

Oxford County and Oxford West Tel Product & Pricing (ILEC)

Product	Description	Code	Monthly Cost	One Time Charges
7 Digit Dialing	We offer two methods of dialing toll calls. One method requires you to dial 1+207+the number. "7-Digit Dialing" allows you to dial only the 7-digit number, whether you are placing a local or long distance call within Maine. Because with 7-digit Dialing you won't dial the 1-207, it is important to remember that you may not know when you are placing a toll call. 7-Digit Dialing does not affect your local calling area - a toll call is still a toll call and normal charges apply.		\$0.00	
900 Blocking Service	<p>Autiotext services are informational or entertainment services delivered via the telephone. You are typically charged for these services by the minute, which you access by dialing telephone numbers with 900 area codes, or 976, 940 and 550 exchange codes. 900 Blocking Services suppresses the ability to dial 900 numbers (or numbers with 976, 940, and 555 exchange codes) on your telephone line, preventing the associated charges from being billed to your number. The initial blocking and unblocking request is offered by Oxford Networks at no charge to you. A \$5.00 one-time fee applies for each subsequent request for blocking and unblocking.</p> <p>The Company 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.</p> <p>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.</p>		\$0.00	\$5.00
Centrex	<p>Meridian Digital Centrex (MDC) is a Central Office enhancement to the Northern Telecom digital switch (DMS-10) to provide residential and business subscribers a service or services usually available only with a conventional customer owned key telephone system or Private Branch Exchange (PBX).</p> <p>~ MDC software provides the customer an opportunity to integrate separate access lines into a single communications group without special premise equipment.</p> <p>~ An MDC customer group is a set of single-party lines belonging to a specific subscriber who subscribes to the MDC feature package.</p> <p>~ All lines terminating in the customer group must be served by the same DMS-10 office and/or its associated remote(s). All group MDC lines must be assigned within the same rate center. All lines are connected directly to a DMS-10 office and/or remote(s) in the same manner as POTS lines, but in the case of MDC, the DMS-10 software identifies the lines as belonging to a specific customer group. A line is a member of only one MDC customer group.</p> <p>~ MDC customers can have from 2 to 3,000 lines.</p> <p>~ MDC features are package specific and are not substitutable unless deemed by a special contract.</p> <p>~ Subscribers may use MDC on a seasonal basis, however, they are ineligible for length of term contract discounts.</p> <p>~ Lines can be billed on an individual basis to the prime subscriber or can be grouped together on one bill.</p>			
Features	<p>Call Forward - This feature allows an MDC station to have all incoming calls forwarded to another preselected line. The designated line may be within or outside the customer group.</p> <p>Call Forward-Busy - The Call Forward-Busy feature provides capability to complete calls destined to busy stations. When a call arrives at a busy station, the system automatically transfers the call to the assigned transfer destination.</p> <p>Call Forward-No Answer - The Call Forward-No Answer feature is an MDC line option which allows a terminating call to an idle MDC line to be automatically transferred to another predestinated line within the group. The call is transferred if it is not answered at the called line between 2 to 10 preselected ring cycles assigned to the customer group.</p> <p>Call Hold - The Call Hold feature allows the customer to place an established call on hold by flashing the switch-hook, and dialing a code. This frees the line to originate another call, use Call Pickup, or return to a previously held call.</p> <p>Call Pickup - The Call pickup feature allows the user to answer any ringing telephone within the communications group by dialing a code. A member can belong to only one Call Pickup group and can use the Call Pickup feature only within that Call Pickup group. If more than one station within the pickup group has an unanswered incoming call, the call picked up is the one that has been ringing the longest time.</p>			

Product	Description	Code	Monthly Cost	One Time Charges
	<p>(cont.)</p> <p>Call Waiting/Cancel Call Waiting - The Calling Waiting feature is initiated when a call from inside or outside the MDC group arrives at a properly classmarked MDC subscriber, who is busy on an existing call. The calling party is connected to normal audible ringback tone and the subscriber on the called line receives an appropriate Call Waiting tone. The called subscriber may ignore the waiting call or retrieve the waiting call. The Cancel Call Waiting feature allows for the ability to inhibit the Call Waiting feature on an existing Call Waiting line on a per-call basis. The Cancel Call Waiting feature is activated by dialing a predetermined code prior to placing a call, and Call Waiting is automatically restored when the call is terminated.</p> <p>Distinctive Ringing - The Distinctive Ringing feature allows a called member of an MDC customer group to distinguish between terminating intragroup call and terminating calls from outside the customer group by providing two different ringing patterns.</p> <p>Direct Inward Dialing - This service allows for incoming calls from the exchange network to reach a specific MDC station. The calling party dials the seven-digit directory number to reach a specific MDC station.</p> <p>Direct Outward Dialing - With this feature, an MDC station user can place external calls to the exchange network by dialing the Direct Outward Dialing access code, receiving a second dial tone, then dialing the external number.</p>			
	<p>(cont.)</p> <p>Station-to-Station Intra-Group Calling - Station-to-Station calling service is provided in conjunction with the MDC numbering plan. It permits MDC customer-group stations to complete calls to other stations within the same customer group by dialing a 1-, 2-, 3-, or 4-digit number. The number of digits to be dialed is selected by the customer and normally depends on the number of stations in the group.</p> <p>Speed Calling - There are three different speed call options available, as follows, ~ 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. ~ Speed Call 8 - Allows a customer to call a predestinated 7- or 10-digit telephone number by dialing a one-digit code. A maximum of 8 predestinated telephone numbers can be stored. ~ Speed Call 30 - Allows a customer to call a predestinated 7- or 10- digit telephone number by dialing a two-digit code. A maximum of 30 predestinated telephone numbers can be stored.</p> <p>Three-Way Conferencing/Transfer - The Three-Way Conference/Transfer feature allows a member of an MDC group to establish a three-way call with two other parties either within or outside the MDC group.</p>			
	<p>(cont.)</p> <p>User Transfer - The User Transfer feature in MDC allows the subscriber to transfer an established call to another line within or outside the communicating group. This is similar to Conferencing, except that the user transfers the held call by hanging up after ringing the third party. On the final connection, only one party may be outside the customer group.</p> <p>Directory Number Hunt - MDC stations in a customer group are assigned directory numbers. These directory numbers can be arranged for directory Number Hunt. This feature permits the MDC lines to hunt until an idle one is reached. Four types of Directory Number Hunting can be used with MDC customer groups.</p> <p>Class of Service Restrictions - This service provides the capability to allow or deny individual station features. The restrictions can be arranged to control all calls originating or terminating on MDC stations.</p> <p>Toll Denial - this feature, when applied to MDC stations, denies them the ability to make toll calls.</p> <p>Interlata Restricted - This feature demines the MDC station access to interlata routes.</p> <p>Interlata Restricted - This feature demines the MDC station access to interlata routes.</p> <p>911 Emergency Service - the DMS-10 switch provides the MDC station the capability of routing emergency calls to a designated Emergency Service Bureau. The MDC station then has the same 911 service capabilities as provided to POTS subscribers.</p>			

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	(cont.) Call Return *69 - Call Return *69 automatically redials the telephone number of the most recent incoming call. This will apply whether the incoming call was answered, unanswered, or encountered a busy tone. If the telephone number is busy, the line of the most recent incoming call is monitored a maximum of 30 minutes. When the line becomes idle, distinctive ringing signal alerts the subscriber that the call now can be completed. Two-level feature activation allows the subscriber to hear the number of the last incoming call prior to deciding whether or not to re-call the number. The following calls cannot be automatically returned: ~ Calls from PBX/Key station lines ~ Calls from DID station lines ~ Calls from lines which are equipped with Line Blocking ~ Calls from lines which have activated Per-Call Blocking Automatic Call Back *66 - Automatic Call Back *66 is an outgoing feature that allows subscribers to redial the last number called from their phones. This applies regardless of whether the original call was answered, unanswered or encountered a busy tone. If the redialed telephone number is idle, the call completes immediately. If the redialed telephone number is busy, the called line is monitored for a maximum of 30 minutes. When the called line becomes idle, a distinctive ringing signal alerts the calling customer that the number is available and the call can be completed. The activation of this feature can be canceled by the customer when desired.			
	(cont.) Caller Identification (Caller ID) - Provides the originating telephone number, the date and the time of the incoming call in the period between the first and second telephone ring. This information is displayed on a compatible display device, attached to the customer's telephone line. Voice Mail Service - Provides network-based automated telephone answering and messaging services from Company voice processing facilities when a customer does not answer and/or the line is busy. Customers are notified that their Voice Mail boxes contain messages by the means of a stuttered dial tone when they attempt to use the line. P-Phones - MDC P-Phone lines provide access to Centrex and CMS/Class features to work with Meridian business sets that provide multi-line functionality.			
	The management or principle subscriber of an MDC group is responsible for all charges including toll messages, collect or prepaid, incurred by stations within the MDC group regardless of whether billing is done separately or in the aggregate. Centrex Foreign Exchange or Interexchange Service may be available under special contract. Contract periods may be either monthly, 2-year, 5-year, or 7-year. In the event of discontinuance or reduction of service within the minimum contract, a basic termination charge, equal to the number of contracted months' revenue, reduced by each full month of service paid, shall be applied. Some features may not be compatible with all available features.			
Regulations				
	Service Establishment Charges ~ Initial Installation ~ Group - Administration Programming Fee Installation Fee per Line ~ Subsequent Additions, per line ~ Subsequent changes, per line ~ Installation Voice Mail, per line All non-recurring installation charges are in lieu of normal installation charges. Non-recurring charges may be amortized over the duration of the contract period. A 5% discount will apply to non-recurring charges paid in full prior to installation.			\$200.00 \$40.00 \$40.00 \$40.00 \$5.00
Rates and Charges				
SOHO/Small Business Centrex	Includes: Call Pick-up, Call Hold, Call Forward No Answer-Fixed, Call Forward busy-Fixed, Speed Call 8, Distinctive Ringing, 3-Way Calling, User Transfer, Station-to-Station Intra-Group Calling, Directory Number Hunt, Toll Denial, 911 Emergency, Interlata Restricted, Direct Inward Dialing, Direct Outward Dialing.		Per Line	
Monthly Charges - No Contract		0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines	\$31.00 \$31.00 \$31.00 \$31.00 \$31.00 \$31.00	
Monthly Charges - 2 Yr Contract		0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines	\$29.14 \$25.11 \$23.25 \$21.39 * Special Cont Rates*	

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Monthly Charges - 5 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$25.11 \$23.25 \$21.39 \$17.36 *Special Cont Rates*	
Monthly Charges - 7 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$23.25 \$21.39 \$17.36 \$17.36 *Special Cont Rates*	
Main Street Centrex	Includes: Call Hold, Call Forwarding, Call Forward No Answer-User, Call Forward Busy-User, Speed Call 8, Speed Call 30 or Group Speed Call 30, Call Pickup, Call Waiting/Cancel Call Waiting, Distinctive Ringing, 3-Way Calling, User Transfer, Station-to-Station Intra-Group Calling, Directory Number Hunt, Toll Denial, 911 Emergency, Interlata Restricted, Direct Inward Dialing, Direct Outward Dialing.		Per Line	
Monthly Charges - No Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$36.00 \$36.00 \$36.00 \$36.00 \$36.00 \$36.00	
Monthly Charges - 2 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$33.84 \$29.16 \$27.00 \$24.82 *Special Cont Rates*	
Monthly Charges - 5 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$29.16 \$27.00 \$24.82 \$20.16 *Special Cont Rates*	
Monthly Charges - 7 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$27.00 \$24.82 \$20.16 \$20.16 *Special Cont Rates*	
Commerce Centrex	Includes: Call Hold, Call Forwarding, Call Forward No Answer-User, Call Forward Busy-User, Speed Call 8, Speed Call 30 or Group Speed Call 30, Call Pickup, Call waiting/Cancel Call Waiting, Distinctive Ringing, 3-Way Calling, User Transfer, Station-to-Station Intra-Group Calling, Directory Number Hunt, Toll Denial, 911 Emergency, Interlata Restricted, Direct Inward Dialing, Direct Outward Dialing, Caller ID, Automatic Call Back *66, Call Return *69		Per Line	
Monthly Charges - No Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$41.00 \$41.00 \$41.00 \$41.00 \$41.00 \$41.00	
Monthly Charges - 2 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$38.54 \$33.21 \$30.75 \$28.29 *Special Cont Rates*	
Monthly Charges - 5 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$33.21 \$30.75 \$28.29 \$22.96 *Special Cont Rates*	
Monthly Charges - 7 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$30.75 \$28.29 \$22.96 \$22.96 *Special Cont Rates*	
SOHO P-Phone/Console Lines	Includes: Call Pickup, Call Hold, Call Forward No Answer-Fixed, Call Forward Busy-Fixed, Speed Call 8, Distinctive Ringing, 3-Way Calling, User Transfer, Station-to-Station Intra-Group Calling, Directory Number Hunt, Toll Denial, 911 Emergency, Interlata Restricted, Direct Inward Dialing, Direct Outward Dialing.		Per Line	
Monthly Charges - No Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$40.30 \$40.30 \$40.30 \$40.30 \$40.30 \$40.30	

<u>Product</u>	<u>Description</u>	<u>Code</u>	<u>Monthly Cost</u>	<u>One Time Charges</u>
Monthly Charges - 2 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$37.88 \$32.64 \$30.23 \$27.81 *Special Cont Rates*	
Monthly Charges - 5 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$32.64 \$30.23 \$27.81 \$22.67 *Special Cont Rates*	
Monthly Charges - 7 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$30.23 \$27.81 \$22.57 \$22.57 *Special Cont Rates*	
Main Street P-Phone/Console Lines	Includes: Call Hold, Call Forwarding, Call Forward No Answer-User, Call Forward Busy-User, Speed Call 8, Speed Call 30 or Group Speed Call 30, or Group Speed 30, Call Pickup, Call Waiting/Cancel Call Waiting, Distinctive Ringing, 3-Way Calling, User Transfer, Station-to-Station Intra-Group Calling, Directory Number Hunt, Toll Denial, 911 Emergency, Interlata Restricted, Direct Inward Dialing, Direct Outward Dialing.		Per Line	
Monthly Charges - No Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$46.80 \$46.80 \$46.80 \$46.80 \$46.80 \$46.80	
Monthly Charges - 2 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$43.99 \$37.91 \$35.10 \$32.29 *Special Cont Rates*	
Monthly Charges - 5 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$37.91 \$35.10 \$32.29 \$26.21 *Special Cont Rates*	
Monthly Charges - 7 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$35.10 \$32.29 \$26.21 \$26.21 *Special Cont Rates*	
Commerce P-Phone/Console Lines	Includes: Call Hold, Call Forwarding, Call Forward No Answer-User, Call Forward Busy-User, Speed Call 8, Speed Call 30 or Group Speed Call 30, Call Pickup, Call Waiting/Cancel Call Waiting, Distinctive Ringing, 3-Way Calling, User Transfer, Station-to-Station Intra-Group Calling, Directory Number Hunt, Toll denial, 911 Emergency, Interlata Restricted, Direct Inward Dialing, Direct Outward Dialing, Caller ID, Automatic Call Back *66, Call Return *69		Per Line	
Monthly Charges - No Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$46.80 \$46.80 \$46.80 \$46.80 \$46.80 \$46.80	
Monthly Charges - 2 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$43.99 \$37.91 \$35.10 \$32.29 *Special Cont Rates*	
Monthly Charges - 5 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$37.91 \$35.10 \$32.29 \$26.21 *Special Cont Rates*	
Monthly Charges - 7 Yr Contract	0-2 Lines 3-5 Lines 6-10 Lines 11-20 Lines 21-30 Lines 30+ Lines		\$35.10 \$32.29 \$26.21 \$26.21 *Special Cont Rates*	

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Centrex Voice Mail Multi-Box Discount				
			\$3.95	
			\$3.50	
			\$3.25	
			\$3.00	
			\$2.75	
			\$2.50	
Monthly Charges (price per box)				
<u>Class Services</u>	<p>Class Service consists of a set of call management features which utilize the network's ability to forward the calling party's telephone number between the originating and terminating central offices. Class Service depends on the availability and connectivity of Signaling System 7 (SS7).</p> <p>Class Service features are available to one-party residential and business main telephone exchange service (except PBX/Key trunks and foreign exchange service), and Centrex customers served by suitably-equipped central offices. In addition, both the subscriber to the service and the other party involved in the call must either be served from the same central office or served from different central offices which are linked by facilities that can send the parties' telephone number between these central offices.</p> <p>Satisfactory provision of Class Service features requires technically compatible customer-provided premises equipment.</p> <p>The following rates and charges are in addition to all other applicable rates and charges for the associated one-party residence and business main telephone exchange service.</p> <p>The service order processing charge applies when one or more Class Service features are provided. The service order charge does not apply when one or more Class Service features are provided in conjunction with the installation of telephone exchange service or during special promotions.</p>			
	(cont.) Customer subscribing to Customer Originated Trace are subject to a Case Preparation Charge of \$5.00 when two successful attempts have been traced to the same telephone number, or at the customer's option, when a single successful attempt has been traced to a telephone number and the Company send notification of the successful Customer Originated Investigation to the appropriate law enforcement agency. There is no monthly rate associated with Customer Originated Trace.			
Anonymous Call Rejection	Lets you avoid incoming calls marked "anonymous" or "private". These calls will be forwarded to an announcement that suggests the caller unblock their line and redial their number.	*77 to Activate *87 to Deactivate	\$3.00	\$5.00
Automatic Call Back	<p>Automatic Call Back is an outgoing call feature that allows subscribers to redial the last number called from their phones. This applies regardless of whether the original call was answered, unanswered or encountered a busy tone. If the redialed telephone number is idle, the call completes immediately. If the redialed telephone number is busy, the called line is monitored for a maximum of 30 minutes. When the called line becomes idle, a distinctive ringing signal alerts the calling customer that the number is available and the call can be completed. The activation of this feature can be canceled by the customer when desired.</p> <p>The following types of calls cannot be automatically redialed:</p> <ul style="list-style-type: none"> - Calls to 800 Service Numbers - Calls to 900 Service Numbers - Calls to 931 Service Numbers - Calls preceded by an interexchange carrier access code - Calls made on an International Direct Distance Dialed basis - Calls to Directory Assistance Service - Calls to Universal Emergency Number Service (911) 	*66 to Activate *86 to Deactivate	\$1.50	\$5.00
Call Return	<p>Call Return automatically redials the telephone number of the most recent incoming call. This will apply whether the incoming call was answered, unanswered or encountered a busy tone. If the telephone number is busy, the line of the most recent incoming call is monitored for a maximum of 30 minutes. When the line becomes idle, a distinctive ringing signal alerts the subscriber that the call now can be completed. Two-level feature activation allows the subscriber to hear the number of the last incoming call prior to deciding whether or not to re-call the number.</p> <p>The following calls cannot be automatically returned:</p> <ul style="list-style-type: none"> - Calls from PBX/Key station lines. - Calls from DID station lines - Calls from lines which are equipped with Line Blocking - Calls from lines which have activated Per-Call Blocking. 	*69 to Activate *89 to Deactivate	\$1.50	\$5.00
Call Waiting Identification	<p>Call Waiting Identification or Call Waiting ID works in conjunction with the Caller ID and Call Waiting features to alert the customer of an incoming call when they are already on the telephone. Call Waiting ID displays the name or the number of the person calling. The information is displayed on a compatible display device attached to the customer's telephone line. The customer can then choose to continue their current call or answer the new call.</p> <p>Subscription to Premium Calling Feature Call Waiting is required. Subscription to Calls Service Caller Identification with Name is also required.</p>		\$1.50	\$5.00

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Caller Identification	Caller Identification or Caller ID provides the originating telephone number, the date and the time of the incoming call in the period between the first and second telephone ring. This information is displayed on a compatible display device attached to the customer's telephone line.		\$4.00	\$5.00
Caller Identification with Name	Caller Identification with Name or Caller ID with Name provides the originating customer name and telephone number, the date and the time of the incoming call in the period between the first and second telephone ring. This information is displayed on a compatible display device attached to the customer's telephone line.		\$5.00	\$5.00
Customer Originated Call Trace	Customer Originated Call Trace allows a customer to trace the most recent incoming call by dialing *57 immediately after terminating the call. The Company's central office equipment automatically records and stores the incoming call detail (date, time and originating telephone number of the call) provided that the call was completed over a suitably-equipped facility and that the customer has not received another call after the call to be traced was terminated. The results of the trace are not provided to the customer directly, but will be held by the Company for release to the appropriate law enforcement agency where the customer has filed a complaint. Two-level features activation allows the subscriber to decide whether or not to continue with the trace.	*57	\$3.50 ea successful trace	\$5.00 Case Preparation Chg
Customer Originated Call Trace Blocking	Customer Originated Call Trace Blocking is an option that prevents the activation of the Customer Originated Trace feature. Customer Originated Trace Blocking will be implemented only upon request of the customer. No charge will apply for the customer's first exercise of blocking. The service order processing charge applies to all subsequent requests for Customer Originated Trace Blocking.		\$0.00	\$5.00
Line Blocking	Allows customers to automatically block the disclosure of their directory number on all originating calls. The option prevents the originating party's telephone number from being displayed on the terminating party's Caller ID display device and also prevents Call Return from completing a call. Line Blocking does not affect the operation of other Class Service features. Line Blocking is available to Residential and Business customers. There is no monthly rate associated with Line Blocking.		\$0.00	
Per Call Blocking	Allows the originating party to control the disclosure of their directory number on a call by call basis. When activated, the feature prevents the originating party's telephone number from being displayed on the terminating party's Caller ID display device and also prevents Call Return from completing a call. Activation is accomplished by the originating party dialing *67, an activation code, prior to initiating a call. The terminating party receives a "private" message instead of the originating party's directory number. Per-call blocking is not available on Toll Access Trunk Lines, Public and Semi-Public Coin Telephone Service, Public Access Lines (PAL) and PBX/Key trunks. There is no charge associated with Per-Call Blocking. Per Call Blocking does not affect the operation of other Class Service Features.	*67	\$0.00	
Selective Call Acceptance	Selective Call Acceptance allows customers to designate a list of up to 32 calling directory numbers that will be accepted. Any calling numbers not on the list are routed to an announcement and rejected. The calling party not on the acceptance list receives an announcement stating that the call is not presently being accepted by the called party. Customers can review and change the list of accepted directory numbers as desired.	*64	\$1.50	\$5.00
Selective Call Forwarding	Selective Call Forwarding allows customers to have up to 32 different directory incoming calls forwarded to a designated remote directory number. Selective Call Forwarding occurs whenever a call is received from a directory number which has been indicated on a list of number - referred to as the Selective Call Forwarding screening list. Terminating calls from a telephone number that cannot be identified, or which is not on the list, are terminated at the dialed number.	*63	\$1.50	\$5.00
Selective Call Rejection	Selective Call Rejection allows subscribers to designate a list of up to 32 calling directory numbers to be screened. Any calling numbers on this list will be routed to an announcement and receive a message stating the call is not presently being accepted by the called party. All other calls will be treated normally.	*60	\$1.50	\$5.00
Selective Distinctive Ringing / Call Waiting	Selective Distinctive Ringing/Call Waiting allows subscribers to designate a list of up to 32 calling directory numbers that provide the customer with special incoming call ringing. Any incoming calls on this list are indicated by a distinctive ringing pattern or a distinctive Call Waiting tone, if applicable. Terminating calls from telephone numbers which are not on the designated list, or which cannot be identified, are given standard ringing.	*61	\$1.50	\$5.00
Construction Charges	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.			

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	<p>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:</p> <ul style="list-style-type: none"> ~ 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. ~ Construction for permanent service on a public highway to serve a single customer when the construction is in excess of 500 feet route measurement. ~ Construction for permanent service on private property to serve a single customer when the construction is in excess of 500 feet route measurement. ~ 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. ~ 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. ~ Routing of facilities other than that which the Telephone Company would normally utilize in order to provide service for the customer. ~ The Telephone Company to expedite construction of the facilities at great expense than would otherwise be incurred. ~ Construction for temporary service and there is no immediate prospect of reusing the facilities provided. ~ The Telephone Company to relocate or change type of facilities due to an ordinance or other requirements by a political subdivision of the State. 			
	<p>(cont.)</p> <p>The term "poles", as it relates to Construction Charges, includes the anchors, braces, guys, stubs and other fixtures required to support the poles.</p> <p>The term "conduit" shall be interpreted to mean conduit or equivalent construction such as trenching for or plowing of buried cable, etc.</p> <p>The term "cost" shall be interpreted to mean the total of all labor, material, engineering, supervision and other charges incidental to construction.</p> <p>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.</p> <p>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.</p> <p>Construction charges apply in addition to the rate for the class of service furnished and any service charge, installation charge, non-recurring charge, mileage charge or other similar charges may apply.</p>			
Construction Charge for Permanent Service	<p>The regulations contained here 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.</p> <p>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.</p> <p>Construction charges will be applied as follows:</p> <ul style="list-style-type: none"> ~ On public highways no charge is made for the first 2,000 feet route measurement of usual construction per customer. ~ On private property no charge is made for the first 1,000 feet route measurement of usual construction per customer. ~ No charge will apply within the base rate area for a single family residence service. ~ No charge will be applied for extension of service along existing company facilities. ~ Customers are not covered in these above 4 bullets if the cost of construction is less than 7 times the annual primary service revenue - then no charge; if the cost of construction exceeds 7 times the annual primary service revenue - then total cost less 7 times the annual primary service revenue to be received; or 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. 			

<u>Product</u>	<u>Description</u>	<u>Code</u>	<u>Monthly Cost</u>	<u>One Time Charges</u>
	<p>(cont.)</p> <p>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.</p> <p>In all cases of construction on a public highway or on private property to service customers in general, ownership of 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.</p> <p>On Private Property to Service a Single Customer: ~ 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. ~ When the customer requires additional service, the customer will provide additional construction as mentioned above to implement this requirement. ~ 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. ~ The customer shall obtain, in all cases, without cost to the Telephone Company, any right-of-way required to furnish the service.</p>			
	<p>(cont.)</p> <p>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 3 year period had been connected at the time the construction service the 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.</p>			
Special Construction of Permanent Service	<p>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.</p> <p>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.</p> <p>All plant is maintained and replaced by the Telephone Company, except where said plant is owned by the customer.</p>			
Construction in Residential Developments	<p>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.</p> <p>A developer shall: ~ At his own cost, provide the Company with easements satisfactory to that Company for occupancy and maintenance of distribution and service liens and related facilities, except in public ways which the company has the legal right to occupy. ~ 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. ~ 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. 1) A prepayment in aid of construction in the amount not in exceed of 50% of the Company's cost of the distribution cable for the development. and 2) 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% refund upon receipt of telephone contracts for telephone service from 50% of the total development within a 3 year period.</p>			
	<p>(cont.)</p> <p>~ If the developer changes the plot plan after installation of the Telephone Company's Lines has begin, or otherwise necessitates additional costs by his act or failure to act, such additional costs shall be borne by the developer or his agent. ~ 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.</p>			

<u>Product</u>	<u>Description</u>	<u>Code</u>	<u>Monthly Cost</u>	<u>One Time Charges</u>
Inside Wiring	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. The cost of providing unusual concealment of inside wiring will be paid by the customer or other party requiring such concealment.			
Construction for Temporary Service	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.			
Relocation of existing Plant at the Requirement of Others	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 relocations, 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 rata to the exchange customers receiving service within the political subdivision.			
Payment for Construction	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.			
Disputes	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 matters to the Maine Public Utilities commission for ruling.			
Direct Inward Dialing Service (DID)	<p>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.</p> <p>~ 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.</p> <p>~ 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.</p>			
	<p>(cont.)</p> <p>~ 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.</p> <p>~ 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 by a separate service.</p> <p>~ 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 (5) 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.</p> <p>~ The minimum contract period for the service is three (3) 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.</p>			
	<p>(cont.)</p> <p>~ 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 following are applicable for each unused block of telephone numbers.</p> <p>~ 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.</p> <p>~ Operational characteristics of interface signals between the Company-provided connecting arrangements and the customer-provided switching equipment must conform to the terms and conditions of the Company considered necessary to maintain proper standard of service.</p> <p>~ 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.</p>			

<u>Product</u>	<u>Description</u>	<u>Code</u>	<u>Monthly Cost</u>	<u>One Time Charges</u>
	(cont.) ~ Directory listings will be provided in accordance with the regulations. DID numbers furnished herein are not entitled to free directory listings. ~ At the discretion of the Company, subject to operating limits and the availability of facilities, DID Service may be provided outside the company'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. ~ 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. ~ 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.			
	(cont.) ~ 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. ~ DID Service is only contemplated to be offered from the Company's digital central offices. However, the Company will provide DID Service from its step-by-step central offices on a contractual special assembly, facilities available basis where the provision or such service will not degrade the service of other customers.			
Rates	Digital Switch - 1st Trunk		\$55.00	\$188.00 Install Chg \$1,980.00 Termination Chg
	Each Additional Trunk		\$45.00	\$52.00 Install Chg \$1,620.00 Termination Chg
	1st 100 line numbers equipped for DID Service		\$27.00	\$154.00 Install Chg \$972.00 Termination Chg
	2nd 100 line numbers equipped for DID Service		\$10.00	\$61.00 Install Chg \$360.00 Termination Chg
	Each additional 100 line numbers beyond 200 lines equipped for DID Service		\$9.00	\$52.00 Install Chg \$324.00 Termination Chg
	Note: These rates and charges are applicable in addition to the rates and charges for the provision of PBX trunks and associated equipment and services.			
Directory Assistance Charges	The Telephone Company furnishes Directory Assistance Service to aid customers in determining telephone numbers. No more than two (2) telephone numbers may be requested per call to Directory Assistance. 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.			
Call Allowance	In order to make allowance for a reasonable need for Directory Assistance Service, including numbers not in the directory, directory inaccessibility, and other similar conditions, an allowance consisting of a number of directly dialed Directory Assistance calls is provided of three (3) calls for each business or residence exchange line per billing period.			
Rates	Directly-dialed Directory Assistance calls in excess of the call allowance, each			\$0.40 cents each
	Calls to Directory Assistance via a local or Message Telecommunications Service (MTS) operator, each			\$0.55 cents each
Exemptions	Directly-dialed calls to Directory Assistance are exempt from charges and regulations when placed from a registered residence main telephone exchange line where a user is unable to use a directory because of a visual or physical disability or from a registered business main telephone exchange line of a disabled 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 disabled as defined by the Federal Register, Volume 35 #126. Where a user's disability prevents the dialing of telephone in a conventional manner or permits only the dialing "0", those calls placed from the registered line and not directly dialed will also be exempt. Public Access Service Lines payphone users are exempt from directory assistance rates.			

<u>Product</u>	<u>Description</u>	<u>Code</u>	<u>Monthly Cost</u>	<u>One Time Charges</u>
Directory Listings	<p>Directory listings are applicable to the primary service listing which are uncharged listings in the alphabetical section (commonly known as the white pages) for residence and business customers and, in addition the uncharged listing in the classified section (commonly known as the yellow pages) for business customers, in the telephone directory covering the exchange from which such customers receive service.</p> <p>A primary listing which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished without additional charge. Listings will be limited to such information as is necessary for identification to facilities use of the service. 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.</p> <p>The Company may refuse to insert any listing, which in its judgment does not facilitate the use of the directory.</p> <p>Dual name listings are available for residence service customers as of primary or additional listings. Primary dual name listings will be alphabetical by the surname and the first given name or initials.</p> <p>a) 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.</p> <p>b) 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.</p> <p>c) Two names for one person who may be referred to be either with the same surname.</p>			
Additional Listing	<p>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.</p> <p>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.</p>		\$1.00	
Alternate Call Listing	An Alternate Call Listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays 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.			
Non-Listed Service	Non-listed service is the withholding of a customer's listing from the printed telephone directory. The number may be obtained from the information operator.		\$0.50	
Non-Published Service	<p>Non-published service is the withholding of a customer's listing from both the telephone directory and information records.</p> <p>~ 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.</p>		\$1.00	
Note	<p>The charge for additional, dual name additional, alternate, unlisted or non-published listings begin on the day the information records are posted.</p> <p>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.</p>			
Oxford Networks Liability	<p>White Pages - No liability for damages arising from errors or omissions of directory listings, or listing obtained from the "Information Operator" shall attach to the Company. In the case of additional or extra listings for which a charge is made, its liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues. The charge period being until the next directory is published and distributed, typically being 1 year.</p> <p>Yellow Pages - the Yellow Pages are published for the benefit and convenience of subscribers. At their request each business subscriber is given one listing under one general classification for their main listing number without cost. The Telephone Company and Publishers assume no liability for errors or omissions occurring in the alphabetical directory. Errors or omissions will be corrected in subsequent issues if reported in writing to the company.</p>			
Publication	As part of our commitment to go green, FirstLight made the business decision to no longer publish a directory. The 2019/2020 directory was the last one published. However, Pinnacle Marketing Group decided to provide a phone book on their own for our customers. FirstLight continues to update directory listings for any published by other publishers as well as for Directory Assistance.			
Foreign Exchange Service	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.			

<u>Product</u>	<u>Description</u>	<u>Code</u>	<u>Monthly Cost</u>	<u>One Time Charges</u>
General Information	<p>~ 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.</p> <p>~ 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.</p> <p>~ 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 (5) years for that portion of the service furnished by this Telephone Company.</p> <p>~ All rates and charges for telephone service in a foreign exchange will be combined rates and charges of each Telephone Company providing the facilities for such service.</p> <p>~ 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.</p> <p>~ 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.</p> <p>~ 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.</p>			
Rates	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 and the terminal loop.			
Mileage Rate	From foreign exchange to normal exchange measured airline mileage. Per mile or fraction thereof:		\$4.50	
Terminal Loop	From normal Central Office to customer's premises (a) Within the same rate area (b) Outside of the base rate area appropriate one party mileage or zone charges apply in addition to (a) above.		(a) \$4.00 (b) \$0.75	
Inside Wire Optional Maintenance Plan	<p>The Inside Wire Maintenance Plan provides for diagnostics and maintenance of simple customer premise inside wire associated with residential and business service (with the exception of business key or PBX type communications systems). A monthly rate applies for diagnostics and maintenance in lieu of labor charges.</p> <p>A customer may elect his plan subject to the following conditions: ~ All wire associated with standard service is included in the plan regardless of ownership. ~ 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. ~ 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 ~ 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. ~ The plan does not cover installation and/or relocation of inside wire or telephone jacks.</p>		\$1.00	
Internet	FirstLight offers Internet service either on copper (DSL) or on Fiber. Fiber is not yet available in all areas. Please call customer service at 1-833-673-9911 option #3 to see if your service address qualifies for Fiber Internet.			
DSL - Residential on Copper	DSL Internet service is offered with or without phone service. Speeds sold at 5/1. DSL requires the use of a FirstLight provided modem. Wireless routers must be supplied with the Subscriber.			
With phone service			\$39.95	\$38.00
Stand Alone DSL (without phone service)			\$44.95	\$38.00
DSL - Business on Copper			\$59.95	\$38.00
Fiber Internet - Residential	Fiber Internet is available to residential and business customers where Fiber is available. We offer a variety of speeds tiers to meet your needs			
30/30			\$49.99	\$99.00
50/50			\$59.99	\$99.00
100/100			\$69.99	\$99.00
200/200			\$99.99	\$99.00
400/400			\$159.99	\$99.00
1G/1G			\$299.99	\$99.00
Fiber Internet - Business	Business customers, please call 1-833-673-9911 option #3 for pricing.			
Labor Rates	<p>The Initial Connection Charge is applicable for requests for: ~ Initial connection of service, additional lines subsequent to the initial establishment of services, relocation of service, reconnection of service and reconnect of service for non-payment ~ 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 ~ The Initial connection of service charges may be paid in equal monthly installments not to exceed a total of three (3) months. ~ The initial connection charge is applicable for the connection of local exchange access lines, FX lines, local private lines, and additional lines subsequent to the initial establishment of service.</p>			
Initial Connection Charge				\$38.00
Additional Line Connection Charge	Additional Line Connection charge is applicable for work performed by the Telephone Company in connection with the installation of additional line(s) at the same time of the initial establishment of service. Applies when a customer is adding more than one access line at a time (Initial Connection Charge of \$38.00 applies for the first line).			\$20.00
Secondary Service Order Charges	The secondary service order charge is applicable for subsequent customer requests for connections, additions, moves or changes to an established service.			\$5.00
Telephone Number Change	Telephone Number Change charge is applicable for work performed by the Telephone Company in connection with changing a telephone numbers at the customer's request			\$15.00
Network Interface / Drop Relocation Charge	Network Interface / Drop Relocation charge is applicable for work performed by the Telephone Company for relocation of the Network Interface Device or aerial / buried drop wire.			\$20.00
Off Premise/On Premise Connection Charge	Off Premise/On Premise Connection charge is applicable for work performed by the Telephone Company in connection with the installation or relocation of an off-premise or on-premise extension.			\$20.00

<u>Product</u>	<u>Description</u>	<u>Code</u>	<u>Monthly Cost</u>	<u>One Time Charges</u>
Time and Material Charges beyond the Demarcation Point	The Telephone Company will diagnose, install or maintain customer premise inside wire based on time and material rates or charges.			\$35.00 1st 30 Mins \$7.00 ea addtl 15 mins plus materials
Lifeline Telephone Service	Monthly Lifeline subsidies will not exceed the cost of monthly access line rate(s) and the FCC end user Subscriber Line Charge (SLC). The reduction applies to the SLC and the monthly rate for one residential basic exchange service line. The Lifeline benefits are provided to qualified residential customers under the FCC Lifeline Assistance program.			
General Information	~ Lifeline service is a Federal Government benefit and applicants who willfully make false or fraudulent statements in order to obtain the benefit can be punished by fine or imprisonment and/or can be barred from the program. ~ Lifeline service may only be obtained for one telephone line or its wireless equivalent per household. This includes both wireless and land-line service. If you or any other member of your household is already receiving Lifeline service from any communications provider you are not eligible to obtain additional Lifeline service. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household requirement constitutes a violation of the Federal Communication Commission's rules and will result in the applicant's de-enrollment from the Lifeline program, and could result in criminal prosecution by the United States government. I also understand that Lifeline service is a non-transferable benefit, and that a Lifeline subscriber may not transfer his or her service to any other individual, including another eligible low-income consumer. ~ This service is restricted to low income residential subscribers. To qualify for the Lifeline Service Program any member of a subscriber's household must be a recipient of benefits from one of the following programs: Medicaid (Federal Program) and any subset Medicaid Programs; Supplemental Nutrition Assistance Program (SNAP); Supplemental Security Income (SSI); Federal Public Housing Assistance (FPHA or Section 8) and Veterans Pension & Survivors Pension benefit. An applicant is also eligible if they have a household gross income at or below 135% of the Federal Poverty Guidelines. To find out if you qualify, go to the National Verifier at https://nv.fcc.gov/lifeline and fill out an application form.			
General Information	~ The company is prohibited against disconnection of Lifeline customers' local service for non-payment of optional and toll charges. ~ The Company has the right to place mandatory toll restriction on Lifeline accounts who fail to make payment of toll charges within a reasonable period of time. ~ Toll Restrictions service will be offered free of charge to Lifeline customers. ~ The Company is prohibited from requiring a Lifeline customer to pay service deposits in order to initiate service even if the subscriber voluntarily elects to receive toll blocking. ~ The Company must apply partial payments received from Lifeline customers first to local charges and then to toll charges. ~ A credit of -\$9.00 applies to installing one residential access line for those customers who are eligible for the Lifeline Service Program. This credit also applies for restoration or reconnection of service, for reasons other than temporary suspension of service, at the same location no more than once per customer per year.			
Telephone Service Lifeline Credits	Monthly rate credits		\$5.25 Federal Credit \$3.50 State Credit	\$9.00 Installation or Reconnection credit. Eligible 1x per 12 months.
Internet Service Lifeline Credits	Effective 12/2/16 - The Lifeline benefit is now available for Stand Alone Broadband customers for the \$9.25 federal credit. Restriction of one benefit per household still applies.		\$9.25 Federal Credit	
Responsibility of the Subscriber	Subscribers must notify FirstLight if they no longer qualify for the discount and if their service and billing address changes. Subscribers must be certified as eligible by the National Verifier administered by the Universal Service Administrative Company (USAC) for both the reduced monthly rate and the installation credit. USAC will conduct recertification of eligibility annually. The monthly credit will be removed from customer accounts who are no longer eligible.			
Affordable Connectivity Program (ACP)	The Affordable Connectivity Program (ACP) provides a discount of up to \$30.00 per month for broadband services for eligible consumers. Consumers who live on qualifying Tribal lands can receive enhanced support of up to \$75.00 per month toward broadband services.			
General Information	Households can qualify for the Affordable Connectivity Program if the household income is at or below 200% of the Federal Poverty Guidelines, or if a member of the household meets one of the following criteria: ~Participates in certain government assistance programs such as: - SNAP - Medicaid - Federal Public Housing Assistance (FPHA) (including Housing Choice Voucher (HCV) Program (Section 8 Vouchers), Project-Based Rental Assistance (PBRA)202/811, Public Housing, and Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians) - SSI - WIC - Lifeline - Participates in the Free and Reduced-Price School Lunch Program or the School Breakfast Program, including through the USDA Community Eligibility Provision, or - Received a Federal Pell Grant in the current award year			
General Information	Households located on qualifying Tribal lands may also qualify based on participation in one of the following Tribal assistance programs: - Bureau of Indian Affairs General Assistance - Head Start (only households meeting the income qualifying standard) - Tribal Temporary Assistance for Needy Families (Tribal TANF) - Food Distribution Program on Indian Reservations The Affordable Connectivity Program is limited to one monthly service discount and one device discount per eligible household. Find out if you qualify at https://affordableconnectivity.gov/			
Internet Service ACP Credit	Monthly rate credits		Up to \$30.00 Up to \$75.00 on Tribal Lands	
Responsibility of the Subscriber	Subscribers must notify FirstLight if they no longer qualify for the discount and if their service and billing address changes. Subscribers must be certified as eligible by the National Verifier administered by the Universal Service Administrative Company (USAC) for the reduced monthly rate. USAC will conduct recertification of eligibility annually. The monthly credit will be removed from customer accounts who are no longer eligible.			

<u>Product</u>	<u>Description</u>	<u>Code</u>	<u>Monthly Cost</u>	<u>One Time Charges</u>
Local Exchange Service	The Company's Economy and Premium Calling Areas are defined pursuant to the Public Utilities Commission's "Order Adopting Rule and Statement of Factual and Policy Basis" (Docket No. 93-170, May 1994) and are offered under rates approved in "Order Approving Oxford West and Oxford Telephone Companies Compliance Filing" (Docket Nos. 94-190, September 21, 1994.			
Home Exchange	Is defined as the exchange of the Company where the customer receives dial tone. For Foreign Exchange Services, the "Home Exchange" is the exchange where the customer's telephone receives dial tone.			
Economy Calling Area	Is the customer's basic-service calling area that has a flat monthly rate for unlimited calling within the customer's home exchange, municipal service calling area and the list of exchanges identified in connection with the particular Home Exchange. (See Oxford Networks' Telephone Directory for a list of Economy Calling Area's Basic Service Calling Area). Calls outside the Economy Calling Area - customers who have selected the Economy Calling Area Service offering may make local calls from their Home Exchange to the additional exchanges included in the Premium Calling Area at a per-minute rate. The per-minute rate and the affected exchanges are identified by the Home Exchange and are listed in Oxford Networks' Telephone Directory. Calls to other areas than those listed in the Premium Calling Area are billed to the customer at the applicable intrastate toll rates.		\$11.85 plus applicable taxes and surcharges	
Premium Calling Area	Premium Calling Area provides a wider area of toll-free calling than the Economy Calling Area. Premium Calling Area Is the customer's basic-service calling area that has a flat monthly rate for unlimited calling within the customer's home exchange, municipal service calling area and the list of exchanges identified in connection with the particular Home Exchange. (See Oxford Networks' Telephone Directory for a list of Premium Calling Area's). Calls outside the Premium Calling Area - customers who have selected the Premium Calling Service offering shall be billed the applicable intrastate toll rates for calls made from the Home Exchange to locations within the State of Maine, other than those exchanges listed in the Oxford Networks' Telephone Directory for Premium calling.		\$16.89 plus applicable taxes and surcharges	
Calling from Resident and Business Phones	Exchange - may call toll free to the following areas: Note: * - A charge of .05 cents per minute applies when calls are made to these towns under the Economy option. ** - Roxbury Pond is not eligible for Economy Service.			
Andover	392 - Rumford (364 & 369)*, Andover (392), Upton (533)*, Roxbury Pond (545), Bethel (824)*			
Bethel	824 - Rumford (364 & 369)*, Andover (392)*, North Norway (527)*, Upton (533)*, Harrison (583)*, Bryant Pond (665)*, Bethel (824), West Bethel (836), Locke Mills (875), North Lovell (928)*			
Bryant Pond	665 - Rumford (364 & 369)*, Sumner (388)*, Dixfield (562)*, Bryant Pond (665), West Paris (674), Bethel (824)*, Locke Mills (875)*			
Buckfield	336 - North Turner (224), Turner (225), Buckfield (336), Sumner (388), Canton (597)*, West Paris (674), Norway (739, 743 & 744)*, Hebron (966)*, Lewiston/Auburn exchanges*			
Canton	597 - North Turner (224), Turner (225), Buckfield (336), Sumner (388), Wilton *645)*, Dixfield (562)*, Canton (597), West Paris (674), Livermore (897)*			
Hebron	966 - North Turner (224)*, Turner (225)*, Buckfield (336)*, Mechanic Falls (345 & 346)*, Oxford (539)*, Norway (739, 743 & 744)*, Hebron (966), Lewiston/Auburn exchanges*			
Locke Mills	875 - Rumford (364 & 369)*, North Norway (527)*, Bryant Pond (665)*, West Paris (674)*, Bethel (824), West Bethel (836), Locke Mills (875)			
North Norway	527 - North Norway (527), Harrison (583)*, West Paris (674)*, Norway (739, 743 & 744), Bethel (824)*, Locke Mills (875)*			
North Turner	224 - North Turner (224), Turner (225), Buckfield (336), Sumner (388), Leeds (524)*, Canton (597), West Paris (674)*, Livermore (897)*, Greene (946)*, Hebron (966)*, Lewiston/Auburn exchanges*			
Roxbury Pond**	545 - Rumford (364 & 369), Andover (392), Roxbury Pond (545)			
Sumner	388 - North Turner (224), Turner (225), Buckfield (336), Sumner (388), Dixfield (562)*, Canton (597), Bryant Pond (665)*, West Paris (674)			
Turner	225 - North Turner (224), Turner (225), Buckfield (336), Sumner (388)*, Leeds (524)*, Canton (597)*, West Paris (674)*, Livermore (897)*, Greene (946)*, Hebron (966)*, Lewiston/Auburn exchanges*			
Upton	533 - Andover (392)*, Wilson's Mills (486)*, Upton (533), Bethel (824)*, West Bethel (836)*			
West Bethel	836 - Upton (533)*, Bethel (824), West Bethel (836), Locke Mills (875), North Lovell (928)*			
West Paris	674 - North Turner (224)*, Turner (225)*, Buckfield (336), Sumner (388), North Norway (527)*, Canton (597)*, Bryant Pond (665), West Paris (674), Norway (739, 743 & 744)*, Locke Mills (875)*			
Local Private Line Service	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. The service equipment and channels provided under this section are not furnished for the commercial transmission of communications between exchanges nor for the use on competition with any form of service rendered by the Telephone Company or its connecting companies. 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.			
Local Channels (Dry Cable Pair)	Local Channels		\$10.80	
Local Transport Digital Line Service	Channels provided herein are for data transmission only		\$12.00	
Intra Exchange Dark Fiber	Priced on an Individual Case Basis (ICB)		ICB	

<u>Product</u>	<u>Description</u>	<u>Code</u>	<u>Monthly Cost</u>	<u>One Time Charges</u>
Off/On Premise Extension	<p>Off Premise and On Premise Extensions are not in accordance with the general plan of furnishing telephone service are provided only under special conditions when warranted by the circumstances involved and when suitable facilities are and continue to be available.</p> <p>Off premise and On Premise Extensions are furnished when the station telephone is outside the building in which the associated telephone is located. An extension is considered to be off-premise if it leaves the customer's property boundary (i.e. across the road), but within the same exchange.</p> <p>A special equipment charges 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 signaling where a customer requires an off premise station line in connection with access line telephone service.</p> <p>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.</p>			
Off Premise Extension	Lines serving Business or Residence where the extension termination is on premises other than the access line termination point, but within the same exchange area.		\$5.80 /per loop if same continuous loop \$18.10 / per loop if non-continuous loop	
On Premise Extension	Lines serving Business or Residence where the extension termination is on the same continuous property as the access line termination point but in a separate building		\$3.80 /per loop	
Premium Calling Features	<p>These 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.</p> <p>No assurance can be given that transmission will be fully satisfactory during conference and call forwarding calls.</p> <p>One or more Premium Calling Features may be offered for a 30-day demonstration period. The period begins the day following the date on which the service is requested. In the event that the thirtieth (30th) day of the demonstration period is a Saturday Sunday or holiday, the demonstration period is extended through the next regular business day. If, during the demonstration period, the customer requests that all Premium Calling Features be discontinued, neither the monthly rates nor the Installation Charge apply. If the customer retains any or all of the requested services beyond the 30 day demonstration period, the monthly rate for each service retained applies on the 31st day the service was initially established. No installation charge will apply. One 30-day demonstration period is offered per service per customer.</p> <p>Local Exchange Service rates also apply.</p>			
	<p>(cont.)</p> <p>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.</p> <p>Premium Calling Features are offered only with central offices equipped to provide such features. Not every feature is available in every central office.</p> <p>The minimum charge for service provided shall be one month.</p> <p>any combination of Premium Calling Features listed in the paragraphs 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.</p>			
1+ Toll Denial	With a 1+ Toll Denial, you don't have to worry that unauthorized toll calls will be made on your telephone line. A 1+Toll Denial suppresses the ability to dial toll calls directly. Note that 7-Digit Dialing cannot be used in conjunction with 1+Toll Denial.		\$2.00	
Call Forward Busy	<p>Call Forwarding Busy provides for the automatic routing of incoming calls to a preselected telephone number when the called number is busy. The customer simply lifts the receiver and up hearing a dial tone, dials *90. When the customer hears a second dial tone, they dial the telephone number the call is to be forwarded to. To deactivate, the customer simply dials *91, and two beeps alerts the customer that Call Forwarding Busy has been discontinued.</p> <p>When a call is forwarded outside the local calling area, the customer is responsible for all applicable toll charges incurred.</p>	*90 to Activate *91 to Deactivate	\$2.00	\$5.00
Call Forward No Answer	<p>Call Forwarding No Answer Provides for the automatic routing of incoming calls to a preselected telephone number when the called number does not answer within a determined number of rings. The customer simply lifts the receiver and, upon hearing dial tone, dials *92. when the customer hears a second dial tone, they dial the number of rings to be heard before the call is forwarded, and the telephone number the call is to be forwarded to. To deactivate, the customer simply dials *93, and two beeps will alert the customer that Call Forwarding No Answer has been discontinued.</p> <p>When a call is forwarded outside the local calling area, the customer is responsible for all applicable toll charges incurred.</p>	*92 to Activate *93 to Deactivate	\$2.00	\$5.00
Call Forwarding	Call Forward permits a customer to forward one incoming call at a time 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. When a call is forwarded outside the local calling area, the customer is responsible for all applicable toll charges.	*72 to Activate *73 to Deactivate	\$2.00	\$5.00
Call Waiting / Cancel Call Waiting	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 switchhook in the handset cradle. Call Waiting Cancel allows customers with Call Waiting service to disable Call Waiting for the duration of a telephone call. To disable Call Waiting, customer dials a special code (*70) prior to placing a call. Call Waiting is re-enabled when the customer disconnects from the call. Call Waiting customers who have either conference call or call transfer can disable Call Waiting during a call they either placed or received. This is accomplished by depressing the switchhook in the handset cradle, and then dialing the special disable code *70.	*70 to Activate	\$2.00	\$5.00
Collect Call Denial	Denies inward Collect Calls. Inward third number and collect toll denial DOES NOT cover carriers who do not participate in the LIDB data base.		\$2.00	\$5.00

<u>Product</u>	<u>Description</u>	<u>Code</u>	<u>Monthly Cost</u>	<u>One Time Charges</u>
Complete Toll Restrictions	Complete Toll Restrictions denies access to all outward 1+ and 0+ calling. It also restricts collect and third number inward toll calls. 1+ calling to toll-free type services is allowed. Inward third number and collect toll denial DOES NOT cover carriers who do not participate in the LIDB data base.		\$2.00	\$5.00
Elevator Phone Service	Automatically connects to a preassigned "assistance number" when the handset is lifted. Note: Line charge and E911 charge apply.		\$2.00	\$5.00
Emergency Assistance Service	Automatically connects to a preassigned "assistance number" when the handset is lifted and no digits are dial within 30 seconds. A great feature for the elderly or for those who may want to contact someone if their phone goes off the hook for any reason. After 30 seconds, your line will automatically dial a predetermined number. This number could be the police, a relative or a friend. Since the line stores this telephone number, all of your phones have this feature. At all other times customers may place or receive calls normally.		\$2.00	\$5.00
Next Available Line/Circle Transfer	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.		\$2.00	\$5.00
Next Available Line/Uniform Transfer	Provides for uniform distribution of incoming calls to all lines within 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.		\$2.00	\$5.00
Speed Call 8	Speed Call 8 permits calling a pre-designated telephone number (up to 12 digits) by dialing a one digit code. This feature provides for a maximum of eight (8) pre-designated numbers		\$2.00	\$5.00
Speed Call 30	Permits Calling a pre-designated telephone number (up to 12 digits) by dialing a 2-digit code. This feature provides for a maximum of 30 pre-designated numbers		\$2.00	\$5.00
Third Number Call Denial	Denies inward third number calling. The company provides this service free of charge to customers who are experiencing trouble with fraudulent third number calls being billed to their accounts. Inward third number and collect toll denial DOES NOT cover carriers who do not participate in the LIDB data base.			\$5.00
Third Number and Collect Call Denial	Denies both inward third number and collect calls.		Free with complete toll restrictions	
Three Way Calling/Conference Calls	This feature allows a customer to establish a connection involving him/herself and two other parties. The customer does this by momentarily depressing the switchhook, in the handset cradle to place the first call on hold. He/she then dials the second party and again depresses the switchhook in the handset cradle to bring both parties and him/herself in a conference mode.		\$2.00	\$5.00
Premium Calling Features Discount	A discount applies when 2 or more of the Premium Calling Features are taken as follows: Any 1 feature = \$2.00 Any 2 features = \$3.00 - 25% discount Any 3 features = \$4.20 - 30% discount Any 4 features = \$5.20 - 35% discount Any 5 features = \$6.50 - 35% discount Any 6 features = \$7.20 - 40% discount Any 7 features = \$8.40 - 40% discount Any 8 features = \$8.80 - 45% discount Any 9 features = \$9.90 - 50% discount Any 10 features or more - 50% discount			
Volume Package Discounts	5 to 10 packages - 10% discount 11 to 20 packages - 20% discount 21 to 30 packages - 30% discount 31 to 40 packages - 40% discount 41 to 60 packages - 50% discount			
Remote Call Forwarding Service	Remote Call Forwarding (RCF) Service provides automatic forwarding of one incoming call at one time placed to a seven digit RCF number to a terminating telephone number in the same or a different exchange. If a call is in progress when the RCF number is dialed, the caller will receive a busy indication. Simultaneous Call Handling capability is optionally available to allow up to a maximum of three (3) calls at the same time. The terminating telephone service may be local exchange service, Inward Wide Area Telecommunication Service (800 Service), or Foreign Exchange Service; it may not be Semi-Public Telephone Service.			
Regulations	The Telephone Company does not provide identification of the originating (i.e. calling party) telephone number to the RCF customer. No assurance can be given that the transmission will be fully satisfactory during operation of RCF service. This service is furnished upon condition that the customer subscribes to adequate RCF and terminating facilities to permit the use of the service without impairment, disruption, or deterioration of the quality of other telephone services. If, in the opinion of the Telephone Company, additional RCF Service or terminating facilities are needed, the customer must subscribe to additional service or facilities. If the customer refuses to subscribe to adequate RCF or terminating facilities, the RCF Service are subject to termination. The calling party is charged the appropriate toll message telecommunications service or message unit or local usage charge where applicable for calls between the calling party and the Remote Call Forwarding number. The RCF customer is charged the directly-dialed station-to-station toll message telecommunications service rate for each call, or the business message unit rate or the local usage rate, as appropriate. If the terminating service is 800 Service, the appropriate 800 service usage rates apply. In addition, charges apply for person-to-person and collect calls made to a RCF number even though such calls might not be accepted at the answering location.			
Rates	Remote Call Forwarding Service		\$22.00 (one path)	\$11.00
	Simultaneous Call Handling (per additional calls to a maximum of three)		\$6.50 (per addtl path)	\$10.00

<u>Product</u>	<u>Description</u>	<u>Code</u>	<u>Monthly Cost</u>	<u>One Time Charges</u>
Seasonal Service	Seasonal 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.			
Rates	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.		50% discount	
Conditions	Seasonal and Vacation Rate Service will be furnished at the Company's discretion under the following conditions: ~ Service is, subject to facilities, only available to one-party residence and business exchange service where the usage is of a seasonal nature. ~ At least one month's full rate shall be paid for service prior to establishment of seasonal or vacation service. ~ Charges for a total of six (6) months may be billed prior to the suspension of service, or monthly, at the option of the Company. ~ 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). ~ During the period when the customer is billed at the reduced rate, no installations, moves, changes or maintenance will be provided by the Company. ~ The reduced rate only applies to basic access line service. All other services such as Premium Calling, Voice Mail, Class Services or any other supplemental service will be billed at the full rate during the suspended period.			
Select-A-Ring	Select-A-Ring lets you have two separate phone numbers (one main telephone number and one additional telephone number) associated with one exchange access line. Each telephone number has a distinctive ring on incoming calls to allow for identification of the incoming call. If you also subscribe to Call Waiting, the distinctive ringing pattern will identify incoming calls as well.		\$3.00	
Regulations	~ Select-A Ring service is available to one-party residence or business main telephone exchange service customers served by a suitably equipped central office subject to the availability of the facilities. All telephone numbers associated with an exchange access line equipped with Select-A-Ring service must be served by the same central office. ~ This service is not offered with Integrated Business Service (LECCOT service, COCOT service, PBX trunk service, lines equipped with hunting arrangements, access lines terminating in customer premises switching equipment or Foreign Exchange Service. ~ Select-A-Ring service may not be compatible with some types of customer-provided telephone equipment. ~ Call Waiting service, which is provided on the customer's main telephone number, is also provided automatically on additional numbers. ~ In the event the customer subscribes to Call Forwarding Service, only calls to the main telephone number associated with one exchange access line will be forwarded; calls to additional telephone numbers will not be forwarded. ~ Screened One Party Service, which is provided on the customer's main telephone number, is also provided automatically on additional numbers for Select-A-Ring service. ~ Customers of Select-A-Ring service received on directory listing. Listings are subject to regulations, rates and charges specified for Directory Listings. Listing information must be determined when Select-A-Ring service is requested. Subsequent changes to listing information will be subject to service charges. Customers with non-published or non-directory listed service on the main telephone number may choose to have the Select-A-Ring number non-published or non-directory listed.			
Semi-Public Paystations	Semi-Public Telephone service may be furnished where there is a shared use of the service by the customer and the general public.			
Rates	~ The monthly rates for semi-public instrument is \$7.00 ~ Where technically feasible, the Company's Premium Calling Area for the exchange where the Pay Telephone is located will determine the premium Calling Area for users of the Pay Telephone. Calls made within this Premium Calling Area are charged at a flat rate of \$0.20 cents per call. ~ Where technically feasible, Pay Telephone calls that are made to exchanges that are outside of the Premium Calling Area, but are made to either a bordering exchange or a non-bordering exchange within 20 miles of the exchange within which the Pay Telephone is located are charged \$0.25 cents for each 2 minutes or portions thereof for the duration of the call. ~ Pay Telephone calls made outside of the Premium Calling Area as defined in this section that are made to either a bordering or non-bordering exchange more than 20 miles from the exchange within which the Pay Telephone is located are charged at established rates.			
Conditions	~ Semi-Public Telephone service may be provided at the option of the Company where the use is shared by the customer, and general public, and where the customer permits such signs to be placed as the Company deems necessary. ~ One directory listing per semi-public telephone may be provided without additional charge. ~ Flat rate telephone service may be provided on the same premises as a semi-public telephone providing it is not made available for public use. ~ Semi-Public Telephone service is furnished only in connection with Telephone Company Provided equipment. ~ The monthly set charge for a semi-public instrument is in addition to the semi-public access line rate. ~ 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. ~ When a coinbox becomes inaccessible for regular collections, the right is reserved to terminate the service.			
Sim Ring	Simultaneous Ringing enables up to five (5) directory numbers to ring simultaneously whenever there is a call to a primary directory number (PDN). The primary number can be any Oxford Networks Directory Number that has subscribed to this service. The PDN and up to four (4) secondary numbers can be included in the SimRing group. The phone in the SimRing group that goes off hook first receives the call. SimRing service is available to residential and business telephone exchange service customers served by a suitably equipped central office subject to the availability of the facilities.		\$3.00	
Voice Mail	Answers your calls when you're away or when your line is busy. A stutter dial tone means that you have unheard message(s) waiting			
Basic Voice Mail	Unplayed messages will be retained for up to 7 days and saved messages can be retained up to 7 days. Maximum greeting length is 30 seconds and maximum incoming message length is 30 seconds. The maximum number of incoming messages is 10		\$3.95	

<u>Product</u>	<u>Description</u>	<u>Code</u>	<u>Monthly Cost</u>	<u>One Time Charges</u>
Standard Voice Mail	Unplayed messages will be retained for up to 14 days and saved messages can be retained for up to 30 days. Maximum greeting length is 30 seconds and maximum incoming message length is 60 seconds. The maximum number of incoming messages is 25.		\$4.95	
Pro Voice Mail	Unplayed messages will be retained for up to 30 days and saved messages can be retained for up to 60 days. Maximum greeting length is 30 seconds and maximum incoming message length is 120 seconds. The maximum number of incoming messages is 50.		\$5.95	
Sub-Mailbox (up to 9)	Unplayed message retention, saved message retention, message lengths and the maximum number of incoming messages correspond with the Voice Mail level purchased; Basic, Standard or Pro		\$1.00 / per sub	
50 Additional Message Capacity	Offers capability and availability to store an additional 50 messages.		\$3.00	
Integrated Messaging	This service offers Voice Mail to Email		\$3.00	
Auto Attendant	Available to Businesses only		\$19.95	
Greeting Only	This package provides a greeting only with an unlimited message length - no incoming messages can be received.		\$3.95	
Voice Mail Access Numbers	Albany	824-MAIL (6245)		
	Andover	392-MAIL		
	Bethel	824-MAIL		
	Buckfield	336-MAIL		
	Bryant Pond	665-MAIL		
	Bryton	392-MAIL		
	Canton	597-MAIL		
	Gilead	824-MAIL		
	Grafton TWP	533-MAIL		
	Greenwood	665-MAIL		
	Hanover	824-MAIL		
	Hartford	388-MAIL		
	Hebron	966-MAIL		
	Livermore	597-MAIL		
	Locke Mills	824-MAIL		
	Mason TWP	824-MAIL		
	Minot	966-MAIL		
	Newry	824-MAIL		
	North Norway	527-MAIL		
	Norway	739-MAIL		
	Paris	739-MAIL		
	Riley TWP	824-MAIL		
	Roxbury Pond	392-MAIL		
	South Paris	739-MAIL		
	Sumner	388-MAIL		
	Turner	255-MAIL		
	Upton	533-MAIL		
	West Bethel	824-MAIL		
	West Paris	674-MAIL		
	W.P. (Tuelltown)	674-MAIL		
	Woodstock	665-MAIL		