rate, charge or condition.
- (R) Denotes a reduction in either rate or charge.
- (T) Denotes a change in wording of text, but no change in: listing, general regulation, condition, rate or charge.

Note: The above "Symbols" are "standard" indications which may be used to denote revisions or additions to general regulations, listing, rates or charges after initial filing of Schedule.

Proposed Effective Date: August 1, 1994  
Effective Date: AUG 01 1994

  
Andrew H. Hinkley  
General Manager

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DOCKET NO. **94 - 042**

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**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

**Section 4  
Contents  
2<sup>nd</sup> Revision  
Replacing 1<sup>st</sup> Revision**

**LOCAL EXCHANGE SERVICE**

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*Joseph M. Donato*  
Joseph Donato  
Chief Financial Officer

**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

**Section 4  
Page 1  
2<sup>nd</sup> Revision  
Replacing 1<sup>st</sup> Revision**

**LOCAL EXCHANGE SERVICE**

**A. General**

This schedule applies to local exchange telephone services provided by Mid-Maine Telecom. The exchanges to which these regulations and rates apply are as specified on maps filed with the Maine Public Utilities Commission. The regulations and rates contained herein are in addition to the applicable regulations and rates specified in other schedules of the Company.

**B. Regulations**

**1. Application of Business and Residential Rates**

See Section 2, General Regulations, Pages 3, 4, and 5.

Note: Former Subsection C has been deleted.

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Joseph Donato  
Chief Financial Officer

**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

**Section 4  
Page 2  
2<sup>nd</sup> Revision  
Replacing 1<sup>st</sup> Revision**

**LOCAL EXCHANGE SERVICE**

Note: Former Subsection D has been deleted.

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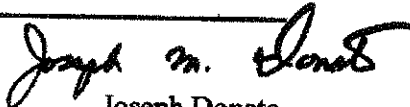
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Joseph Donato  
Chief Financial Officer

**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

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4<sup>th</sup> Revision  
Replacing 3<sup>rd</sup> Revision**

**LOCAL EXCHANGE SERVICE**

**E. Local Exchange Service Rates**

**1. Monthly Local Exchange Service Access Line Rates**

The following monthly Local Exchange service rates and charges are applicable for Access Lines furnished in all exchanges served by the company, as listed in Subsection F(2), below. Premium rates are applicable in all of the Company's exchanges. Economy rates are applicable in all of the Company's exchanges except for the Old Town Rural exchange, which does not have an Economy Calling Area option.

<u>Service</u>	<u>Premium Calling</u>		<u>Economy Calling</u>	
	<u>Option</u>		<u>Option</u>	
Business Line	38.49	I	35.38	I
Centrex Line	38.49	I	35.38	I
Business Key System Link	*		*	
PBX Trunk	57.74	I	53.07	I
Semipublic Paystation Line	**		N/A	
Residence Line	19.29	I	17.79	I
Residence Key System Line	*		*	
Customer Owned Coin Line	48.11	I	N/A	

\* Service customers with Key System Equipment, which was previously provided under a separate Key System Line Rate, will be provided under the applicable Business Line or Residence Line Rate.

\*\* Semipublic Paystation Lines are not available. Customer Owned Coin Telephone service is available under Section 5 of these Schedules.

Note: Portions of an exchange may be placed in an Exchange Rate Group different from the remainder of the exchange, due to the availability of Municipal Calling Service. See part G of this section.

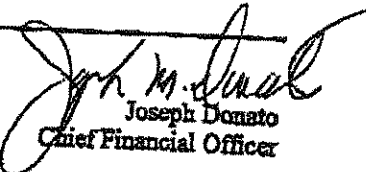
**2. Per-Minute Rate for Calls by Customers on Economy Plan to Exchanges Only in Premium Area**

In an exchange with both Premium and Economy Calling Areas, each call placed from an access line with Economy Calling Area service, to a point outside the exchange's Economy Calling Area but within the exchange's Premium Calling Area, will incur a per-minute charge of \$0.05.

Note: Pages 3.1, 3.2, 3.2.1 & 3.3 have been deleted, effective June 1, 2005.

Proposed Effective Date: January 1, 2006  
Effective Date:

971398.6

  
Joseph Donato  
Chief Financial Officer

**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

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Page 4  
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**LOCAL EXCHANGE SERVICE**

**F. Exchange Basic Service Calling Areas**

**1. Basic Service Calling Areas**

The Basic Service Calling Area of an exchange comprises the exchange itself (the "home exchange"), the exchanges within the home exchange's Economy Calling Area, and the exchanges within the home exchange's Premium Calling Area.

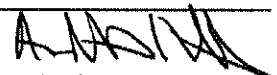
A particular customer's Basic Service Calling Area comprises all the exchanges in the customer's home exchange's Basic Service Calling Area as described above, plus any Municipal Calling Area that may apply to the customer's location.

The Economy Calling Area plan provides unlimited calling for a flat monthly rate within the customer's home exchange, the customer's Municipal Calling Area, and all exchanges within the customer's home exchange's Economy Calling Area, as listed in the following section.

The Premium Calling Area plan provides unlimited calling for a flat monthly rate within the customer's home exchange, the customer's Municipal Calling Area, and all exchanges within the customer's home exchange's Premium Calling Area, as listed in the following section.

When the same area is encompassed by an exchange's Economy Calling Area and its Premium Calling Area (indicated by "N/A" in the "Economy Calling Area Exchanges" column in the following section), the area shall be referred to as the Premium Calling Area, and the exchange shall be considered an "exchange without an Economy Calling Area".

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Proposed Effective Date: January 1, 1997  
Effective Date:  
Docket: **JAN 01 1997**

  
Andrew H. Hinkley  
General Manager

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Replaces 96-096

**Section 4**  
**Page 4.1**  
**4<sup>th</sup> Revision**  
**Replacing 3<sup>rd</sup> Revision**

## 2. Exchanges within the Basic Service Calling Area

<u>Home Exchange</u>	<u>Economy Calling Area Exchanges</u>	<u>Premium Calling Area Exchanges</u>
Alton	Alton Old Town	Alton Bangor Bradford Brewer Milo Old Town Old Town Rural West Enfield
Levant	Bangor Brewer Levant	Bangor Bradford Brewer Corinth Exeter Hermon Levant Stetson
Old Town Rural	N/A	Alton Bangor Brewer Old Town Old Town Rural Orono West Enfield
Plymouth	Plymouth	Etna Newburgh Newport Pittsfield Plymouth Unity

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Joseph Donato  
Chief Financial Officer

Joseph M. Jones

**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

**Section 4  
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1<sup>st</sup> Revision  
Replacing Original**

**LOCAL EXCHANGE SERVICE**

**2. Exchanges within the Basic Service Calling Area (cont'd)**

<u>Home Exchange</u>	<u>Economy Calling Area Exchanges</u>	<u>Premium Calling Area Exchanges</u>	T
West Enfield	Old Town Rural West Enfield	Lee Lincoln Milo Old Town Old Town Rural West Enfield	T

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Proposed Effective Date: December 10, 2004  
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Joseph Donato  
Chief Financial Officer

**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

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3rd Revision  
Replacing 2nd Revision**

**LOCAL EXCHANGE SERVICE**

**G. Municipal Calling Service**

Municipal Calling Service is a service arrangement provided on a non-optional basis to customers with service in municipalities served by more than one exchange, where toll charges would otherwise apply to calls between the exchanges serving the same municipality. All directly dialed station-to-station calls originating and terminating within the same municipality are not chargeable as toll calls, except for (a) calls originating from public or semipublic coin telephones, (b) calls terminating at public telephones, or (c) calls originating from or terminating on foreign exchange lines whose dial tone is provided from an exchange not serving some portion of the municipality in which foreign exchange line service address is located.

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Joseph Donato  
Chief Financial Officer

**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

**Section 4  
Page 6  
2<sup>nd</sup> Revision  
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**LOCAL EXCHANGE SERVICE**

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Joseph Donato  
Chief Financial Officer

**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

**Section 4  
Page 7  
1<sup>st</sup> Revision  
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**LOCAL EXCHANGE SERVICE**

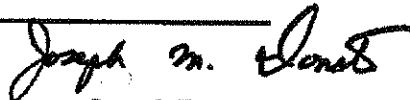
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Joseph Donato  
Chief Financial Officer

LOCAL EXCHANGE TELEPHONE SERVICE

H. Screened One Party Service

A. General

1. Screened one party service is offered to all one party subscribers.
2. The service is one party service with dial "1" outward toll restriction and collect and third number inward toll restriction. Outward toll is allowed for credit card, collect, or third number billing through Dial "0" access.
3. The service is offered in exchanges with the appropriate equipment availability.


B. Rates

- |  | <u>Monthly Rate</u>   | <u>Nonrecurring</u> |
|--|---|---------------------|
| 1. Additional charge to provide toll restriction   | \$2.00  | See Section 6*      |
| * If ten or more lines are provided, central office work will be charged based on time and expenses. |   |                     |
| -  | This charge is in addition to the appropriate access line charge listed on Page 3 of Section 4. |                     |
| 2. Construction charges may apply as specified in Section 7.   |   |                     |

I. Deleted

Issued: June 29, 2012  
Proposed Effective Date: August 1, 2012  
Effective Date: AUG 01 2012  
Docket:

DOCKET NO 12-324

  
Ed Tisdale  
Senior Vice President

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Section 4

Page 9

3<sup>rd</sup> Revision

2012 JUL -3 P 2: 48 Replaces 2<sup>nd</sup> Revision

I. Lifeline Telephone Service (Cont'd)

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1. General

Lifeline service provides for up to a \$12.75 reduction in the rate for local exchange service, not to exceed the rate charged for such service, to low income residential customers. To qualify for Lifeline Service a customer must have household income at or below 135% of the Federal Poverty Guidelines\* or be a recipient of benefits from any one of the following programs or fit other criteria as ordered by the Maine Public Utilities Commission:

Medicaid or MaineCare  
Supplemental Security Income (SSI)  
Low Income Home Energy Assistance Program (LIHEAP)  
Supplemental Nutrition Assistance Program (SNAP)  
Temporary Assistance for Needy Families (TANF)\*  
Federal Public Housing Assistance\*  
National School Lunch Program (free meals program only)\*

\*Qualifying participation in these programs or income levels is effective June 1, 2012.


2. Installation Credit

- a. A discount of \$9.00 applies to the installation of one residential access line for subscribers who qualify for Lifeline Telephone Service.
- b. A discount of \$9.00 applies for restoral or reconnection of service, for reasons other than temporary suspension of service, at the same location, no more than once per subscriber year.

3. Deleted

Issued: June 29, 2012  
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Effective Date: AUG 01 2012  
Docket:

DOCKET NO. 12-324

  
Ed Tisdale  
Senior Vice President

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SCHEDULES OF  
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RATES, TOLLS & CHARGES

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1st Revision

2012 JUL -3 P 2: 48 Replaces Original

I. Lifeline Telephone Service (Cont'd)

MAINE PUBLIC  
UTIL. COMM.

4. Eligibility

Applicants must provide proof of eligibility. The Company will annually verify the customer's eligibility status. If, after verification, a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for the time that they were proved to be ineligible for the service.

1. Household is defined as any individual or group of individuals living together at the same address as one economic unit.
2. Lifeline service is limited to one discount per household.
3. Eligible applicants may request toll blocking at no charge.
4. Lifeline service applies to a single telephone line at the principal place of residence of the applicant, whether purchased on a standalone basis, with other services, or as a part of a bundle of services.
5. This discount does not apply to applicants who are full-time students living in university or college-control housing.

5. Disconnection for Non-Payment of Toll Charges

The Company will not disconnect local service for non-payment of toll charges unless a waiver is granted by the Maine Public Utilities Commission.

5. Delete

6. Denial of Service

The Company will not disconnect the local telephone service of a subscriber to Lifeline Telephone Service for non-payment of toll charges, unless a waiver is granted by the Maine Public Utilities Commission.

7. Deposits

The Company will not require a deposit from a subscriber to Lifeline Telephone Service based upon the subscriber's previous disconnection for non-payment of toll service, so long as the subscriber elects to receive toll blocking as described in paragraph 5 above.

8. Partial Payments

Partial payments made by a subscriber to Lifeline Telephone Service will be applied, first to the subscriber's local telephone service until such local telephone service charges are paid in full and then to the subscriber's toll charges.

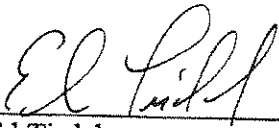
Issued: June 29, 2012

Proposed Effective Date: August 1, 2012

Effective Date **AUG 01 2012**

Docket:

**DOCKET NO. 12 - 324**

  
Ed Tisdale  
Senior Vice President

SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES

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Andrew H. Hinkle  
General Manager

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**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

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Page 1  
2<sup>nd</sup> Revision  
Replacing 1<sup>st</sup> Revision**

**GENERAL SERVICES**

**COIN TELEPHONE SERVICE**

**Public Telephone Service**

**A. General**

Public telephone service may be furnished for the use of the general public, at the discretion of the Company, and is not a substitute for business service. C C

**B. Rates**

1. The Company's Premium Calling Area for the exchange in which the Public Telephone is located will determine the Premium Calling Area for that Public Telephone. Each call made from a Public Telephone to an exchange which is within this Premium Calling Area is charged at a flat rate of \$0.25 per call.
2. Where technically feasible, each call made from a Public Telephone to an exchange which is (1) outside of the Premium Calling Area as defined in this section, and (2) either a bordering exchange or a non-bordering exchange within 20 miles of the exchange within which the Public Telephone is located, is charged at a rate of \$0.30 for each 2 minutes, or portion thereof, for the duration of the call.
3. Each call made from a Public Telephone to an exchange which is not within the areas described in paragraphs 1 and 2 above is charged at established rates.

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*Joseph M. Donato*  
Joseph Donato  
Chief Financial Officer

**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

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**GENERAL SERVICES**

**COIN TELEPHONE SERVICE (Cont'd)**

**Public Telephone Service (Cont'd)**

**C. Conditions**

1. Standard booths may be furnished for Public Telephone service at no charge, when in the judgment of the Company they are required.
2. Directory listings will not be provided in conjunction with Public Telephone service.
3. The Company retains the option of furnishing and placing such signs as may be necessary.
4. Additional telephone sets are not provided in connection with Public Telephones.

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Andrew H. Hinkley  
General Manager

**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

**Section 5  
Page 2  
2<sup>nd</sup> Revision  
Replacing 1<sup>st</sup> Revision**

**GENERAL SERVICES**

**Semi-Public Telephone Service**

**A. General**

Semi-Public Telephone service may be furnished, at the discretion of the Company, where there is a shared use of the service by the customer and the general public. C C

**B. Rates**

1. The monthly Exchange Access Line rates for Semi-Public Telephone service are filed in Section 4. See Condition 6, below.
2. The monthly rate for a Semi-Public Telephone instrument is \$7.00.
3. The Company's Premium Calling Area for the exchange in which the Semi-Public Telephone is located will determine the Premium Calling Area for that Semi-Public Telephone. Each call made from a Semi-Public Telephone to an exchange which is within this Premium Calling Area is charged a flat rate of \$0.25 per call.
4. Where technically feasible, each call made from a Semi-Public Telephone to an exchange which is (1) outside of the Premium Calling Area as defined in this section, and (2) either a bordering exchange or a non-bordering exchange within 20 miles of the exchange within which the Semi-Public Telephone is located, is charged at a rate of \$0.30 for each 2 minutes, or portion thereof, for the duration of the call.
5. Each call made from a Semi-Public Telephone to an exchange which is not within the areas described in paragraphs 1 and 2 above is charged at established rates.

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Joseph Donato  
Chief Financial Officer

**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

**GENERAL SERVICES**

**COIN TELEPHONE SERVICE (Cont'd)**

**Semi-Public Telephone Service (Cont'd)**

**C. Conditions**

1. Semi-Public Telephone service may be provided, at the option of the Company, where the use is shared by the customer and the general public, and where the customer permits such signs to be placed as the Company deems necessary.
2. One directory listing per Semi-Public Telephone may be provided without additional charge.
3. Flat-rate telephone service may be provided on the same premises as a Semi-Public Telephone, providing that the flat-rate telephone service is not made available for public use.
4. Semi-Public Telephone service is provided only in connection with telephone instruments provided by the Company.
5. The monthly set charge for a Semi-Public Telephone instrument is in addition to the semi-public access line charge.

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(M) (\*)

(\*) Moved from Section 5, Page 2.

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Effective Date: **MAR 1 1995**  
Docket: No. 94-190

  
Andrew H. Hinkley  
General Manager

SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES

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GENERAL SERVICES

COIN TELEPHONE SERVICES (Cont'd)

Semi-Public Telephone (Cont'd)

C. Conditions (Cont'd)

6. The customer applying for this service will be responsible for all toll charges billed against the semi-public station number in addition to the rates as listed above in B. of this Schedule.
7. When a coinbox becomes inaccessible for regular collections, the right is reserved to terminate the service.

CUSTOMER OWNED COIN TELEPHONES (COCOTS)

A. General

1. Customer Owned Coin Operated Telephone Service (COCOTS) is an exchange line service provided at the request of the subscriber for telecommunications use by the general public.
2. Prospective providers of COCOT service shall be required to undergo a certification process as outlined in Section 6 of Chapter 25 of the Public Utilities Commission's rules governing COCOTS.
3. COCOT instruments may be connected to a Public Access Line furnished by the local exchange carrier franchised in the area in which the COCOT instrument is to be located.
4. Upon request by a prospective COCOTS provider to furnish a Public Access Line in a Public Location, the local exchange carrier may, at its discretion, choose to install a central office implemented public pay telephone in lieu of a Public Access Line; provided that installation of such telephone be completed within thirty (30) days from receipt of the COCOT/Public Access Line Application.
5. All COCOTS in both public and semi-public locations shall be required either; (1) to register under Part 68 of the Terms and conditions of the Federal Communications Commission (47 C.F.R. 68), or (2) to connect to the network through an FCC-registered coupler.
6. All COCOTs shall be installed in compliance with the NARUC generally-accepted telecommunications industry standards, applicable local codes, and the current National electrical Code and National Electric Safety Code.

Proposed Effective Date: August 1, 1994

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Andrew P. Hinkley  
General Manager

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GENERAL SERVICES

CUSTOMER OWNED COIN TELEPHONES (Cont'd)

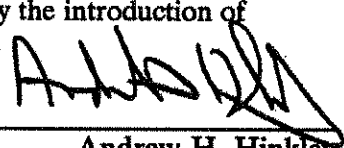
A. General (Cont'd)

7. COCOTs must provide access to the operator, emergency 911 numbers (where available), directory assistance, and credit card, collect and third party billing numbers without charge and without any coin deposits.
8. No extension(s) shall be connected to the COCOT or the Public Access Line which would enable third party access to conversations.
9. All phones must be registered with the FCC and conform to State and Federal requirements for hearing aid compatibility and access for the disabled.
10. The phones must accept nickels, dimes, and quarters and must refund payment for uncompleted calls.
11. All COCOTs must bear a notice indicating whether the instrument is capable of receiving incoming calls.
12. When not in working order, all COCOTs instruments shall either be capable of giving an out-of-order message, or such a notice shall be posted at the COCOT location.
13. The following information shall be permanently and conspicuously posted so as to be clearly visible by anyone using the COCOT:
  - a. The name and a local or toll free telephone number of the COCOT owner or authorized agent.
  - b. The operating instructions, the applicable rates, call time limits where applicable, and the instrument's telephone number.
  - c. The method of reporting complaints and obtaining refunds in a cost-free manner. The toll free number of the Public Utilities Commission's Consumer Assistance division shall be supplied by the office or individual hearing such complaints.

B. Responsibility of the Owner

1. COCOTs providers shall furnish a legible, current local exchange directory.
2. Any and all costs for construction of outside plant necessitated by the introduction of COCOT service shall be borne by the COCOT service provider.

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Effective Date: AUG 01 1994

  
Andrew H. Hinkley  
General Manager

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GENERAL SERVICES

CUSTOMER OWNED COIN TELEPHONES (Cont'd)

C. Requirements for Public Locations

1. All COCOT instruments in public locations shall be capable of receiving incoming calls and shall be equipped with a working ringer or audible signaling device.
2. All COCOT instruments in public locations shall provide access to all locally accessible long distance carriers.
3. The charge to the caller may be no higher than the scheduled coin rate charged by the local phone company in whose service territory the COCOT is located.


D. Requirements for Semi-Public Locations

1. COCOT instruments in semi-public locations may, at the option of the owner, provide either local only, or both local and long distance service.
2. If only local service is provided, notice of such calling limitation must be prominently displayed at or near the COCOT location.
3. If the rates proposed to be charged for either local or toll service vary from those authorized for COCOTS in public locations, thirty (30) days advance notice must be provided to the Public Utilities Commission of those rates.

E. Rates and Charges

1. The COCOT subscriber will be responsible for all charges billed against the COCOT station number in addition to 125% of the business one party rate in the exchange in which the service is rendered (as provided in Section 4 of this Schedule).
2. Screened one party service is available to COCOT providers (as provided in Section 4 of this Schedule).

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General Manager

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GENERAL SERVICES

CUSTOMER OWNED COIN TELEPHONES (Cont'd)

F. Disconnection Procedures for COCOT Service

1. All COCOTs are subject to the regulations under this Schedule and the rules of the Public Utilities Commission. Failure to comply with applicable schedules shall be grounds for disconnection.
2. Failure of the customer to discontinue such use or to correct the violation within fifteen (15) days will result in the suspension or disconnection of the customer's service until such time as the customer complies with the provisions of this Schedule.

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EMERGENCY CONFERENCE SERVICE (Fire Reporting Systems)


A. General

Public Emergency Call Receiving Service is intended for use by Fire Departments and emergency organizations of like nature where, because of lack of continuous attendance at headquarters, it is desirable to have telephones at a number of locations for the purpose of receiving emergency calls.

B. Conference Call Fire Department Alerting Service

1. Conference Call Fire Department Alerting Service is intended for use by Fire Departments and emergency organizations of like nature where the public service functions of the Department require especially prompt notification to a large number of members.
2. Each receiving telephone must have one party service. The Department headquarters must have other telephone service to receive other incoming calls and to make outgoing calls other than the Conference Call.

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GENERAL SERVICES

EMERGENCY CONFERENCE SERVICE (Fire Reporting Systems) (Cont'd)

B. Conference Call Fire Department Alerting Service (Cont'd)

3. Rates and Charges

- a. Rates and charges for this service are in addition to rates and charges for services rendered to the receiving telephone subscribers for their telephone service. Rates and charges for this service are made to the Fire Department or organization for whose use the service is intended, and such Department or organization is the customer for this service.
- b. The monthly rate for this service is \$4.25 for each receiving telephone, with a minimum of ten telephones and a maximum of twenty telephones.
- c. The minimum period for which the service is offered is six (6) years. Customers receiving the service will be required to enter into written agreement to pay the lawful rates for the service for this period.
- d. If the customer requests termination of service within the minimum period, a termination charge is payable by the customer. Such termination charge shall equal the minimum monthly charge multiplied by the number of months remaining of the minimum period.

C. Access to Customer Premises

1. The Company and its employees shall have access to the customer's premises and to the premises where receiving telephones are located at any reasonable hour for the purpose of installing, inspecting, repairing, testing, adjusting or removing any part of the Company's facilities.

D. The applicable service connection charges are those shown in Section 6.

E. Conditions

1. The general description of service and application of rates and charges will remain in effect for the system presently in service. Additions will be permitted not to exceed the wired capacity of the system. Systems for future customers and change of present systems to new equipment will have rates and charges based on the cost applicable at the time they may occur.

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GENERAL SERVICES

FOREIGN EXCHANGE SERVICE AND ASSOCIATED MILEAGE

A. General

1. Foreign exchange service is exchange service furnished from an exchange other than that normally serving the area in which the customer is located. It is provided only when warranted by special circumstances and when suitable facilities are and continue to be available.
2. Service will be provided only when rates and conditions are agreed upon between both companies involved and the customer. Applications will be received, quotations made, and monthly statements rendered by the company normally serving the area in which the customer is located.
3. Should any extra equipment or construction be necessary to provide proper transmission, signaling, or supervision; such as repeating coils, long line equipment, special loading of the circuit, etc., appropriate carrying charges approved by the Maine Public Utilities Commission will apply in addition to the charges set forth in this section.
4. Should extensive construction be necessary to provide this service, a length of service contract will be required. In any case the maximum contract will be limited to five years for that portion of the service furnished by this Telephone Company.
5. All rates and charges for telephone service in a foreign exchange will be the combined rates and charges of each Telephone Company providing the facilities for such service.
6. Rates include termination of the foreign exchange line in a standard telephone. If terminated in key equipment or PBX equipment additional charges may apply as set forth in those sections of this Schedule.
7. A customer to Foreign Exchange Service is considered to be a customer of the local exchange for all contracts, e.g., initiation of service orders, billing, collections, customer payments and other related functions. The only exceptions to this definition will be those resulting through the use of the service, such as repair service, information, and toll.
8. Foreign Exchange Service will be limited to business and residence individual line service, or PBX Trunks, when facilities and equipment for its provision are available.
9. A leakage access charge is applied subject to the provisions specified in Section 8 Page 9.

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GENERAL SERVICES

FOREIGN EXCHANGE SERVICE AND ASSOCIATED MILEAGE (Cont'd)

B. Monthly Rates for Foreign Exchange Customers

1. The rate for foreign exchange service is the rate in effect in the foreign exchange for the class of service furnished, to which is added the appropriate mileage rate in paragraph 2. and the terminal loop rate in paragraph 3. below.

2. Mileage Rate

- a. From foreign exchange to normal exchange measured airline mileage.

Monthly Rate

Per mile, or fraction thereof ..... \$4.50

3. Terminal Loop

From normal central office to customer's premises.

Inter/Co. Intra/Co.

- a. Within the same base rate area ..... 4.00
- b. Outside the base rate area appropriate  
one party mileage or zone charges apply  
in addition to B.3.(a) above ..... .75

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GENERAL SERVICES

BLOCKING SERVICE

A. General

1. Blocking Service provides residence one-party and business single line customer with the ability to block access from a particular network access line to all telephone numbers for which a certain Numbering Plan Area (NPA) or prefix must be dialed.
  - a. Blocking Service blocks access to all telephone numbers for which the 900 NPA must be dialed.
  - b. Blocking Service blocks access to all IntraLATA telephone numbers for which the prefix 976 must be dialed.
2. The Company's obligation to furnish network facilities for Blocking Service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the Company to provide all of the services that may be requested.
3. Blocking Service is available only for blocking access to all NPA or prefix telephone numbers from a particular network access line, and not for blocking access to a specific NPA or prefix telephone number.

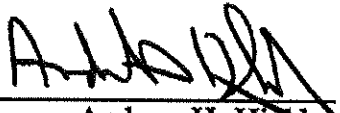
B. Rates

1. Customers will not be charged for initial orders for Blocking Service.
2. The following charge applies to all subsequent orders for Blocking Service:

Nonrecurring
<u>Charge</u>

  - a. Blocking Service, per line \$5.00
3. Customers will not be charged to unblock their access line.

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GENERAL SERVICES

MILEAGE CHARGES

Off Premise Stations and Tie Lines

A. General

1. Off Premise Stations and tie lines are not in accord with the general plan of furnishing telephone service and are provided only under special conditions when warranted by the circumstances involved and when suitable facilities are and continue to be available.
2. Off Premise Stations are furnished when the station telephone or private branch exchange telephone is outside the building in which the associated telephone or private branch exchange is located. Tie lines are furnished to interconnect private branch exchanges in the same or separate buildings.
3. Off Premise Stations and tie lines in connection with private branch exchange service are normally furnished to be suitable only for calls with other telephones directly connected to the associated private branch exchange.
4. A special equipment charge as approved by the Public Utilities Commission under special contract will be applied for such equipment as may be required at any time for transmission and signalling:
  - a. Where the customer requires an off premise station or tie line in connection with private branch exchange service for communication with telephones other than as stated in 3. above.
  - b. Where a customer requires an off premise station line in connection with access line telephone service.
5. The type of circuit construction and its routing are at all times determined by the Telephone Company and ownership of such circuits shall remain vested in the Company.

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GENERAL SERVICES

Mileage charges (Cont'd)

Off Premise Stations and Tie Lines (Cont'd)

A. General (Cont'd)

6. Charges for off premise stations or tie lines are as follows:

- a. Lines serving Business, Residence, PBX or Key Stations or Signal Circuits, where the extension termination is -

- (1) on premises other than the access line termination point, or
- (2) on the same continuous property as the access line termination point but in a separate building:

Monthly Rate

Per continuous loop ..... \$3.80  
Per noncontinuous loop ..... 5.80

- b. Tie lines service two PBX's, where the PBX's are -

- (1) on separate premises, or
- (2) on the same continuous property, but in separate buildings:

Per continuous loop ..... 3.80  
Per noncontinuous loop ..... 5.80

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Mileage charges (Cont'd)

Off Premise Stations and Tie Lines (Cont'd)

A. General (Cont'd)

7. Mileage will be determined in the following manner:
- a. When the off premise line is connected to the access line at the Central Office, the mileage measurement is in a straight line from the Central Office to the off premise line termination.
  - b. When the off premise line is connected to the access line at the drop pole or pedestal, the mileage measurement is in a straight-line from the drop pole or pedestal to the extension line termination.
  - c. When the off premise line is connected to the access line at any other point, the mileage measurement is in a straight line from that point to the extension line termination.
  - d. When the extension line terminates in another exchange, Foreign Exchange mileage rates apply. See Section 5, Pages 8-9; and Section 8, Page 1.
  - e. Tie line mileage is measured in a straight line from the termination at one PBX to the termination at another PBX.
  - f. All conditions outlined in A thru D above will apply to stations served by PBX and key telephone systems. Control circuits for key telephone systems will be rated as intraexchange private line circuits.

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GENERAL SERVICES

LOCAL PRIVATE LINE SERVICE

A. General

1. Private line telephone service is the provision of facilities, including channels and station equipment not switched through a central office, to enable a customer to communicate between specified locations. All facilities required for this service are furnished by the Telephone Company on a full-period service basis only.
2. The service equipment and channels provided under this section are not furnished for the commercial transmission of communications between exchanges nor for the use in competition with any form of service rendered by the Telephone Company or its connecting companies.
3. The rates specified herein are applicable where facilities are available and when standard transmission voice grade circuits can be obtained without the use of special equipment. If, for operating reasons, special equipment is required to render satisfactory service, such special equipment shall be charged for in addition to the applicable charges for standard equipment.

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GENERAL SERVICES

LOCAL PRIVATE LINE SERVICE (Cont'd)

B. Intraexchange Service

1. General

Channels provided herein are for voice grade transmission and may be used either for the transmission of voice or signal.

	Monthly Rate	Installation Charge
a. Local Channels		
(1) Section within the base rate area	\$10.80	See Section 6
(2) Each additional 1/4 mile or fraction thereof outside the base rate area	1.15	"
b. Termination in customer provided equipment	-	"
c. Supplemental Charges		
<u>Ringdown Circuit</u>		
Power Supply with Ringing Current (Located on customer premises)	17.60*	"
Each Station or Station Termination	2.65*	"

\* In addition to mileage rate applicable to channel provided.

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Andrew H. Finkley  
General Manager

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GENERAL SERVICES

SEASONAL AND VACATION RATE SERVICE

A. General

Seasonal and Vacation Rate Service is basic local exchange service temporarily suspended. This service is provided to customers in all the Company's exchanges whose requirements for telephone service are less than that which might normally be provided in any 12 month period.

B. Rates

1. The monthly rate will be based upon 50% of the regular rate for the basic local exchange service only. Service may be temporarily suspended for a minimum of 30 days and a maximum of 180 days.
2. Charges will apply for the subsequent reconnection of service.

C. Conditions


1. Seasonal and Vacation Rate Service will be furnished at the Company's discretion under the following conditions:
  - a. Service is, subject to facilities, only available to one-party residence and business exchange service where the usage is of a seasonal nature.
  - b. At least one month's full rate shall be paid for service prior to establishment of seasonal or vacation service.
  - c. Charges for a total of six months may be billed prior to the suspension of service, or monthly, at the option of the Company.
  - d. The reduced rate for seasonal or vacation service may become effective only on a regular billing date and will apply to full monthly billing periods only and not to any portion thereof (except in case of a final bill).
  - e. During the period when the customer is billed at the reduced rate, no installations, moves, changes or maintenance will be provided by the Company.
  - f. The reduced rate only applies to basic access line service. All other services such as telephones, bells, mileage or any other supplemental service will be billed at the full rate during the suspended period.
  - g. Key Telephone Systems, Private Branch Exchange Systems, and Centrex Systems are subject to monthly charges for basic equipment.

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General Manager

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GENERAL SERVICES

PREMIUM CALLING FEATURES

A. General

1. Those services are available to residence and business customers, with one party main telephone service only (except coin), served by suitably equipped digital central office to the extent that existing facilities are available.
2. No assurance can be given that transmission will be fully satisfactory during conference and call forwarding calls.
3. One or more Customer Calling Services may be offered for a fourteen-day free trial period. The period begins the day following the date on which the service is established.

In the event that the fourteenth day of the free trial period is a Saturday, Sunday or holiday, the free trial period is extended through the next regular business day.

If during the free trial period the customer requests that all Customer Calling services be discontinued, neither the monthly rate nor any service and equipment charges apply.

If the customer retains one or more of the services beyond the fourteen-day free trial period, as verified by the Company be contact with the customer the monthly rate will apply commencing fifteen days from the date the service was initially established.

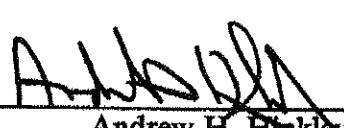
One fourteen-day free trial period is offered per service per customer.

4. A leakage access charge is applied subject to the provisions specified in Section 8 Page 9.

B. Rates

1. The rates set forth below are for switching equipment located in the Company's central offices.
2. In addition to the rates as specified in the following, rates for Local Exchange Service contained in Section 4 of this Schedule apply.
3. Installation and move or change charges are applicable as set forth in Section 6, Service Connection Charges, of this Schedule.

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General Manager

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GENERAL SERVICES

PREMIUM CALLING FEATURES (Cont'd)

B. Rates (Cont'd)

4. All feature rates listed below are per line.

- a. Per premium calling feature as listed in paragraph D. following.
- b. Per premium calling feature as listed in paragraph E. following\*

<u>Service Connection Charge</u>	<u>Monthly Rate</u>
See Section 6	\$2.00
See Section 6	Varies

5. Feature Package Discounts

- a. 10 feature package, 50% less than the full rate of any 10 or more features.
- b. 8-9 feature package, 45% less than the full rate of any 8 or 9 features.
- c. 6-7 feature package, 40% less than the full rate of any 6 or 7 features.
- d. 4-5 feature package, 35% less than the full rate of any 4 or 5 features.
- e. 3 feature package, 30% less than the full rate of any 3 features
- f. 2 feature package, 25% less than the full rate of any 2 features.

An installation charge of \$5.00 per line will apply on the regular installations. This charge is in lieu of service charges listed in Section 6. When a customer initiates service with the company, this installation charge will not apply. All features installed at the same time per line will count as one installation.

6. Volume Package Discounts

- a. 5 to 10 packages 10% discount
- b. 11 to 20 packages 20% discount
- c. 21 to 30 packages 30% discount
- d. 31 to 40 packages 40% discount
- e. 41 to 60 packages 50% discount

Volume package discounts apply only to the above Premium Calling Features rates shown in paragraph B.5.

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*A. Hinkley*  
Andrew H. Hinkley  
General Manager

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GENERAL SERVICES

PREMIUM CALLING FEATURES (Cont'd)

C. Conditions

1. If equipment on the customer's premises is provided by the customer, it must be compatible with the service and equipment provided by the Company.
2. Premium Calling Features are offered only with central offices equipped to provide such features. Not every feature is available in every central office.
3. The minimum charge for service provided under this shall be one month.
4. Touch-calling service is necessary in order to have some Premium Calling Features. Touch-calling service is provided at the rates specified in Section 5, page 31 of this Schedule.
5. Any combination of Premium Calling Features listed in paragraphs D. and E. following may be added to a one party Touch-Calling access line with the exception of Call Waiting and Busy Transfer which are not available on the same access line.
6. Individual access lines may be grouped in communications groups of 2 or more lines. A communications group provides the path through which Premium Calling Features will travel.

D. Description of Standard Service Features

Standard calling features include the following:

1. Intercom Calling - This feature provides intra-group communications. This is accomplished by dialing a preassigned station code.
2. Don't Answer Transfer - This feature provides the transferring of a call after a predetermined number of rings from a called number to an assigned number within the group.

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PREMIUM CALLING FEATURES (Cont'd)

D. Description of Standard Service Features (Cont'd)

3. Group Speed Call - This feature provides a 30 number list of up to 15 digits each that anyone within the group can access by dialing predetermined digits.
4. Distinctive Ringing - This feature allows called members of a group to distinguish between intra-group calls and calls from outside the group by providing two different ringing patterns.
5. Busy Transfer - This feature provides the transfer of calls outside the group encountering a busy condition to an alternate line in the same group.
6. Call Waiting - Signals the customer talking on his/her line that another call has been placed on his/her line. The customer may answer the second call while holding the first and alternate between calls by momentarily depressing the buttons on the handset cradle.
7. Call Pick Up - This feature allows the user to answer any call within the group by dialing a code.
8. Call Hold - This feature allows the user to place an established call on hold by flashing the switch hook and dialing a code. This frees the line to originate another call or go back to the held call or use Call Pick Up.
9. User Transfer - This feature allows the user to transfer an established call to another line within the group.
10. Call Forwarding - Permits a customer to forward incoming calls to another preselected number. The customer activates the service by dialing a code and the telephone number of the line to which the calls are to be forwarded.

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GENERAL SERVICES

PREMIUM CALLING FEATURES (Cont'd)

D. Description of Standard Service Features (Cont'd)

11. Conference Calls - Allows a customer to establish a connection involving him/herself and two other parties. The customer does this by momentarily depressing the buttons in the handset cradle to place the first call on hold. He/she then dials the second party and again depresses the buttons in the handset cradle to bring both parties and him/herself in a conference mode.
12. Speed Call 8 - Permits calling a predesignated telephone number (up to 12 digits) by dialing a one digit code. This feature provides for a maximum of eight (8) predesignated numbers.
13. Reminder Service - Allows the customer to program their telephone to ring back at a customer preselected time of day. The number of rings is also preselected by the customer.

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GENERAL SERVICES

PREMIUM CALLING FEATURES (Cont'd)

E. Description and Rates of Premium Calling Features


1. Call Waiting Cancel--Business Rate \$1.79  
--Residence Rate \$.79

Allows customers with call waiting service to disable call waiting for the duration of a telephone call. To disable CW, customer dials a special code prior to placing a call. CW is reabled when customer disconnects from the call. CW customers who have either conference call or user transfer can disable CW during a call they either placed or received. This is accomplished by depressing the buttons in the handset cradle, and then dialing the special disable code.

2. Code Restriction - Prevents the placement of toll calls to preselected area codes or exchanges.

	<u>Business Rates</u>	<u>Residence Rates</u>
Per NXX	\$ 1.99	\$ .99
Per NPA	5.99	4.99
All NPA's	10.99	9.99

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GENERAL SERVICES

PREMIUM CALLING FEATURES (Cont'd)

E. Description and Rates of Premium Calling Features (Cont'd)

3. Assistance Service--Business Rate \$1.89  
--Residence Rate \$.89

Automatically connects to a preassigned "assistance number" when the handset is lifted and no digits are dialed within 10 seconds. At all other times customer may place or receive calls normally.

4. Home Intercom Services--Business Rate \$1.99  
--Residence Rate \$.99

Provides for calling to other telephones on the same one party line. This enables conversations with a party that is in another part of the house or with a person at an extension in another building.

5. Circle Busy Transfer--Business Rate \$1.99  
--Residence Rate N/A

Enables calls to a busy line to be routed in a circular fashion through a group of lines to locate an idle line. Each line in the circle that is not busy will get the next call coming into the group on a sequential basis.

6. Preferential Busy Transfer--Business Rate \$.99  
--Residence Rate N/A

Enables calls to first route through a preferred group of lines in search of an idle line. If all are busy the call will then go through whichever other transfer option the customer has, i.e., Busy Transfer or Circle Busy Transfer.

Proposed Effective Date: August 1, 1994  
Effective Date: AUG 01 1994

  
Andrew H. Hinkle  
General Manager

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GENERAL SERVICES

PREMIUM CALLING FEATURES (Cont'd)

E. Description and Rates of Premium Calling Features (Cont'd)

7. Uniform Call Transfer--Business Rate \$2.99  
--Residence Rate N/A

Provides for uniform distribution of incoming calls to all lines in a multiline group. When a call is made to the listed number, a search for an idle line starts with the next line on the list after the one to which the last call was completed. The call is switched to the first idle line in the group, and the location of the next idle line is marked as the starting point for the next incoming call.

8. Queuing for Multiline Groups--Business Rate - \$2.95 per group\*

When all lines in a group are busy incoming calls are queued, and an audible tone is returned to the calling party. Up to (10) calls may be queued in a group.

9. Delay Announcement for Queued Calls - Business Rate \$6.95 per group\*

Provides a subscriber generated automatic announcement for multiline groups with queuing capabilities. After a call has been queued for a subscriber interval, a single announcement is returned to the calling party announcing additional delays.

- \* Customers subscribing to numbers 8 or 9 above will not be eligible for feature or volume discounts.

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GENERAL SERVICES

Supplemental Equipment

DIRECTORY LISTINGS

A. General

Directory listings encompassed by this Schedule are applicable to uncharged listing in the alphabetical section (commonly known as white pages) for residence and business customers and, in addition the uncharged listing in the classified section (commonly known as yellow pages) for business customers, in the telephone directory covering the exchange from which such customers receive service.

B. Rates Monthly Rate

1. Primary Service Listings

a. Primary Station

No Charge

	<u>Business</u>	<u>Residence</u>
2. Additional listings, each	\$2.28	\$1.81
3. Unlisted, each (see Condition 5)	1.24	1.24
4. Nonpublished, each (see Condition 6)	2.54	2.54

C. Conditions

1. A primary listing which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service as been contracted, will be furnished without additional charge.
  - a. Listings will be limited to such information as is necessary for identification to facilities use of the service.
  - b. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.

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GENERAL SERVICES

DIRECTORY LISTINGS (Cont'd)

C. Conditions (Cont'd)

- c. The Company may refuse to insert any listing, which in its judgement does not facilitate the use of the directory.
- d. Dual name listings are available for residence service customers as of primary or additional listing.
- (1) The first name, or first name and middle initial, or first initial and middle name, or initials only of two individuals who have the same surname and reside at the same address.
  - (2) The first name, or first name and middle initial, or first initial and middle name, or initials only, and the married name of the woman.
  - (3) Two names for one person, who may be referred to by either, with the same surname.

Primary dual name listings will be alphabetical by the surname and the first given name or initials.

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GENERAL SERVICES

DIRECTORY LISTINGS (Cont'd)

C. Conditions (Cont'd)

2. An additional listing may include the same address and telephone number as the primary listing, except that a different address may be shown for off-premises stations located on other premises occupied solely by the customer. Additional listings may be furnished with business or residence service for persons who occupy the same premises at the rates shown above.

Additional dual name listings, provided in conjunction with the primary listing, list the second name (or initials) first and the listing is alphabetized accordingly in the Directory; in this case billing always commences with the directory delivery date of the issue of the directly in which the listing first appears.

3. An alternate call listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays of if there is no answer on the first listed number. Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.
4. A foreign or non-customer listing may be furnished customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate applicable in the directory where the listing appears.
5. Unlisted service is the withholding of a customer's listing from the printed telephone directory. The number may be obtained from the information operator.

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DIRECTORY LISTINGS (Cont'd)

C. Conditions (Cont'd)

6. Nonpublished service is the withholding of a customer's listing from both the telephone directory and information records.
  - a. When non-published service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the non-published listing.
  - b. The rate for a nonpublished service is specified in B. above.
7. The charge for additional, dual name additional, alternate, unlisted or non-published listings begin on the day the information records are posted.
8. The length of contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is distributed to the customers to the day the succeeding directory is distributed to the customers. If the listing no longer serves the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for 30 days.

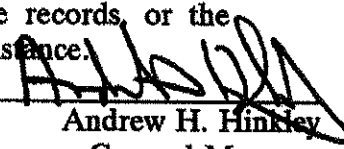
DIRECTORY ASSISTANCE SERVICE

A. General

1. The Telephone Company furnishes Directory Assistance Service to aid customers in determining telephone numbers.
2. Rates as specified in C. following, apply to calls originated in Maine that are placed to appropriate telephone numbers associated with the provision of Directory Assistance Service for Maine. Certain calls, as described in D. following, are exempt from the applicable rates.
3. No more than two telephone numbers may be requested per call to Directory Assistance Service.
4. A call to directory assistance is considered completed whether or not the numbers requested are available from directory assistance records, or the information requested is normally provided by directory assistance.

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General Manager

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GENERAL SERVICES

DIRECTORY ASSISTANCE SERVICE (Cont'd)

- |    |  |             |
|----|--|-------------|
| B. | Intentionally Left Blank                   | (C)         |
|    |  | (D)         |
|    |  | (D)         |
| C. | Rates                                      | (D)         |
| 1. | Directly-dialed directory assistance calls |             |
|    | In excess of call allowance, each.....     | \$ 2.95 (I) |
| 2. | Calls to directory assistance via a        |             |
|    | Local or Message Telecommunications        |             |
|    | Service (MTS) operator, each.....          | \$ 2.95 (I) |

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DIRECTORY ASSISTANCE SERVICE (Cont'd)

D. Exemptions

Service Charges, as specified in Section 6 do not apply to a request for exemption.

1. Directly-dialed calls to directory assistance are exempt from the above rates and regulations when placed from:
  - a. A registered residence main telephone exchange line where a user is unable to use a directory because of a visual or physical handicap or from a registered business main telephone exchange line of a handicapped user where assistance is otherwise not available. A residence or business main line may be registered for exemption with the Telephone Company in those instances where one of the users of the line is considered to be legally blind, or visually or physically handicapped as defined by the Federal Register, Volume 35 #126. Where a user's handicap prevents the dialing of telephone in a conventional manner or permits only the dialing of "0", those calls placed from the registered line and not directly dialed will also be exempt. Calling Cards will be issued to handicapped users for their own use at all telephones other than their own registered main telephone exchange lines that are not otherwise exempt from directory assistance charges.
  - b. A hotel-motel and qualified hospitals where telephone are provided in a majority of patient or guest rooms including calls place over toll access trunks or toll terminals. All calls placed to Directory assistance from these customers via MTS access trunks or MTS terminals are exempt whether dialed or non-dialed. A hospital is considered qualified if it is currently able to meet the registration requirements of the American Hospital Association. It is not necessary for the hospital to be so registered.
2. All directory assistance calls originated from coin telephones, mobile or maritime services, or interconnected lines of radio common carriers are also exempt.

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GENERAL SERVICES

TOUCH-CALLING SERVICE

A. General

1. Touch-Calling Service is an arrangement of telephones equipped with push buttons for originating calls.
2. Touch-Calling Service cannot be furnished for station sets unless the line is also equipped for Touch-Calling Service.

B. Rates and Charges

The following rates and charges are in addition to all other applicable rates and charges for service and equipment furnished.

	<u>Monthly Rate</u>	<u>Equipment Handling Charge</u>
1. Residence and business Touch-Calling Rates		
Per Touch-Call equipped	\$ 0.00	See Section 6

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GENERAL SERVICES

CUSTOM CALLING SERVICES ASSOCIATED WITH AN ADDITIONAL ACCESS LINE

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A. General

1. Customer must have established primary residence service.
2. This Special Company offer consists of a discounted bundled rate for Touch Tone Service, Three Way Calling, and Screened Billing with an option for User Transfer Service.
3. No substitutions of any feature associated with this offering is permitted.
4. Other Custom Calling features may be added at existing rates.
5. Provision of Custom Calling features associated with an additional access line will be made only where facilities exist.

B. Rates and Charges

The following rates and charges are in addition to all other applicable rates and charges for service and equipment furnished.

Monthly Rate

1. Touch Tone, 3-way Calling, Screened Billing ..... \$1.70
2. Touch Tone, 3-way Calling, Screened Billing,  
User Transfer ..... \$2.70

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Andrew H. Hinkley  
General Manager

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GENERAL SERVICES

INSIDE WIRE OPTIONAL MAINTENANCE PLAN

A. General

1. The Inside Wire Optional Maintenance Plan (Plan) provides for diagnostics and maintenance of simple customer premise inside wire associated with residence service and business service (with the exception of business key or PABX type communications systems). A monthly rate applies for diagnostics and maintenance in lieu of labor charges as specified elsewhere in this Section of the Schedule.
2. A customer may elect this Plan subject to the following conditions:
  - a. All wire associated with standard service is included in the Plan regardless of ownership.
  - b. The existing premise wire was installed by the Telephone Company, or if it was installed by the customer, meets the Telephone Company's installation practices. The condition of the customer-provided wire must be satisfactory at the time of installation.
  - c. If the Plan is elected subsequent to the initial installation of telephone service, the Plan becomes effective thirty (30) days after election by the customer.
  - d. The Inside Wire Optional Maintenance Plan does not cover repairs required due to defects and malfunctions resulting from any service or equipment furnished by any person other than the Telephone Company in a manner inconsistent with Company specifications, or from any alteration, accidents which are covered by individual or home owners insurance, abuse, misuse, fire, acts of God, acts of war, gross negligence, willful damage, or vandalism.
  - e. The Plan does not cover installation and/or relocation of inside wire or telephone jacks.
3. The Telephone Company will separately disclose the Plan rates listed in paragraph B. in future Wire Care sales promotions and literature provided to the customer.

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GENERAL SERVICES

INSIDE WIRE OPTIONAL MAINTENANCE PLAN (Cont'd)

B. RATES

	Monthly Rate*
Residence Service	\$.75
Business Service	.75


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INSTALLATION AND MAINTENANCE OF CUSTOMER PREMISE INSIDE WIRE

A. GENERAL

Telephone Company subscribers may install and maintain, or have another party install and maintain, their customer premise inside wire. The person installing or maintaining the inside wire shall comply with the Telephone Company's testing requirements as well as applicable technical specifications. Subscribers, or persons performing work for them other than Telephone Company personnel, shall not be permitted access to the protector.

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General Manager

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GENERAL SERVICES

B. Customer Premise Work

Mon-Fri 8:00am – 5:00pm	
1 <sup>st</sup> hour or fraction thereof	\$110.00
Additional 30 minutes or fraction thereof:	\$ 55.00
Saturday, Sunday, Mon-Fri Excluding 8:00am – 5:00pm, Holidays	
1 <sup>st</sup> hour or fraction thereof	\$165.00
Additional 30 minutes or fraction thereof:	\$ 82.50

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GENERAL SERVICES

PRIVATE BRANCH EXCHANGE SERVICE

A. Rates

1. Trunks

a. Local Central Office,

Monthly  
Rate

(See Section 4)

plus applicable  
zone charge or  
mileage charge

b. Foreign Exchange, each

See Section 5


Equipment Handling  
Charge

See Section 6

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General Manager

SCHEDULES OF  
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GENERAL SERVICES

DIRECT INWARD DIALING SERVICE

A. General

1. Direct Inward Dialing (DID) Service provides for inward dialing from the telecommunications network directly to stations associated with customer provided switching equipment located on the customer's premises. DID Service requires special equipment and will be provided only where DID facilities are available in the central office and only where the switching equipment located on the customer's premises is properly equipped for DID Service. If a central office is scheduled for replacement in the near future, the company reserves the right to refuse the service until such time as the replacement is completed.
2. The customer may determine the number of trunks that will be provided for any system. Under normal calling volumes and holding times, the Company would advise using a minimum of eight (8) trunks per block of 100 numbers. In those instances where the DID facilities are to be connected to radio paging switching equipment or other switching systems generating short holding times and minimal trunk usage, the Company would advise using a minimum of three (3) trunks per block of 100 numbers. Actual trunking needs may vary due to the extraordinary nature of any single customer's calling volumes and holding times.
3. DID Service must be provided on all trunks in a group arranged for inward service. Routing of calls to selected numbers within the DID number group over a separate trunk group is not contemplated.
4. Customer provided switching systems with which DID Service is associated must be arranged by the customer to provide for the intercepting of assigned but unused station numbers.
5. Where DID Service is requested from more than one wire center or from separate trunk groups within the same wire center, such service provided from each wire center or each trunk group within the same wire center shall be considered a separate service.

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General Manager

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GENERAL SERVICES

DIRECT INWARD DIALING SERVICE (Cont'd)

A. General (Cont'd)

6. DID Service is furnished upon the condition that the customer obtain adequate facilities to permit the use of DID Service without injurious effect upon it or any other services rendered by the Telephone Company. The Telephone Company may terminate or refuse to furnish service to any customer, without incurring any liability, if the use of the service would interfere with or impair other services provided by the Telephone Company, provided that, in the case of a termination of service, at least five days have elapsed following written notification to the customer by mail, or in person, of the Telephone Company's intention to terminate the service for such clause.
7. The minimum contract period for the service is three years. In the event of discontinuance or reduction of service within the minimum contract period, a basic termination charge, equal to 36 months revenue, reduced by 1/36 for each full month of service provided, shall be applied.
8. The assignment of telephone numbers and the sequence of the numbers assigned to a DID Service is made at the discretion of the Company. Where the equipment configuration requires the assignment of blocks of telephone numbers or where the customer requests additional blocks of telephone numbers held in reserve for future use, rates and charges as shown in B following are applicable for each unused block of telephone numbers.
9. The rates herein contemplate the use of standard company equipment and service arrangements. When equipment or service of a special type arrangement is requested and provided, rates and charges are based on costs involved to meet the individual requirements of each case.
10. Operational characteristics of interface signals between the Company-provided connecting arrangements and the customer-provided switching equipment must conform to the terms and conditions the Company considered necessary to maintain proper standards of service as specified in other sections of this Schedule.

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GENERAL SERVICES

DIRECT INWARD DIALING SERVICE (Cont'd)

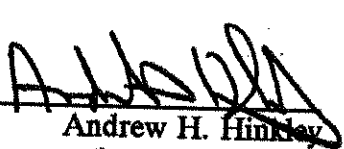
A. General (Cont'd)

11. The Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations, or procedures of the Company render any of the facilities provided by a customer, authorized user, or joint user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
12. Directory listings will be provided in accordance with the regulations of Section 5 of this Schedule. DID numbers furnished herein are not entitled to free directory listings.
13. At the discretion of the Company, subject to operating limits and the availability of facilities, DID Service may be provided outside the customer's normal serving central office. Where a DID trunk group is served from a central office other than the customer's normal serving central office, the appropriate mileage rates for Foreign Exchange or Foreign Central Office service per DID trunk will apply.
14. In addition to the rates and charges for the provision of PBX trunks and associated equipment and services, appropriate service connection, move, change and installation charges are applicable to the establishment or rearrangement of trunks and stations in connection with providing DID service.
15. Basic termination and installation charges for DID central office switching equipment are not applicable if the customer presently subscribes to DID Service and changes the type of customer premises switching equipment. The following provisions apply:
  - a. The customer must maintain at least the same DID Service requirements.
  - b. The replacing customer premises equipment must be served by the same central office as the existing customer premises equipment.
  - c. Central office switching equipment additions or modifications must not be required in order to provide DID Service to the replacing customer premises switching equipment.

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General Manager

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GENERAL SERVICES

DIRECT INWARD DIALING SERVICE (Cont'd)

A. General (Cont'd)

15. (Cont'd)


All charges are applicable to DID Service requirements which exceed the customer's existing DID arrangements. The customer's Basic Termination Charge obligations for his existing DID central office equipment requirements remain in effect under the conditions described above.

B. Rates	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Termination Charge</u>
1st Trunk	\$55.00	\$118.00	\$1,980.00
Each Additional Trunk	45.00	52.00	1,620.00
1st 100 line numbers equipped for DID Service	27.00	154.00	972.00
2nd 100 line numbers equipped for DID Service	10.00	61.00	360.00
Each additional 100 line numbers beyond 200 lines equipped for DID Service	9.00	52.00	324.00

These rates and charges are applicable in addition to the rates and charges for the provision of PBX trunks and associated equipment and services.

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**GENERAL SERVICES**

**CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS)**

**A. General**

**1. Call Return**

Call Return allows a customer to automatically return the most recent incoming call, even if it is not answered. This is accomplished by the customer activating a code. If a line is found busy, a 30-minute queuing process begins within which the Network automatically attempts to complete the call. This is done without tying up the called party's telephone line.

A distinctive ringing signal will alert the customer when the call can be completed. When the customer picks up the telephone after the ring back signal, the call is automatically dialed to the called party. The customer may place and receive regular calls while the busy line is being monitored.

**2. Customer Originated Trace**

Customer Originated Trace allows a called party to initiate an automatic trace of the last call received. After terminating the call which is to be traced and before making or receiving any other calls, the customer activates a code and the traced telephone number is automatically sent to the Company. The customer using Customer Originated Trace is required to contact the Company for further action.

The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them. The Company is not liable for damages if a trace attempt is not successful. Customer Originated Trace is available on a usage basis only.

Proposed Effective Date:

Effective Date: **NOV 21 1996**

**DOCKET NO. 96-423**

  
Andrew H. Hindey  
General Manager

**SCHEDULES OF  
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**GENERAL SERVICES**

**CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)**

**A. General (continued)**

**2. Customer Originated Trace (continued)**

Storage of Customer Originated Trace activation will be as follows:

3 months if there is no customer follow-up with the Annoyance Call Bureau.

1 year if there is a customer follow-up with the Annoyance Call Bureau, but police do not become actively involved.

7 years if an investigation is originated and referred to the police.

**3. Calling Number Identification Service**

Calling Number Identification Service permits a customer to view the calling party's telephone number for calls placed to that customer, if the call is not placed from outside of the Calling Number Identification Service area, through an operator or via telephone credit card, and provided the calling party has not activated either the per call or per line blocking options.

The Calling Number Identification Service feature requires a telephone number display device designed for use with Calling Number Identification Service. The Company is not responsible for obtaining, maintaining or repairing any such device, except as it may separately agree to in writing with the customer.

**3.1 Calling Name Delivery Option**

**(N)**

Calling Name Delivery service provides the Caller ID customer with the name (CNAM), in addition to the number, in telephone company records associated with the line from which the incoming call originates. The name and the number are displayed on customer-provided premise equipment attached to the customer's telephone line. Caller ID is required.

The CNAM is transmitted during the silent interval between the first and second rings of the called party's line, and will not be displayed if the called party answers the incoming call during the first ring interval. CNAM will not be displayed if the called party is off-hook. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed. In that case, the called party of the second incoming call will receive a call waiting tone. CNAM will be unavailable if the calling party is from a multi-party line. The called party will receive an "unavailable" display. Identification of specific stations of extensions served by a PBX or Key System is not possible. The main directory information of the PBX or Key System will be displayed. CNAM will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.

96-423

Issued Date: February 19, 2001

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**MAR 19 2001**

Docket No.

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*Nicholas A. Winchester*  
Nicholas A. Winchester

Vice President - Sales & Marketing

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**GENERAL SERVICES**

**CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)**

**A. General (Cont'd)**

**4. Repeat Dial**

This service allows a calling party to automatically redial the most recent outgoing call by activating a code. The network periodically tests the busy/idle status of the called line until both lines are found idle or until the 30-minute queuing process expires. This process is performed without tying up the called party's telephone.

A distinctive ringing signal will alert the customer when the call can be completed. When the customer picks up the telephone after the ring back signal, the call is automatically dialed to the called party. The customer may place and receive regular calls while the busy line is being monitored.

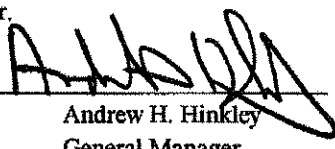
Calls to the following cannot be automatically redialed:

800 Service Numbers  
900 Service Numbers  
10XXX Access Codes  
International Direct Distance Dialed  
Operator Assisted Calls  
911

**5. Priority Ringing**

Priority Ringing enables the customer to program their line to ring with a distinctive pattern when an incoming call has originated from a line that has been previously designated as a priority number.

Proposed Effective Date:  
Effective Date: **NOV 21 1996**

  
Andrew H. Hinkley  
General Manager

**DOCKET NO. 96-423**

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**SCHEDULES OF  
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RATES, TOLLS, & CHARGES**

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**GENERAL SERVICES**

**CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)**

**A. General (Cont'd)**

**5. Priority Ringing (Cont'd)**

The customer creates a Priority Ring screening list which stores a limited quantity of preselected directory number. (If the customer has call waiting, a distinctive call waiting indicator tone is delivered when the customer is called from a number on the list.)

**6. Selective Call Forwarding**

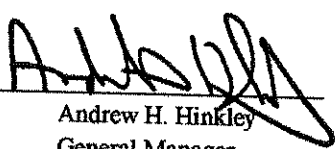
Selective Call forwarding enables the customer to store a limited number of directory numbers in screening lists for the purpose of forwarding certain incoming calls. The customer has the ability to activate and deactivate the feature and to modify screening lists. The customer also has the ability to vary the call forwarding number, which is similar to the regular call forwarding feature.

**7. Selective Call Rejection**

Selective Call Rejection feature allows a customer to store a limited quantity of directory numbers in screening lists for the purpose of rejecting certain incoming calls. When the call screening feature is activated, those calls that originate from directory numbers contained in the screening list are rejected and are notified to that effect by an announcement.

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**GENERAL SERVICES**

**CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)**

**A. General (Cont'd)**

**8. Special Call Acceptance**

Special Call Acceptance allows the customer to store a limited quantity of directory numbers in screening lists for the purpose of accepting certain incoming calls. When the special call screening feature is activated, only those calls that originate from directory numbers contained in the screening lists are accepted. Customers that are not on the list are denied acceptance and are notified to that effect by an announcement.


**9. Anonymous Call Rejection Service**

Anonymous Call Rejection (ACR) allows a customer subscribing to Calling Number Identification Service to reject calls automatically if the calling party is using either per call blocking or per line blocking. Customers subscribing to Calling Number service may activate or deactivate ACR by dialing an appropriate code. With ACR activated, the called party's phone will not ring, and the calling party will hear an announcement advising that the anonymous call will not be accepted. There will be no charge to the calling party for anonymous calls thus rejected.

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**GENERAL SERVICES**

**CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)**

**B. Blocking Services**

**1. Calling Number Identification Service Blocking Options**

Before placing an outgoing local telephone call, customers with per-call blocking may designate their number as private and prevent the delivery of their telephone number to the called party through the Calling Number Identification Service feature for that call by dialing the Calling Number Identification Service blocking activation code.

Customers electing the per line blocking may designate their number as private and prevent the delivery of their telephone number to the called party for ALL calls.

When originating Calling Number Identification Service service, the customer will be given free per-call blocking unless the customer chooses per line blocking. The customer is entitled to change blocking options two times during the six months after Calling Number Identification Service is available in the customer's central office territory. Customers electing the per line blocking option after the initial six months or in excess of two changes within the six month period will incur a non recurring charge as specified in Section 5 Page 10. New customers who move into the territory after the six month grace period are entitled to a six month grace period from their initial service date.


**C. Rates**

<u>Feature</u>	<u>Monthly</u>	<u>Per Activation</u>
1. Call Return	\$2.25	
2. Call Trace		\$3.25

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Cancels Original**

**GENERAL SERVICES**

**CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (continued)**

**C. Rates (continued)**


<u>Feature</u>	<u>Monthly</u>
3. Caller Identification	\$4.50
3.1 Calling Name Delivery	2.50
4. Repeat Dial	2.25
5. Priority Ringing	2.25
6. Selective Call Forwarding	2.25
7. Selective Call Rejection	2.25
8. Special Call Acceptance	2.25
9. Anonymous Call Rejection	2.25

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Effective Date: **MAR 19 2001**  
Docket No.

  
Nicholas A. Winchester  
Vice President - Sales & Marketing

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SCHEDULES OF  
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RATES, TOLLS & CHARGES

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SERVICE CONNECTION CHARGES

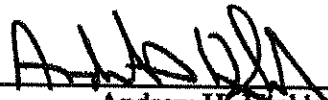
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DOCKET NO. **94 - 042**

  
Andrew H. Finley  
General Manager

SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES

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SERVICE CHARGES

A. GENERAL

1. Service Charges apply to services or equipment ordered or connected into service at the customer's request including moves, changes, number changes, and restoration of service. Certain items of equipment in this Schedule are listed with an Installation Charge. This Installation Charge is applied in addition to the appropriate Service Charges listed below.
2. Service charges apply in addition to, but not in lieu of, mileage charges or charges which may be incurred in special construction or installations of a temporary or speculative nature.
3. Service charges comprise the following work functions, one or more of which is applicable based upon the service or equipment requested by a customer.

a. Initial Connection Charge

Applicable for work performed by the Telephone Company in connection with the initial establishment of service.

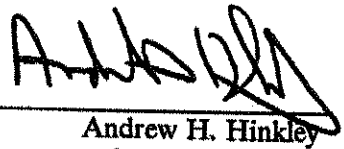
b. Secondary Service Order Charge

Applicable for work performed by the Telephone Company in connection with receiving, recording, and processing of customer requests for service subsequent to the initial establishment of service.

c. Central Office Work Charge

Applicable for functions required within the central office.

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MID-MAINE TELECOM  
RATES, TOLLS & CHARGES

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SERVICE CHARGES

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B. RATES

	<u>Nonrecurring Charge</u>	
	<u>Business</u>	<u>Residence</u>
1. Initial Connection Charge	\$38.00	\$38.00*
2. Secondary Service Order Charge	4.40	4.40
3. Central Office Work Charge, per line	6.00	6.00

- \* For customers receiving Aid to Families with Dependent Children, Supplemental Security Income, Medicaid, Food Stamps, Energy Assistance, Maine Health Program or Emergency Assistance Program, upon notification from the appropriate State of Maine agency, the Service and Equipment Charge for installing a network access line will be reduced to \$10.00 for one line at a customer's premises.

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SERVICE CHARGES

C. APPLICATION\*

- \*1. The initial connection charge is applicable for requests for:
- Initial connection of service
  - Transfer of service involving a request for a final bill or, if a final bill is not requested, a refusal of the future customer to accept full responsibility for the former customer's account.
- \*2. The secondary service order charge is applicable for subsequent customer requests for connections, additions, moves or changes to an established service.
3. Service Charges may be paid in equal monthly installments not to exceed a total of six months.
4. The initial connection charge is applicable for the connection of local exchange access lines, FX lines, local private lines, local off-premise lines, and local tie lines.
5. The central office work charge does not apply for:
- The change of a telephone number to a non-published or non-listed basis when the existing number is not changed.
  - Transfer of service when there is no lapse in service.

\* Notes: See exceptions, Section 6, Page 6.

The initial connection charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the initial connection charge and secondary service order charge would otherwise be applied, only the initial connection charge is applicable.

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SERVICE CHARGES

C. APPLICATION (Cont'd)

6. Discontinuance of Service for Nonpayment

An initial connection charge will apply for restoration of service following suspension for nonpayment.

For residence customers receiving Aid to Families with Dependent Children, Supplemental Security Income, Medicaid, Food Stamps, or Energy Assistance, upon notification of the appropriate State of Maine agency, the charge for restoring service will be \$10.00 for one line at the customer's premises, per year, provided that such restoral occurs prior to discontinuance of service.

7. The charges specified herein do not contemplate work performed by Telephone Company employees at a time when overtime wages apply due to the request of the customer; nor does it contemplate work once begun being interrupted by the customer. If the customer requests overtime labor performed or interrupts work once begun, a charge in addition to the specified charges will be made for the additional cost.

8. Reconnection of PBX and PABX Stations

PBX and PABX Station Reconnection Charges will be the appropriate elements as set forth in B. preceding. (Section 6, Page 2)

- a. Exception: When ten or more stations are connected in conjunction with a single service order, the total charge for reconnection shall be at cost; as defined in C., Item 11, below.

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SCHEDULES OF  
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SERVICE CHARGES

C. APPLICATION (Cont'd)

9. The charges shown above applicable to moves of stations apply to PBX service when only the stations are moved. Where the move involves a move of both stations and other equipment the charge for the entire move will be the actual costs with the minimum charge equal to the number of PBX stations moved times the charge shown above.
10. In the case of equipment for which the initial contract (termination agreement) period is more than one month at the same location, the subscriber may arrange for the change of location on the same or to different premises in the same exchange area by one of the following methods:
  - a. By terminating the contract for service at the old location, and signing a new application. In this case the subscriber is required to pay the sum of any termination charges which may be applicable plus the installation charges which would apply in the case of a new installation.
  - b. By paying the cost of making the change in location including the cost of removing all the equipment from the old locations and the cost of installing the equipment at the new locations. In this case the contract period is not affected.
11. "Cost" as used in this section is to be interpreted to mean the cost of labor and material including charges for supervision and other overhead expenses.
12. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within both the local and foreign exchange.

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**SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES**

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1st Revision  
Replaces Original**

**SERVICE CHARGES**

**D. EXCEPTIONS**

Service Charges shall not apply for the following:

1. Visits to a customer's premises solely for the purpose of repair, maintenance, or disconnection of Company-provided service or equipment.
2. Changes in the grade of service.
3. Service reestablished after the destruction of the residential customer's premises by fire, flood, or other similar causes beyond the customer's control, where the same amount of service is reestablished within a reasonable period of time at either the same or a different location. If, under the preceding conditions, service is installed at another location and then subsequently reestablished at the original location, Service Charges will apply for the subsequent installation.
4. A change from listed telephone service to unlisted or nonpublished telephone service, necessitated by communications which are received that are of an annoying, foul, or profane nature.
5. Directory listing or billing address changes, when initiated by the Company.
6. A change of telephone number, when initiated by the Company.
7. Any work functions required but not due to the customer's request.
8. Any work functions resulting from a service order initiated by the Company, such as replacement of obsolete equipment or services at the Company's initiation.
9. Any work functions performed in the disconnection or removal of equipment or service. However, a termination charge will apply when a customer terminates a service which bears a basic termination liability prior to the expiration of the initial service period specified for that service. Regulations for, and application of, termination charges are contained in Section 2.
10. Work performed in connection with the establishment of an additional access line at a residence customer's premises, as part of an additional-line promotional campaign which the Company may elect to offer from time to time, following advance notification to and approval by the Public Utilities Commission of time periods, terms, and conditions applicable to each promotional campaign. (N)


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Docket: No. 96-**DOCKET NO. 96 • 318**

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SCHEDULES OF  
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CONSTRUCTION CHARGES

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SCHEDULES OF  
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CONSTRUCTION CHARGES

A. GENERAL

Construction Charges are applicable to customers under certain or "unusual" conditions for the establishment or rearrangement of service or other facilities when suitable plant facilities are not available or when the construction of the necessary facilities involves excessive costs.

B. REGULATIONS

1. Scope

- a. Construction Charges apply when one or more of the following conditions are present, and whenever more than one of such conditions are present, the charge for each condition applies, when the request for service requires:

- (1) Construction for permanent service on a public highway or on private property to serve a customer or customers in general, and the revenue to be received by the Telephone Company or the immediate prospect of securing sufficient additional revenue, or both do not justify the necessary investment.
- (2) Construction for permanent service on a public highway to serve a single customer when the construction is in excess of 2,000 feet route measurement.
- (3) Construction for permanent service on private property to serve a single customer when the construction is in excess of 1,000 feet route measurement.
- (4) Facilities (including house cabling or inside wiring) of a type other than that which the Telephone Company would otherwise utilize in order to provide service for the customer.
- (5) A greater quantity of facilities other than that which the Telephone Company would normally construct in order to fulfill the customer's initial requirements for service.
- (6) Routing of facilities other than that which the Telephone Company would normally utilize in order to provide service for the customer.
- (7) The Telephone Company to expedite construction of the facilities at greater expense than would otherwise be incurred.

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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

1. Scope (Cont'd)

a. (Cont'd)

(8) Construction for temporary service and there is no immediate prospect of reusing the facilities provided.

(9) The Telephone Company to relocate or change type of facilities due to an ordinance or other requirements by a political subdivision of the State.

b. The term "poles" as used in this section includes the anchors, braces, guys, stubs and other fixtures required to support the poles.

The term "conduit" shall be interpreted to mean conduit or equivalent construction such as trenching for or plowing of buried cable, etc.

The term "cost" shall be interpreted to mean the total of all labor, material, engineering, supervision and other charges incidental to construction.

c. When a charge is applicable for construction on either a public highway or on private property, the customer may undertake, where in the opinion of the Telephone Company it is practical for him to do so, such construction in whole or in part, in lieu of the construction charges which apply. In all cases of construction by the customer, the material furnished and the method of construction are subject to the approval of the Telephone Company, no charge applying for the Telephone Company's supervision.

d. Any poles, conduit, cable or other plant provided at the expense of the customer, on either a public highway or on private property, shall not be used by the customer for any purpose other than service furnished by the Telephone Company for the support of crossarms, cable, wire or other apparatus of the Telephone Company, except upon approval of the Telephone Company.

e. Construction charges apply in addition to the rate for the class of service furnished and any service charge, installation charge, nonrecurring charge, mileage charge or other similar charges that may apply.

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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

2. Construction for Permanent Service

The regulations contained herein contemplate usual construction, i.e., the type of construction which the Telephone Company would provide for the area and for the quantity and class of service involved if the decision rested solely with the Telephone Company.

a. On Public Highway or on Private Property to Service Customers in General

Construction charges apply only when the revenue to be received by the Telephone Company or the immediate prospect of securing sufficient additional revenue, or both, do not justify the necessary investment.

b. Construction charges will be applied as follows:

- (1) On public highways no charge is made for the first 2,000 feet route measurement of usual construction per customer.
- (2) On private property no charge is made for the first 1,000 feet route measurement of usual construction per customer.
- (3) No charge will apply within the base rate area for a single family residence service.
- (4) No charge will be applied for extension of service along existing company facilities.
- (5) Customers not covered in 1, 2, 3 or 4 above.

- (a) If the cost of construction  
less than 7 times the annual  
primary service revenue

No Charge

- (b) If the cost of construction  
exceeds 7 times the annual  
primary service revenue

Total Cost  
Less 7 times the  
annual primary  
to be received.

service revenue

- C. (c) Where it is more expedient to attach to poles or use conduit of another company or individual in lieu of full construction charges, the customer will be required to pay such attachment or rental fees.

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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

2. Construction for Permanent Service (Cont'd)

c. (Cont'd)

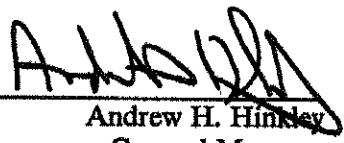
When the applicant is so located that it is necessary to use private right of way to furnish service and the Telephone Company is unable to obtain the required right of way without cost, the applicant may be required to pay the entire costs involved in securing such right of way.

In all cases of construction on a public highway or on private property to service customers in general, ownership of the poles, conduit, and other plant must be vested either in the Telephone Company or some other company with which the Telephone Company has joint use arrangement. All plant is maintained and replaced at the expense of the Telephone Company.

d. On Private Property to Service a Single Customer

- (1) The customer may be responsible for construction of carrying plant such as poles, conduit, manholes, etc. All items on construction of this type will be maintained and replaced at the expense of the customer and shall remain the property of the customer.
- (2) When the customer requires additional service, the customer will provide additional construction as mentioned in a. above, to implement this requirement.
- (3) In case the customer prefers to use the poles or conduit of another company or individual and such poles or conduit are suitable in the opinion of the Telephone Company, he may do so provided any attachment or other charges made for the use of such poles or conduit are paid by the customer.
- (4) The customer shall obtain, in all cases, without cost to the Telephone Company, any right-of-way required to furnish the service.

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General Manager

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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

2. Construction for Permanent Service (Cont'd)

e. Refunds

When the construction for which the Telephone Company has made a cash construction charge is utilized by the Telephone Company for the purpose of serving additional customers within a period of 3 years from the date it was placed in service, refunds, without interest, will be made to those customers who have paid such charges, provided they are still served by such construction. The amount of such refunds to a particular customer will be based on the difference between the construction charge which he would have paid if all the customers served through that construction within such a 3 year period had been connected at the time the construction serving that customer was placed in service.

Where the construction is used within a period of 3 years for supporting local or long distance facilities connecting central offices, the total amount of cash construction charges paid by the customers will be refunded, without interest.

3. Special Construction of Permanent Service

- a. When the Company is required to provide outside plant construction, either along a public highway or on private property of a type or quantity other than that which is usually provided for the area the customer or other party requiring such special construction will be required to pay the difference between the estimated cost of usual construction and the estimated cost of the type of construction provided.
- b. When the Telephone Company is required to route its facilities different from that which it would normally utilize, the customer or other party requiring such special routing will be required to pay the difference between the estimated cost of usual construction and the estimated cost of the routing of facilities provided.
- c. All plant is maintained and replaced by the Telephone Company, except where said plant is owned by the customer.

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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

4. Construction in Residential Developments

All telephone service placed in residential developments of 5 or more adjoining lots in a recorded plan for the construction of single-family residence including mobile homes intended for year-around occupancy, or one or more adjoining lots for the construction of one or more apartment houses containing an aggregate of five or more family units, if telephone service to such residential or apartment house lots necessitates extending the Company's existing distribution lines.

a. A developer shall:

- (1) At his own cost, provide the Company with easements satisfactory to the Company for occupancy and maintenance of distribution and service lines and related facilities, except in public ways which the Company has the legal right to occupy.
- (2) At his own cost, clear the ground in which the aforesaid line and related facilities are to be laid, of trees, stumps and other obstructions.
- (3) Place with the Telephone Company, in advance or upon other terms the Company may require the following charges when the developer requests construction ahead of the time the Company would normally provide service at customer request.
  - (a) A prepayment in aid of construction in the amount not in excess of 50% of the Company's cost of the distribution cable for the development.
  - (b) Such prepayment in aid of construction will be refunded on a proportionate basis for each contract for telephone service received. The basis of total refund shall be 100 percent refund upon receipt of telephone contracts for telephone service from 50 percent of the total development within a 3 year period.
- (4) If the developer changes the plot plan after installation of the Telephone Company's Lines has begun, or otherwise necessitates additional costs by his act or failure to act, such additional costs shall be borne by the developer or his agent.

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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

4. Construction in Residential Developments (Cont'd)

a. A developer shall: (Cont'd)

- (5) All distribution and service lines installed within a development shall conform to the Company's construction standards; and shall be owned and maintained by the Company. Such installations shall be performed by the Company or by such other entity as the Company may authorize to do the work. The Company shall not be liable for injury or damage occasioned by the willful or negligent excavation, breakage or other interference with its facilities by other than its own employees or agents.

5. Inside Wiring

- a. When the Telephone Company is required to provide inside wiring of the type or quantity other than that which is normally provided, the customer or other party requiring such special facilities will be required to pay the difference between the estimated cost of the usual facilities and the estimated cost of facilities provided.
- b. Cost of providing unusual concealment of inside wiring will be paid by the customer or other party requiring such concealment.

6. Construction for Temporary Service

- a. When the construction or an installation is required for temporary service and there is no immediate prospect of reusing the plant provided, the customer may be required to bear all or a portion of the cost of construction, installation and cost of removal of service provided.

7. Relocation of Existing Plant at the Requirement of Others

- a. When a political subdivision of the State, or any agency thereof, requires by ordinance, franchise provision, administrative ruling or otherwise that existing facilities be relocated or changed, the entire cost incurred by the Company properly attributable to such relocation, after deducting therefrom any reimbursement received, any increase in value of the new facility and any salvage value derived from the old facility, will be charged pro rate to the exchange customers receiving service within the political subdivision.

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Andrew H. Hinkley  
General Manager

SCHEDULES OF  
MID-MAINE TELECOM  
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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

8. Payment for Construction

- a. Payments to the Telephone Company for either line extensions, aid to construction in a residential development or for temporary construction, must be made in advance.

9. Disputes

- a. In case of disagreement or dispute regarding the application of any provision herein, or in circumstance where the application of this rate appears impracticable, or unjust to either party, the Company, applicant or applicants may refer the matter to the Public Utilities Commission for ruling.

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Andrew H. Hinkley  
General Manager

*Replaces Docket 94-190*

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**TOLL AND INTEREXCHANGE SERVICE**

**1. STATEMENT OF CONCURRENCE**

MID-MAINE TELECOM assents to, adopts, and concurs with the rates of Verizon-Maine, on file with the Maine Public Utility Commission, as regards Toll Service, Foreign Exchange Service (on an intercompany, interexchange basis), Wide Area Telecommunications Service, Common Control Switching Apparatus, Selective Calling Service, and Pine Tree State Service.

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Joseph Donato  
Chief Financial Officer

TOLL AND INTEREXCHANGE SERVICE

2. SELECTIVE CALLING SERVICE

A. General

1. Selective Calling Service is offered subject to availability of facilities, as a supplement to business or residence access line service in the exchanges listed in D. following.
2. Selective Calling Service is offered to business customers provided that all lines at the same premises are arranged for Selective Calling Service with the same selected exchanges or localities.
3. This service permits calling at a discounted rate to a maximum of ten exchanges, selected by the customer, outside the local service area, but within the State of Maine, not exceeding the maximum distance in the third toll mileage band.

For the purpose of determining rate distances, a Vertical "V" and Horizontal "H" coordinate system is used. The V-H system consists of a series of coordinates which represents a theoretical grid of vertical and horizontal lines covering the State of Maine. The spacing between these lines is about 1,670 feet, and an intersection of any two grid lines represents the center of an area approximately 1/10 of a square mile designated by two coordinates.

The location of a rate center expressed in latitude and longitude is converted mathematically to its grid location, that is, Vertical "V" and Horizontal "H" coordinates. These coordinated permit calculation of the distances between any two such rate centers.

4. Selective Calling Service rates apply only to customer dialed station-to-station sent paid calls and Telephone Company operator completed station-to-station sent paid calls when facilities are not available for customer dial completion. The rates also apply to operator completed station-to-station sent paid calls for handicapped persons unable to dial calls because of their handicap. All other calls including calls made outside the specified time periods, will be billed as regular toll messages.

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**TOLL AND INTEREXCHANGE SERVICE**

**2. SELECTIVE CALLING SERVICE (Cont'd)**

**A. General (Cont'd)**

5. The Selective Calling Service usage discount applies during the following time periods:
- a. Mondays through Fridays . . . . . From 12:00 Noon to, but not including 9:00 AM
  - b. All day on Saturdays, Sundays and on Thanksgiving Day (the fourth Thursday in November), Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), and on Labor Day, or on the resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, or July 4, respectively. T T

**B. Monthly Rates and Usage Discount**

Selective Calling Service is provided at rates that concur with the rates of Verizon-Maine, which are in addition to the rates and charges for the associated access line service, other associated services and the Service Order Charge located in Section 6. There is a usage discount of 50% of the appropriate dial station-to-station toll charge. T

**C. Limitations of Service**

Selective Calling Service is not available

- on foreign exchange service
- for person-to-person, collect, credit card, third telephone number, conference, or other calls which normally require an operator.

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**TOLL AND INTEREXCHANGE SERVICE**

**SELECTIVE CALLING SERVICE (Cont'd)**

**D. Calling Area**

<u>Exchange</u>	<u>Exchanges and Localities Included in the Selective Calling Area for Customer-Dialed Calls</u>
Alton	
Toll Band 1	(None)
Toll Band 2	Bradford*, Bangor*, Corinth*, Hermon*, Levant, Orono*, West Enfield
Toll Band 3	Aurora**, Brownville*, Corinna**, Dexter*, Dover- Foxcroft*, Eddington*, Etna**, Exeter**, Hampden**, Lincoln*, Milo*, Newburg**, Newport*, Orrington*, Otis**, Plymouth, Stetson**, Winterport*

Levant	
Toll Band 1	Corinth*, Hermon*
Toll Band 2	Alton, Bradford*, Corinna**, Etna**, Exeter**, Hampden**, Newburg**, Newport*, Old Town*, Orono*, Orrington*, Plymouth, Stetson*
Toll Band 3	Aurora**, Brooks**, Brownville*, Bucksport*, Dexter*, Dover-Foxcroft*, Eddington*, Guilford*, Hartland**, Milo*, Monroe*, Otis**, Pittsfield*, Stockton Springs**, Thorndike**, Unity**, West Enfield, West Ripley*, Winterport*

- \* Exchange of Verizon-Maine  
\*\* Exchange of other Independent Telephone company

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**TOLL AND INTEREXCHANGE SERVICE**

**SELECTIVE CALLING SERVICE (Cont'd)**

**D. Calling Area (Cont'd)**

<u>Exchange</u>	<u>Exchanges and Localities Included in the Selective Calling Area for Customer-Dialed Calls</u>
Plymouth	
Toll Band 1	Etna**, Newburgh**, Newport*, Pittsfield*, Stetson**
Toll Band 2	Brooks**, Clinton*, Corinna**, Exeter** Freedom** Hartland**, Hermon*, Levant, Monroe*, Thorndike**, Unity**, West Ripley**
Toll Band 3	Albion**, Alton, Athens**, Bangor*, Belfast*, Bradford*, Bucksport*, China**, Corinth*, Dexter*, Dover-Foxcroft*, East Vassalboro**, Eddington*, Fairfield*, Guilford*, Hampden**, Harmony**, Liberty**, Morrill**, Norridgewock**, Oakland*, Old Town*, Orono*, Orrington*, Palermo**, Searsport*, Skowhegan*, Stockton Springs**, Waterville*, Winterport*

**West Enfield**

Toll Band 1	(None)
Toll Band 2	Alton, Lincoln*, Milo*
Toll Band 3	Bradford*, Brownville*, Corinth*, Dover-Foxcroft*, East Millinocket*, Exeter**, Lee**, Levant*, Mattawamkeag**, Millinocket*, Old Town*, Orono

- \* Exchange of Verizon-Maine  
\*\* Exchange of other Independent Telephone company

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**TOLL AND INTEREXCHANGE SERVICE**

**3. PINE TREE STATE SERVICE**

**A. General**

- (1) Pine Tree State Service is offered, subject to availability of facilities, as a supplement to one-party residence main telephone exchange service.
- (2) This service provides for two hours per month of cumulative message time of customer-dialed calls placed during the time period specified in (5) following, to any Message Telecommunications Service point within the State of Maine. Message time in excess of the two hours allowance is charged for at the additional rate shown in C. following.
- (3) Pine Tree State Service rates apply only to customer-dialed station-to-station spend-paid calls and Telephone Company operator-completed station-to-station sent-paid calls when facilities are not available for customer dial completion. The rates also apply to operator-completed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap.
- (4) Accumulation of message time is done on a whole minute basis. Individual messages which fractional totals are rounded to the next higher minute.
- (5) The specified time periods referred to above are:
  - a. Mondays through Fridays ... From 12:00 noon to, but not including 6:00 PM and from 9:00 PM to, but not including 9:00 AM
  - b. All day on Saturdays, Sundays and on Thanksgiving Day (the fourth Thursday in November), Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), and on Labor Day. T

**B. Limitations of Service**

Pine Tree State Service is not available

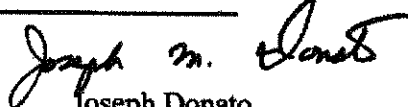
- on foreign exchange service
- with Selective Calling Service
- For person-to-person, collect, Calling Card, third telephone number, conference, or other calls which normally require an operator.

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**C. Monthly Rates**

Pine Tree State Service is provided at rates that concur with the rates of Verizon-Maine, which are in addition to the rates and charges for the associated services and the Service Order Charge located in Section 6.

T

**4. LEAKAGE ACCESS CHARGE**

**A. General**

MID-MAINE TELECOM concurs with the schedule of Rates, Terms and Conditions of Verizon-Maine 5, Part A, Section 1, Pages 33 and 33.1.

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**TOLL AND INTEREXCHANGE SERVICE**

**5. CIRCLE CALLING PLAN**

**A. General**

The Circle Calling Plan is an optional calling plan for calls made to points outside the customer's Premium Calling Area, to all bordering exchanges, and to all non-bordering exchanges within 30 airline miles of the customer's home exchange, from which the calls are made.

This Plan provides for 90 calling minutes at a flat rate. Additional calling minutes are billed at a flat, discounted per-minute toll rate.

The flat monthly charge and the flat rate for additional minutes will apply to all calls that meet the mileage criteria of the Circle Calling Plan, regardless of the distance between exchanges and the time of day in which the calls are placed.

Circle Calling Plan calls will not necessarily be itemized on the customer's bill.

The Company shall offer this Plan to residential customers only.

**B. Concurrence.**

The Company hereby assents to, adopts, and concurs in the rates, rules and regulations governing the Circle Calling Plan as they are set forth in the Verizon-Maine Tariff P.U.C. - Me - No. 15, filed with the Maine Public Utilities Commission in compliance with Part IV of the rules and regulations set forth in Docket No. 94-190 concerning Basic Service Calling Areas (Chapter 204).

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**TOLL AND INTEREXCHANGE SERVICE**

**6. Pea Cove Pocket Calling Service**

Pea Cove Pocket Calling Service is a non-optional calling plan which applies to all Pea Cove Pocket customers (other than SemiPublic Paystation Line customers and the Company's Public Paystation lines). A Pea Cove Pocket customer is a customer whose telephone service location is both within the Company's Alton exchange and also within the municipality of Old Town.

A call placed from a Pea Cove Pocket customer's service location in the Company's Alton exchange to a point within Verizon-Maine's Orono exchange shall not be assessed a toll charge.

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A Pea Cove Pocket Calling Service call must be dialed in the normal manner for dialing a customer-dialed, station-to-station sent-paid toll call. The service also applies to an operator-completed call placed by a person unable to dial calls because of a handicap. A call placed in any other manner will be billed as a regular toll message.

Pea Cove Pocket Calling Service calls will not be itemized on the customer's bill.

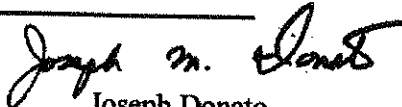
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SCHEDULES OF  
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INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
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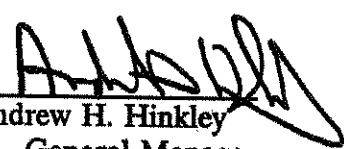
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Andrew H. Hinkley  
General Manager

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INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
PROVIDED BY THE CUSTOMER

A. GENERAL REGULATIONS

Customer-provided communications equipment may be used with the facilities furnished by the Telephone Company for telecommunications services as provided in this Schedule. In all such cases, the customer-provided communications equipment will be constructed, maintained and operated as to work satisfactorily with the facilities of the Telephone Company.

Subscribers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the Telephone Company, except upon the written consent of the Company.

Where telecommunications service is available under this Schedule for use in connection with customer-provided communications equipment, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Telephone Company's service. Upon notice from the Telephone Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of Telephone Company charges, as specified on Page 10 of this section, for visits by the Telephone Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or system.

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Andrew H. Hinkley  
General Manager

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INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
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A. GENERAL REGULATIONS (Cont'd)

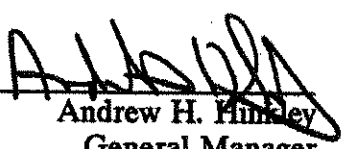
The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications equipment. Telecommunications service is not represented as adapted to the use of customer-provided equipment or systems and where such are connected to the Company facilities the responsibility for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service: subject to this responsibility the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment or systems.

The Company shall not be responsible to the customer or otherwise if changes in the criteria outlined herein or in any of the facilities operations, or procedures of the Company render any customer-provided equipment or communications systems inoperable or otherwise affect its use of performance. Insofar as the Company has control of or notice of changes in the technical criteria, it will make a reasonable effort to notify a customer in advance.

The Telephone Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Telephone Company.

Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing of telecommunications service shall be performed by equipment furnished, installed and maintained by the Telephone Company.

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Andrew H. Hinkley  
General Manager

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INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
PROVIDED BY THE CUSTOMER

A. GENERAL REGULATIONS (Cont'd)

Where any customer-provided equipment or system is used with telecommunications service in violation of any of the provisions in this Schedule, the Telephone Company will take such immediate action as necessary for the protection of its services, and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 5 days, following the receipt of written notice from the Company, that such has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this Schedule.

Customer-provided equipment which serve a location which the Telephone Company considers impracticable to service because of hazard or inaccessibility may be connected with telecommunications service by means of connecting equipment furnished by the Telephone Company.

The customer indemnifies and saves the Telephone Company harmless against claims for infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Telephone Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company. No equipment, apparatus, circuit or device not furnished by the Telephone Company shall be attached to or connected with the facilities furnished by the Telephone Company, except as provided in this Schedule. In case unauthorized attachments or connections are made, the Telephone Company shall have the right to remove or disconnect the same; or to suspend the service during the continuance of said attachments or connections; or to terminate the service.

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Andrew H. Hinkley  
General Manager

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A. GENERAL REGULATIONS (Cont'd)

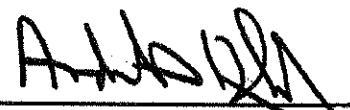
Except as otherwise provided in this Schedule, nothing herein shall be construed to permit the use of a recording device, or of a device to interconnect any line or channel of the Telephone Company with any other communication line or channel of the Company or of any other person.

AUTOMATIC RECORDING, REPRODUCING AND AUTOMATIC ANSWERING AND RECORDING EQUIPMENT PROVIDED BY THE CUSTOMER MAY BE CONNECTED WITH TELEPHONE COMPANY FACILITIES SUBJECT TO THE FOLLOWING Terms and conditions:

1. Recording of Two-Way Telephone Conversations

The connection of such customer-provided voice recording equipment with the telecommunications network or with a private line service connected with the telecommunications network for the recording of two-way conversations is permitted by either acoustic or inductive means through Telephone Company Recorder Connector Equipment which contains a recorder tone device. The tone device automatically produces a characteristic recorder tone that is repeated approximately every fifteen seconds when the equipment is in use.

The direct electrical connection of customer-provided voice recording equipment with a private line service not connected with the telecommunications network shall be made through recorder connector equipment which may or may not contain the automatic tone device at the discretion of the customer.

  
Andrew H. Hinkley  
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INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
PROVIDED BY THE CUSTOMER

A. GENERAL REGULATIONS (Cont'd)

Recorder connector equipment without the automatic tone device will be furnished and connections made by either acoustic or inductive means when such equipment is operated under the following conditions:

- a. When the equipment will be used by public fire and police departments, exclusively for the receipt of intrastate fire and police calls, and attended at all times for such purpose.
- b. For Federal Communications Commission licenses broadcast stations for the purpose of recording two-way telephone conversations for broadcast over the air.
- c. When such equipment is used by the United States Department of Defense at command centers for emergency communications transmitted over the Defense Department's private line system when connected to the telecommunications network.
- d. For the United States Secret Service of the Treasury Department to record Telephone conversations which endanger the safety and security of the President of the United States, members of his immediate family, or the White House and its grounds.

Portable recorder-connector equipment will be provided by the Telephone Company when so desired by the customer. The equipment will be connected with the telephone line via jacks installed by the Telephone Company on each line or station used for recording purposes.

The customer-provided voice recording equipment shall be so arranged that it can be physically connected to and disconnected from Telephone Company facilities or switched on and off.

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INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
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B. NETWORK PROTECTION CRITERIA

To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects, the signal from the customer-provided communications equipment to the long distance message telecommunications network must comply with the following minimum network protection criteria:

1. Where the customer-provided communications equipment is connected with the message telecommunications service through a connecting arrangement and network control signaling unit furnished by the Telephone Company, the customer-provided communications equipment must comply with the following criteria:
  - a. to prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12 db below one milliwatt when averaged over any three second interval. To permit each customer, independent of distance from the central office, to supply signal power which approximates the 12 db below one milliwatt limit at the central office, the power of the signal which may be applied by the customer-provided equipment to the Company interface located on the customer's premises will be specified for each customer's location, but in no case shall it exceed one milliwatt.
  - b. to protect other services it is necessary that the signal which is applied by the customer-provided equipment to the Company interface located on the customer's premises meets the following limits:
    - (1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in B.1.
    - (2) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
    - (3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
    - (4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
    - (5) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

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Andrew H. Finkley  
General Manager

SCHEDULES OF  
MID-MAINE TELECOM  
RATES, TOLLS & CHARGES

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INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
PROVIDED BY THE CUSTOMER

B. NETWORK PROTECTION CRITERIA (Cont'd)

1. (Cont'd)

- c. to prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Company interface located on the customer's premises at no time has energy solely in the 2,450 to 2,750 Hertz band, it must not exceed the power present at the same time in 800 to 2,450 Hertz band.

2. Where the customer-provided communications equipment is connected with the message telecommunication service through customer-provided equipment which affects such connections externally to a Telephone Company network control signaling unit by means of a connection for transmitting and/or receiving the customer-provided communications equipment must comply with the following criteria:

- a. to prevent excessive noise and crosstalk in the network it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input of the Company line) does not exceed 9db below one milliwatt when averaged over any three second interval.

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General Manager

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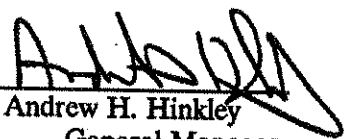
INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
PROVIDED BY THE CUSTOMER

B. NETWORK PROTECTION CRITERIA (Cont'd)

2. (Cont'd)

- b. to protect other services it is necessary that the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises meet the following limits at the output of the network control signaling unit (i.e., at the input to the Company line):
- (1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified above in B.1.
  - (2) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
  - (3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
  - (4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
  - (5) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.
- c. to prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Company line) shall at no time have energy solely in the 2,450 to 2,750 Hertz band, it must not exceed the power present at the same time in the 800 to 2,450 Hertz band.

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INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
PROVIDED BY THE CUSTOMER

C. CUSTOMER-PROVIDED COMMUNICATIONS EQUIPMENT

1. Applicants

- a. Customer-provided equipment may be connected at a service point of the customer on voice grade basis with telecommunications service furnished by the Company, either through a network control signaling unit and connecting arrangement or as set forth in C.2.

2. Customer-provided Terminal Equipment:

As an alternative to the methods of interconnection specified in the preceding, customer-provided registered terminal equipment or registered protective circuitry may be connected to the telecommunications network in accordance with provision of this Schedule and/or the Federal Communications Commission's registration program adopted in FCC Docket No. 19528 (Part 68) as are now in effect or may be in effect.

Direct Electrical Connection

- a. The point of connection between Company and customer-provided systems and/or terminal equipment shall be at the network Interface Device.

(1) Systems and/or terminal equipment requiring Protective Connecting Arrangements.

(a) Access lines will be at the Protective Connecting Arrangement.

(b) Stations/terminal equipment will be at the Protective Connecting Arrangement.

- b. The Company will not provide systems and/or terminal equipment or station wiring beyond the point of connection (line of demarcation) with customer-provided systems and/or terminal equipment.

- c. When customer owned equipment no longer requires a Protective Connecting Arrangement in accordance with 2. above, the monthly charge for the Protective Connecting Arrangement will be dropped. The Protective Connecting Arrangement will be removed at the option of the Company.

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INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
PROVIDED BY THE CUSTOMER

D. MAINTENANCE OF SERVICE DUE TO THE CONNECTION OF CUSTOMER-  
PROVIDED EQUIPMENT OR OTHER FACILITIES

The customer shall be responsible for payment for visits by the Telephone Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or facilities. The charges will be determined on a time and material basis.

E. CIRCUIT CONDITIONING

The following rates and charges, applicable to customers whose data equipment does not meet the requirements at stated on Page 9 of this Section, are in addition to the applicable established rates and charges for the associated telephone service, and are in addition to any applicable established connection, move or change charge.

<u>Type of Conditioning</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
a. T-829	\$17.00	\$20.00

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