

**OXFORD COUNTY TELEPHONE SERVICE CO.  
D/B/A OXFORD NETWORKS**

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

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**EFFECTIVE: June 15, 2001**

**DOCKET NUMBER: 01 -313**

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GENERAL REGULATIONS

1. Applications of Regulations

- A. The regulations set forth herein apply to intrastate services and facilities furnished within the State of Maine by OXFORD NETWORKS, hereinafter referred to as the Company, subject to the jurisdiction of the Maine Public Utilities Commission.

| FACILITES BASED - EXCHANGES |                   |              |
|-----------------------------|-------------------|--------------|
| Augusta                     | Gorham            | Presque Isle |
| Bangor                      | Harrison          | Portland     |
| Bath                        | Hermon            | Readfield    |
| Biddeford                   | Houlton           | Richmond     |
| Boothbay Harbor             | Kennebunk         | Rockland     |
| Bowdoinham                  | Lewiston - Auburn | Rumford      |
| Bridgton                    | Lincoln           | Sanford      |
| Brunswick                   | Livermore Falls   | Scarborough  |
| Calais                      | Lisbon Falls      | Skowhegan    |
| Camden                      | Machias           | Waterville   |
| Caribou                     | Madison           | Westbrook    |
| Cumberland                  | Mars Hill         | Wilton       |
| Dover Foxcroft              | Mechanic Falls    | Windham      |
| Ellsworth                   | Norway            | Yarmouth     |
| Fairfield                   | Oakland           | York         |
| Farmington                  | Old Town          |              |
| Freeport                    | Oxford            |              |
| Gardiner                    | Pittsfield        |              |
| WIRELESS BASED              |                   |              |
| Lewiston                    |                   |              |

(N)

(N)

- B. When services and facilities are provided in part by the Company and in part by other companies, the regulations of the company apply to that portion of the service of facilities furnished by it.

2. Undertaking of the Company

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

3. Application for Services

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



GENERAL REGULATIONS

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

- A. Business rates apply in offices, stores, factories, and all other places of a strictly business nature.
- B. In boarding houses (except as noted under 5.B), office of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools, or colleges, hospitals, libraries, churches, college fraternity houses, and other similar institutions (but excluding dormitory rooms at such schools or colleges).
- C. At residence locations when the customer has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact shall be indicated by advertising, either by business cards, newspapers, hand bills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc.
- D. Where the place of business and residence of a customer are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
- E. When an additional station or bell located in a shop, office, or other place of business, has the same access line as a station at a residence location.
- F. At any location where the listing of service at that location indicates a business, trade or profession, except as specified below.

5. Application of Residence Rates

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

GENERAL REGULATIONS

5. Application of Residence Rates (Cont'd)

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

6. Advance Payments

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

7. Establishment of Credit

- A. The Company is not obligated to establish, furnish or continue to furnish service to any individual or firm that owes for service previously rendered at the same or a different address until arrangements have been made to liquidate such previous indebtedness to the Company. In order to insure the payment of all charges due for its service, the Company may require any customer to establish and maintain his credit in one of the following ways:
  - (1) In those cases where the applicant has not had previous telephone service, evidence of good credit standing in the community will be accepted.
  - (2) By providing a suitable guarantee in writing, from a third party, whose credit references are acceptable.
  - (3) By means of a cash deposit.
- B. When the Company does not accept an applicant's credit reference, it will inform the applicant, in writing, of the nonacceptance and his right to bring the matter to the attention of the Public Utilities Commission.

GENERAL REGULATIONS

8. Deposits

- A. A deposit may be required for the purpose of establishing a customer's credit but shall not exceed two-twelfths of the reasonably estimated charge for utility service for the ensuing twelve months for exchange and toll service. The Company may require the customer to increase the amount of the deposit at any time it finds that the deposit which it holds no longer equals two-twelfths.
- B. Deposit not to affect regular collection practices. The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Company's regulations such as the advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sums due to the Company for services rendered. The Company may discontinue service to any customer failing to pay current bills without regard to the fact that such customer has made a deposit with the Company to secure payment of such bills or has furnished the Company with a guarantee in writing of such bills.
- C. Interest to be paid on deposits. The interest rate on customer deposits shall be the rate set by the Public Utilities Commission in accordance with Chapter 870 of the Public Utilities Commission's Rules.
- D. Deposits are reviewed on an annual basis. At the time of the review, if good credit has been established, a/ refund of the deposit will be made plus any accrued interest.
- E. Service may be discontinued for failure to pay or increase deposit as specified above, in accordance with Chapter 81 of the Maine Public Utilities Commission Rules.

9. Restoration of Service Charge

- A. Where service has been discontinued for failure to maintain credit as specified above, the restoration charge in Section 6 will be made and collected by the Company.

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GENERAL REGULATIONS

10. Provision of Equipment

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

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GENERAL REGULATIONS

11. Customer Billing

- A. The customer is responsible for all charges in conjunction with the services furnished him including credit card, third party, and collect toll messages which have been accepted at the customer's telephone.
- B. Monthly recurring charges are billed 30 days in advance in all exchanges. Toll charges will be billed arrears.
- C. Bills are considered delinquent if payment is not received by the Company within twenty-five (25) days following the postmark date of the bill for utility service.
- D. For billing purposes each month is presumed to have thirty days.
- E. Any check, transfer or draft returned for non-payment will be charged the greater of \$5.00 per check or the amount that bank charges the Telephone Company, not to exceed \$18.00. If the Telephone Company charges the customer more than \$5.00, the Company shall furnish the customer with proof of the bank charge. (I)  

Any wire transfer or other bank transaction that requires a fee to be borne by the Telephone Company before such payment is received for credit to the subscriber's account, will be credited in the full amount of such payment less any amount of such fee.
- F. The maximum late payment charge allowed, as determined annually by Chapter 870 of the Commission's Rules governing late payment charge interest rates, will be applied to delinquent bills, as defined in C. above, including arrears and unpaid late payment charges.

12. Discontinuance of Service for Non-Payment

- A. The Company may temporarily suspend service in the event the customer fails within a reasonable time to pay any proper utility bill rendered in accordance with the provisions of Chapter 291 of the Maine Public Utilities Commission's Rules.
- B. During the period of temporary suspension, the Company will hold the customer facilities and account open for a period of 10 days. If after the 10th day payment has not been made, an out order will be issued and the facilities may be used for further assignment.
- C. The Company will restore services promptly upon the customer's request when the cause for the discontinuance of service has been removed, or satisfactory credit arrangements have been made. The Company will endeavor to restore services during the business hours of the day of the request. At the latest, reconnection shall be made during on the first working day after the day of request. When a customer request that service be restored at other than regular business hours the Company may reasonably endeavor to do so provided that a medical emergency exist. An emergency shall include, but not be limited to, cases where a registered physical certifies that the health or safeties of the customer or of any member of the affected household are endangered. The Company may, at its option, charge a reasonable fee, based on actual cost, for such non-business hour reconnection. The normal charge for reconnection as set in section 6 will apply to all other reconnections during normal business hours.

(M) - Moved text from Section 2, Page 9.

(I) - Oxford Networks received a waiver from Chapter 870 (Docket No. 2011-48) to allow Oxford to charge a fee not to exceed \$18.00 for returned checks. (I)

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GENERAL REGULATIONS

14. Abuse or Fraudulent Use of Service

- A. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:
- (1) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or of information, without payment of the charge applicable for such service;
  - (2) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representat or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
  - (3) The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonabl be expected to frighten, abuse, torment, or harass another;
  - (4) The use of profane or obscene language;
  - (5) The use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers;
  - (6) The impersonation of another.
- B. Service may be discontinued, subject to approval of the Maine Public Utilities Commission if there is abuse or frauduler use of service as outlined in 14.A.

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GENERAL REGULATIONS

15. Use of Service for Unlawful Purposes

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

16. Termination of Service

A. By the Company

- (1) The Company may refuse to furnish, or may terminate the service and remove its equipment under the following circumstances, provided suitable notice has been given to the customer:
- a. Upon the continuance of any unpaid amount due for a period of 10 days following temporary suspension.
  - b. Upon a violation of any service of the regulations governing the furnishing of a service.

B. At Customer's Request

- (1) Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.
- (2) Where a contract for service with a one month minimum period is cancelled before establishment of the service is completed, a charge not to exceed the service charge specified, is applied if all or a portion of the facilities have been installed.

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GENERAL REGULATIONS

16. Termination of Service (Con't)

B. At Customer's Request (Cont'd)

- (3) No minimum or termination charge will apply (unless otherwise stated specifically in this Schedule) where a new customer takes over the service of the former customer provided the service is to be furnished at the same location without interruption. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
- (4) No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction, or damage to property by fire or other cause, beyond the control of the customer.

17. Resale of Service

A. Resale of Telephone Company services is limited to Message Telecommunications Service (MTS), Wide Area Telecommunications Service (WATS), FX Service and Public Access Line (PAL) Service for use with customer-owned coin operated telephones subject to the following:

- (1) The customer of record is responsible for allocating the charges for resold or shared service.
- (2) The Telephone Company bills only the customer of record who is at all times responsible for payment of the full amount of all charges incurred.
- (3) Applications for service as well as requests for additions, rearrangements, or discontinuance of service will be accepted only from the customer of record.
- (4) Whenever customer notification is required, the Telephone Company is responsible for notification only to the customer of record.
- (5) The Telephone Company retains the right to serve the ultimate user of telephone service directly if that user so desires and provides service to a reseller or sharer only on this condition.
- (6) Directory listings for patrons of resellers or sharers are subject to the rates and regulations for business additional listings.
- (7) Joint user charges do not apply to patrons of resellers and sharers.
- (8) Pursuant to Chapter 280 resellers must be certified by the Maine Public Utilities Commission.

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GENERAL REGULATIONS

18. Telephone Numbers

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

19. Directories

- A. The Company will furnish to its customers, without charge, the directory which includes their serving exchange. Copies of other directories may be provided at cost.
- B. Directories regularly furnished to customers shall remain the property of the Company for the duration of the directory binder, holder or auxiliary cover, except as provided or authorized by the Company shall be used in conjunction with a directory furnished by the Company.
- C. 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.

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GENERAL REGULATIONS

20. Customer Service - Use of Service

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

(N)

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**DOCKET NUMBER: 01 -313**

GENERAL REGULATIONS

21. Obligation of the Company for:

A. Maintenance and Repair

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

B. Liability

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

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21. Obligation of the Company for: (Cont'd)

B. Liability (Cont'd)

(2) The customer indemnifies and saves the Company harmless against the following:

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

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GENERAL REGULATIONS

22. Special Construction

A. Private Property

- (1) An average amount of entrance and distribution facilities may be furnished by the Company provided that facilities are of the standard type normally furnished for the particular location or kind of service.
- (2) If additional entrance or distribution facilities are required; if the conditions are such as to require special equipment, maintenance or methods of construction; if the stability of the customer has not been established the installation is for a temporary or semi-permanent purpose or if for any other reason the construction is excessive as compared with the revenue to be derived, the applicant shall be required to pay, under Utilities Commission approved special contract, the costs over and above those applicable for a normal installation.
- (3) The customer will provide the Company, without charge, written permission allowing for the placement of the Company's facilities on his property. This regulation applies to the facilities which are necessary to serve the customer.

B. Underground

- (1) When feasible, conduit will be furnished by the Company at cost, or conduit may be provided by the applicant subject to the Company's specifications. Conduit used for Telephone Company facilities may not be used for any other purpose without the consent of the Company. The distance between the conduit and any Electric Light or Power Conduit or Conductor shall be in accordance with the Company's specifications. The customer shall be required to pay the entire cost of maintenance of conduit including subsequent excavation and replacements necessary because of damage resulting from negligence on the part of the customer or his representatives or from freezing or improper drainage.
- (2) The cost of relocating underground entrance facilities at the customer's request will be borne by him.

(N)

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GENERAL REGULATIONS

23. Special Assemblies of Equipment or Speculative Projects

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

24. Electric Power

Customers served by Fiber-to-the-Premise facilities are required to provide suitable electric power to the Company's Network Interface Device.

In the event of a power outage, no allowance is made for interruption of service of less than 24 hours (from time trouble report is received) or for power outages caused by the customer.

25. Employee Concessions

(T)  
(D)

\* (D) Deleted reference to Employee Concession as they no longer receive this benefit

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**EFFECTIVE: February 27, 2004**

**DOCKET NUMBER: 04-122**

GENERAL REGULATIONS

\*\*\*\*\* PAGE RESERVED FOR FUTURE USE \*\*\*\*\*

(T)

\*(D) Deleted reference to Employee Concession as they no longer receive this benefit.

GENERAL REGULATIONS

26. Provision for an Additional Access Line

- A. Provision for an additional access line will be made only where facilities exist.
- B. The customer must have an established primary residence access line established on the premise.
- C. The additional access line will be billed to the same customer as the already existing access line.
- D. A Primary Service Order Charge, as stated in Section 6, Page 2 will apply for the installation of an additional access line subsequent to initial installation. If an additional access line is added at the time of initial installation, an Additional Line Connection Charge, as stated in Section 6, Page 2, will apply to each additional access line installed.

27. Promotional and Market Trial Programs

From time-to-time without further approval by the Public Utilities Commission, the Company may elect to offer promotional programs which shall waive, for a specified period of time not to exceed six (6) months, in whole or in part: (1) any installation fee; and/or (2) any recurring or non-recurring fees for any services other than local exchange service or intrastate toll service. A promotional program may not waive any surcharge the Company is required to assess by Rule adopted by a State Agency or by statute. Promotional programs offered under this tariff shall not alter any term or condition of any service except with regard to the rate charged for the service. Descriptions of specific promotional programs, including the effective dates of the promotion and the rates to be charged under the promotion shall be provided to the Commission on or before the offering date of the promotional program. These descriptions shall be kept with the terms and conditions maintained by the Company.

(C)  
(C)

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**EFFECTIVE: July 23, 2001**

**DOCKET NUMBER: 01 - 425**

GENERAL REGULATIONS

28. Disconnection and Deposit Rules for Nonresidential Customers

Except to the extent identified below, the utility's policies shall be governed by Chapter 81 of the Commission's Terms and conditions.

- (1) Sections 3(A)(4), 4(E)(4), 4(F), 5(F), 7(C), 7(B), 10, 11, 15, and 17 shall not apply.
- (2) The Company may require a deposit from any nonresidential customer as a precondition of service. The deposit shall not exceed an amount based upon the highest two months estimated billings. The customer may elect to pay the required deposit in at least two equal installments; however, the customer's failure to pay any portion of the deposit will subject the customer to disconnection procedures.

29. Enhanced Universal Emergency Number Service-E911 Surcharge

E911 Surcharge as provided in 25 MRSA Section 2927 (1-A) applies per month on each residence and business telephone exchange line, including Primary Rate ISDN, PBX trunks and Centrex lines, semi-public coin and public access lines in addition to the monthly rates for these lines specified elsewhere in the tariff. The surcharge shall not be imposed upon more than 25 lines per customer billing account. (T)

30. Access to Emergency Services

The Company provides access to emergency services for customers who dial 911. In cases where exchange access lines are redirect by the customer to another building beyond the demarcation point of record that the Company uses for 911 reporting, it is the customer's responsibility to initiate and maintain the appropriate 911 databases. (T)

31. Access to Operator Services

The Company provides customers access to operator services.

32. Access to Directory Assistance Services

The Company provides customers access to Directory Assistance services.

33. Taxes

All State and local taxes (e.g., Sales Tax) are listed as separate line items and are not included in the Rate Schedules.

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GENERAL REGULATIONS

34. Customer Complaints

Customer complaints are handled by a full-service Customer Service department. Customers may call 207-333-6900 from 8:00 AM to 5:00 PM, Monday through Friday, or by written complaint to:

Oxford Networks  
Attn: Customer Service Manager  
491 Lisbon St.  
Lewiston, ME 04240-7418

If the customer is not satisfied with the Company's response, the customer may contact the Consumer Assistance Division, Maine Public Utilities Commission, 18 State House Station, 242 State Street, Augusta, ME 04333-0018 Telephone: 1-800-452-4699 or 207-287-3831. Facsimile: 207-287-1039.

35. Special Introductory Offer

All promotions are subject to the following terms. If at any point during the term of the promotion the customer becomes delinquent on their account the Company reserves the right to suspend the promotion and commence billing the customer at the prevailing rates from that point forward.

Oxford Networks may waive the "Initial Connection Charge" as specified in section 6.B herein for all new residential telephone lines sold between April 1, 2005 and August 31<sup>st</sup>, 2005 (inclusive). OPTIONS residential lines are eligible for the waiver when ordered in conjunction with one of the following services: On-Demand High Speed Internet Access, Digital Cable Television Service or the Unlimited Long Distance plan.

Oxford Networks will provide new Residential Premium customers, excluding OPTIONS customers, free Premium local exchange service for the first 30-days of service. This offer is valid between April 1<sup>st</sup>, 2005 and August 31<sup>st</sup>, 2005 (inclusive). Only one free 30-day offer per customer. Subject to availability.

Oxford Networks will provide new Residential Options customers six (6) months of free local exchange service when local exchange service is bundled with a minimum of two of the following OPTIONS services: On-Demand High Speed Internet Access, Cable Television Service or the Unlimited Long Distance Plan. This offer is valid between January 5<sup>th</sup>, 2005 and March 31<sup>st</sup>, 2005 (inclusive). Only one free 180-day offer per customer. Subject to availability.

Oxford Networks will waive the "Initial Connection Charge" as specified in section 5.f herein for all new business lines sold between January 5<sup>th</sup>, 2005 and March 31<sup>st</sup>, 2005. OPTIONS business lines(s) are eligible for this waiver when ordered in conjunction with one of the following service: On-Demand High Speed Internet Access, Cable Television Service or Long Distance Service.

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GENERAL REGULATIONS

36. Maine Telecommunications Education Access Fund (MTEAF)

A Maine Telecommunications Education Access Fund (MTEAF) surcharge as provided in 35-A M.R.S.A. § 7104-B applies per month as a percentage, established by the commission, of each residence and business customer's bill for all intrastate retail charges for telecommunications service.

37. Maine Universal Service Fund (MUSF) Surcharge

A surcharge for the Maine Universal Service Fund (MUSF) applies to all intrastate services billed to a retail customer for bills rendered on or after September 1, 2003. The surcharge shall not apply to surcharges such as those for Enhanced 911, the Maine Telecommunications Education Access Fund, or similar funds. The surcharge shall be equal to the Revenue Percentage established quarterly by the Administrator of the MUSF.

38. Service Provider Tax Surcharge

Consistent with 36MRSA c.35B, Section 2552, a Service Provider Tax surcharge will be applied monthly on the value of telecommunications services sold, and identified as such beginning with bills rendered on or after July 1, 2004. The amount of the surcharge is an equivalent pass-through of charges assessed to Oxford Networks pursuant to Title 36MRSA chapter 358, Section 2552.

39. ConnectME Fund Assessment

Oxford County Telephone Service Company d/b/a Oxford Networks shall include on customer bills a line item (N) ed  
"ConnectME Fund Assessment" which shall be equal to a percentage, as established by the ConnectME (N) nd  
Administrator, of communications service charges appearing on the customer's bill. For purposes of this (N) on,  
communications service charges shall include charges for "communications services" as defined by Chapter 101 of th (N) es  
of the ConnectME Authority.



### DEFINITIONS

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

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

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

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

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

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

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

“CARRIER,” “COMPANY,” or “UTILITY” refers to Oxford County Telephone Service Company, d/b/a Oxford Networks.

**B CHANNEL** - A 64 k digital message path capable of transporting voice and data on a PRI ISDN Circuit. (N)

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

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

DEFINITIONS

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

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

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

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

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

COMPLEX WIRE - Premises wire associated with complex service.

COIN TELEPHONE SERVICE - See Public Telephone.

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

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

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

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

(N)

(N)

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DEFINITIONS

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

CONNECTOR - See "Switch."

CONNECTION CHARGE - See "Service Connection Charge."

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

CONTIGUOUS EXCHANGES - Adjoining exchanges which share a common boundary.

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

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

CORD SWITCHBOARD - See PBX Service.

CORDLESS SWITCHBOARD - See PBX Service.

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

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

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### DEFINITIONS

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

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

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

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

**D CHANNEL** - A 64 k digital message path used for signaling and control of the B channels on a PRI ISDN Circuit. (N)

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

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

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

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

### DEFINITIONS

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

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

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

**EXCHANGE AREA** - The territory served by an exchange.

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

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

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

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

**EXTRA LISTINGS** - See Additional Listings.

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

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

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

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DEFINITIONS

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

FOREIGN EQUIPMENT - See Foreign Attachment.

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

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

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

GRANDFATHERED SERVICE – This term is used to describe a service that had been discontinued from a certain point forward, but because it has existing customers utilizing the service the company had agreed to allow them to keep that service until such a time the customer either wants to make changes to the service or the service is cancelled. The Company reserves the right to terminate the grandfathering of service at their sole discretion. (N)  
|  
|  
(N)

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

INSIDE WIRE - See Premises Wire.

INSTALLATION CHARGE - See Service Connection Charges.

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

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

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

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

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

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### DEFINITIONS

LINE FINDER - See Switch.

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

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

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

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

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

LONG DISTANCE TERMINAL - See Telephone Station.

MAIN STATION - See Telephone Station.

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

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

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

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

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

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#### DEFINITIONS

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

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

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

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

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

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

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

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

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

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

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DEFINITIONS

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

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

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

PRIMARY RATE ISDN (PRI) - ISDN primarily provides access to the Telephone Company's voice and circuit switched data transport services via a 1.544 MBPS digital path between ISDN compatible customer premises equipment and an ISDN equip central office. ISDN primary includes DID capabilities which permits incoming dialed calls from the network to reach a spec: station line of a Private Branch Exchange (PBX) or other customer premise equipment without the assistance of an attendant. (N)

DEFINITIONS

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

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

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

PRIVATE BRANCH EXCHANGE TRUNKS - See Private Branch Exchange System.

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

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

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

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

RURAL AREA - See Suburban Area.

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

SELECTOR - See Switch.

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#### DEFINITIONS

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

**SERVICE CONNECTION CHARGE** - The charge or charges that apply to the establishment of telephone service or subsequent modifications to that service. The two Service Connection Charges are: 1) Initial Connection Charge, and 2) Secondary Service Order Charge.

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

**STATION** - See Telephone Station.

**SUBSCRIBER** - See Customer.

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

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

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

**SWITCHBOARD** - See PBX System.

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

**TELEPHONE COMPANY** - See Company.

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DEFINITIONS

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

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

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

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

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

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

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

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

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DEFINITIONS

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

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

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

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

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

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

URBAN SERVICE - One party, two party, and four party service in base rate area.

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

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

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DEFINITIONS

Symbols

- (C) Change in regulation.
- (D) Discontinued rate, regulation or text.
- (E) Correction of an error made prior to current revision of tariff.
- (I) Increase in rate.
- (M) Moved rate, regulation or text from one page to another with no change in rate, regulation or text.
- (N) New rate, regulation or text.
- (R) Reduction in rate.
- (T) Text change, but no change in rate or regulation.

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

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LOCAL EXCHANGE SERVICE

A. GENERAL

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.

B. DEFINITIONS

The Company's "Economy Calling Area" and "Premium Calling Area" are defined in terms of the "Home Exchange" of the customer. The following definitions apply:

1. Home Exchange – is 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.
2. Economy Calling Area –(\* Discontinued and Grandfathered Service as of January 1, 2005) is the customer's (C) 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 in Section 4.D of this Tariff.
3. 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 exchange identified in connection with the particular Home Exchange in Section 4.E of this Tariff.

\* (D) Economy Calling Area Service was Discontinued as of January 1, 2005 as a service offering.

LOCAL EXCHANGE SERVICE

D. REGULATIONS GOVERNING ECONOMY AND PREMIUM CALLING AREAS

1. Eligibility – Customers who have selected the Company’s single-party service are able to choose between the Company’s Economy Calling Area service and the Company’s Premium Calling Area service offerings. Economy Calling Area Service is only available in those exchanges in which the Premium Calling Area includes a larger local calling scope. If the Economy Calling Area and the Premium Calling Area are identical for an exchange, then the customer shall be deemed to be a Premium Calling Area Service customer.
2. Calls Outside the Economy Calling Area –(Discontinued and Grandfathered Service as of January 1, 2005) (C)  
\* (D)
3. Calls Outside the Premium Calling Area – Customer who have selected the Company’s Premium Calling Area 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 Section 4.E of this Tariff.

\* (D) Economy Calling Area Service was Discontinued as of January 1, 2005 as a service offering.

LOCAL EXCHANGE SERVICE

C. REGULATIONS GOVERNING ECONOMY AND PREMIUM CALLING AREAS (Cont'd)

4. Changes in Calling Areas – The customer's initial selection of either the Economy Calling area service offering or the Premium Calling Area service offering is without charge. Subsequent changes by the customer are subject to the applicable Service Order charge as identified in this Tariff. If the Premium Calling Area service offering is the only service available from an exchange, the customer will automatically be classified as a Premium Calling Area service customer and no charge will apply.
5. Rates – The applicable rates for the Company's Economy Calling Area service offering and the Premium Calling Area service offering are listed in Section 4.D and 4.E of this Tariff.

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**EFFECTIVE: June 15, 2001**

**DOCKET NUMBER: 01 -313**

LOCAL EXCHANGE SERVICE

D. ECONOMY CALLING AREA RATES AND LIST OF EXCHANGES (Discontinued and Grandfathered Service as of January 1, 2005)

(C)

1. List of Exchanges

| <u>Home Exchange</u> | <u>Local Calling to the<br/>Following Exchanges*</u> |
|----------------------|--|
| Norway               | Harrison, North Norway, Oxford                       |

\* Local calling shall be available to all NXXs for the calling areas that have been approved by the MPUC.

LOCAL EXCHANGE SERVICE

D. ECONOMY CALLING AREA RATES AND LIST OF EXCHANGES (Cont'd)

2. Monthly Rates

| <u>Home<br/>Exchange</u> | Rates Per Month                      |                                     |                                    | (1) |
|--------------------------|--------------------------------------|-------------------------------------|------------------------------------|-----|
|                          | <u>Single<br/>Line<br/>Residence</u> | <u>Single<br/>Line<br/>Business</u> | <u>Semi-<br/>Public<br/>COCOTs</u> |     |
| Norway                   | \$ 16.63                             | \$ 34.51                            | N/A                                |     |

\* The "NXX," also known as a prefix, is the first three digits of the seven-digit local telephone number.

\*\* Economy Service is not applicable with Meridian Digital Centrex Service. See Section 5, Pages 54 - 62.

LOCAL EXCHANGE SERVICE

D. ECONOMY CALLING AREA RATES AND LIST OF EXCHANGES (Cont'd)

3. Per-Minute Rate for Economy Calling Area Plan Service Customers to Designated Exchanges

| <u>Home Exchange</u> | <u>Designated Exchange(s)</u> | <u>Per-Minute Rate</u> |
|----------------------|-------------------------------|------------------------|
| Norway               | West Paris                    | \$ 0.05                |
| Norway               | Hebron                        | \$ 0.05                |
| Norway               | Buckfield                     | \$ 0.05                |

E. PREMIUM CALLING AREA RATES AND LISTS OF EXCHANGES

1. List of Exchanges

| <u>Home Exchange</u> | Local Calling to the <u>Following Exchanges*</u>  |
|----------------------|---|
| Augusta              | Augusta, Belgrade, Gardiner, North Whitefield, Readfield, Sidney, West Gardiner, Winthrop, East Vassalboro, Palermo, South China, Waterville.   |
| Bangor               | Bangor, Alton, Aurora, Bradford, Brewer, Bucksport, Corinth, Eddington, Etna, Exeter, Hampden, Hermon, Levant, Newberg, Old Town, Old Town Rural, Orono, Orrington, Otis, Stetson, Winterport |
| Bath                 | Bath, Georgetown, Phippsburg, Bowdoinham, Brunswick, Richmond, Wiscasset  |
| Biddeford            | Biddeford, Goodwin's Mills, Kennebunk, Kennebunkport, Old Orchard Beach, Bar Mills, Scarborough   |
| Boothbay Harbor      | Boothbay Harbor, Damariscotta, Wiscasset  |
| Bridgton             | Bridgton, Harrison, Casco, Denmark, Fryeburg, Lovell, Naples, Raymond, Sebago   |
| Bowdoinham           | Bowdoinham, Bath, Brunswick, Lisbon Falls, Litchfield, Richmond   |
| Brunswick            | Brunswick, Bath, Bowdoinham, Freeport, Harpswell, Lisbon Falls  |
| Calais               | Calais, Eastport, Pembroke, Princeton, St. Stephen, NB, Woodland  |
| Camden               | Camden, Dark Harbor, Lincolnville Beach, Lincolnville, Rockland, Union, Warren  |
| Caribou              | Caribou, Fort Fairfield, Limestone, New Sweden, Presque Isle, Van Buren, Washburn   |
| Cumberland           | Cumberland, Gray, Portland, Pownal, West Gray, Windham, Yarmouth  |
| Dover -Foxcroft      | Dover-Foxcroft, Bradford, Brownville, Cornith, Dexter, Guilford, Milo, Monson   |
| Ellsworth            | Ellsworth, Bar Harbor, Blue Hill, Southwest Harbor, Sullivan, Aurora, Bucksport, Castine, Eddington, Franklin, Northeast Harbor, Otis   |
| Fairfield            | Fairfield, Clinton, Oakland, Waterville, Albion, Norridgewock, Skowhegan, Unity   |
| Farmington           | Farmington, Livermore Falls, Madison, Mercer, Mt. Vernon, New Vineyard, Rome, Strong, Weld, Wilton  |

(N)

LOCAL EXCHANGE SERVICE

E. PREMIUM CALLING AREA RATES AND LISTS OF EXCHANGES (cont.)

1. List of Exchanges

| <u>Home Exchange</u> | Local Calling to the <u>Following Exchanges</u> *  |
|----------------------|--|
| Freeport             | Freeport, Brunswick, Falmouth, Freeport, Lisbon Falls, North Deering, Peeks Island, Portland, Pownal, South Portland, Yarmouth   |
| Gardiner             | Gardiner, Augusta, Richmond, West Gardiner, Litchfield, North Whitefield   |
| Gorham               | Gorham, Bar Mills, Portland, Scarborough, Standish, West Buxton, Westbrook, Windham  |
| Harrison             | Harrison, Bethel, Bridgton, Casco, Lovell, Naples, North Lovell, North Norway, Norway, Oxford  |
| Hermon               | Hermon, Bangor, Etna, Hampden, Levant, Newburg, Stetson  |
| Kennebunk            | Kennebunk, Biddeford, Kennebunkport, Wells, Goodwin's Mills, Sanford   |
| Lewiston / Auburn    | Lewiston, Auburn, Buckfield, Greene, Hebron, Leeds, Lisbon Falls, Mechanic Falls, New Gloucester, North Turner, Poland, Sabattus, Turner   |
| Lisbon Falls         | Lisbon Falls, Bowdoinham, Brunswick, Freeport, Lewiston, Auburn, Litchfield, New Gloucester, Pownal, Sabattus  |
| Lincoln              | Lincoln, East Millnocket, Kingman, Lee, Mattawamkeag, West Endfield  |
| Livermore Falls      | Livermore Falls, Canton, Farmington, Leeds, Mt. Vernon, Readfield, Turner, Wilton  |
| Machias              | Machias, Beddington, Columbia, Jonesboro, Lubec, Pembroke, (OCP: Calais, Jonesport)  |
| Madison              | Madison, Athens, Embden Lake, Farmington, Mercer, New Vineyard, Norridgewock, North Anson, North New Portland, Skowhegan, Solon  |
| Mars Hill            | Mars Hill, Easton, Presque Isle, Houlton   |
| Mechanic Falls       | Mechanic Falls, Hebron, Lewiston-Auburn, Oxford, Poland  |
| Norway               | Norway, Harrison, North Norway, Oxford, West Paris, Buckfield, Hebron  |
| Oakland              | Oakland, Belgrade, Fairfield, Norridgewock, Rome, Sidney, Smithfield, Waterville   |
| Old Town             | Old Town, Alton, Aurora, Bangor, Bradford, Eddington, Old Town Rural, Orono, West Enfield  |
| Oxford               | Oxford, Norway, Casco, Harrison, Hebron, Mechanic Falls, Poland  |
| Pittsfield           | Pittsfield, Newport, Clinton, Skowhegan, Hartland, Plymouth, Unity   |
| Presque Isle         | Presque Isle, Ashland, Caribou, Easton, Fort Fairfield, Mars Hill, Washburn  |
| Portland             | Portland (5 Rate Centers: Ptld., Falmouth, No. Deering, Peaks Island, So. Ptld.), Bar Mills, Cumberland, Freeport, Gorham, Gray, New Gloucester, Old Orchard Beach, Pownal, Scarborough, West Gray, Waterboro, Westbrook, West Buxton, Windham, Yarmouth |
| Readfield            | Readfield, Augusta, Belgrade, Livermore Falls, Leeds, Monmouth, Mt. Vernon, Winthrop   |



LOCAL EXCHANGE SERVICE

E. PREMIUM CALLING AREA RATES AND LISTS OF EXCHANGES (cont.)

1. List of Exchanges

| <u>Home Exchange</u> | Local Calling to the <u>Following Exchanges</u> *  |
|----------------------|--|
| Richmond             | Richmond, Bath, Bowdoinham, Gardiner, Litchfield, North Whitefield, Sheepscot, Wiscasset   |
| Rockland             | Rockland, Camden Tenents Harbor, Thomaston, Union, Vinalhaven/North Haven, Warren, Washington, Frenchboro, Isle Au Haut, Matinicus, Swans Island |
| Rumford              | Rumford, Andover, Bethel, Bryant Pond, Dixfield, Locke Mills, Roxbury Pond, Weld,  |
| Sanford              | Sanford, Acton, Goodwin's Mills, Kennebunk, Lebanon, Limerick, North Berwick, Waterboro, Wells   |
| Scarborough          | Scarborough, Bar Mills, Biddeford, Falmouth, Gorham, North Deering, Old Orchard Beach, Peaks Island, Portland, South Portland, Westbrook         |
| Skowhegan            | Skowhegan, Athens, Clinton, Embden Lake, Fairfield, Hartland, Madison, Norridgewock, North Anson, Pittsfield, Solon                              |
| Waterville           | Waterville, Albion, Augusta, China, Clinton, East Vassalboro, Fairfield, Norridgewock, Oakland, Sidney,  |
| Yarmouth             | Yarmouth, Cumberland, Falmouth, Freeport, Gray, North Deering, Peaks Island, Portland, Pownal, South Portland, West Gray                         |
| York                 | York, Kittery, Portsmouth, NH, Wells, North Berwick, South Berwick   |

(N)

\*Local calling shall be available to all NXXs for the calling areas that have been approved by the MPUC.



LOCAL EXCHANGE SERVICE

E. PREMIUM CALLING AREA RATES AND LIST OF EXCHANGES (Cont'd)

2. Monthly Rates

| <u>Home Exchange</u> | Rates Per Month              |                             |                                   |
|----------------------|------------------------------|-----------------------------|-----------------------------------|
|                      | <u>Single Line Residence</u> | <u>Single Line Business</u> | <u>Semi-Public Payphone/COCOT</u> |
| Norway               | \$19.72                      | \$37.93                     | N/A                               |

3. OPTIONS Rates

| <u>Home Exchange</u> | <u>OPTIONS Single Line Residential</u> | <u>OPTIONS Second Line Residential</u> | <u>OPTIONS Single Line Business</u> | <u>OPTIONS Semi-Public Payphone/COCOT</u> |
|----------------------|--|--|-------------------------------------|---|
| Lewiston/Auburn      | \$21.21 - 24.95*****                   | \$15.00                                | ***                                 | n/a                                       |
| Augusta              | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Bangor               | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Bath                 | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Biddeford            | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Boothbay Harbor      | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Bridgton             | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Bowdoinham           | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Brunswick            | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Calais               | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Camden               | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Caribou              | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Cumberland           | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Dover Foxcroft       | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Ellsworth            | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Fairfield            | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Farmington           | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Freeport             | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Gardiner             | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Harrison             | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Hermon               | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Kennebunk            | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Lewiston / Auburn    | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Lisbon Falls         | n/a                                    | n/a                                    | ***                                 | n/a                                       |
| Lincoln              | n/a                                    | n/a                                    | ***                                 | n/a                                       |

(N)



LOCAL EXCHANGE SERVICE

E. PREMIUM CALLING AREA RATES AND LIST OF EXCHANGES (Cont'd)

3. OPTIONS Rates (Cont'd)

|                 |     |     |     |     |     |
|-----------------|-----|-----|-----|-----|-----|
| Livermore Falls | n/a | n/a | *** | n/a |     |
| Machias         | n/a | n/a | *** | n/a |     |
| Madison         | n/a | n/a | *** | n/a |     |
| Mars Hill       | n/a | n/a | *** | n/a |     |
| Mechanic Falls  | n/a | n/a | *** | n/a |     |
| Norway          | n/a | n/a | *** | n/a |     |
| Oakland         | n/a | n/a | *** | n/a |     |
| Old Town        | n/a | n/a | *** | n/a |     |
| Oxford          | n/a | n/a | *** | n/a |     |
| Pittsfield      | n/a | n/a | *** | n/a |     |
| Presque Isle    | n/a | n/a | *** | n/a |     |
| Portland        | n/a | n/a | *** | n/a |     |
| Readfield       | n/a | n/a | *** | n/a |     |
| Richmond        | n/a | n/a | *** | n/a |     |
| Rockland        | n/a | n/a | *** | n/a | (N) |
| Rumford         | n/a | n/a | *** | n/a |     |
| Sanford         | n/a | n/a | *** | n/a |     |
| Scarborough     | n/a | n/a | *** | n/a |     |
| Skowhegan       | n/a | n/a | *** | n/a |     |
| Waterville      | n/a | n/a | *** | n/a |     |
| Yarmouth        | n/a | n/a | *** | n/a |     |
| York            | n/a | n/a | *** | n/a |     |

\* OPTIONS Single Line Residential Service is Premium Service only.

\*\* OPTIONS Second Line Residential Service is a Premium Line Service and does not include any additional features.

This service is only available to residential customers that have primary OPTIONS Single Line Residence Service.

\*\*\* Refer to Section 5.F. for OPTIONS Single Line and Multi-Line Business Services rates and regulations.

\*\*\*\* Business OPTIONS pricing is available on a limited basis.

\*\*\*\*\* In special circumstances where Oxford Networks is the sole telecommunication provider in a Lewiston or Auburn building, OPTIONS Single Line Residential Pricing is ICB.



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GENERAL SERVICES

(T)

COIN TELEPHONE SERVICES - (Discontinued and Grandfathered Service as of January 1, 2005)

Public Telephone

A. General

Public telephone service is furnished for use of the general public at the option of the Company and is not a substitute for business service.

B. Application of Rates

1. 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 per call.
2. Where technically feasible, Pay Telephone calls that are made to exchanges that are outside of the Premium Calling Area as defined in this section but are made to either a bordering exchange or a nonbordering exchange within 20 miles of the exchange within which the Pay Telephone is located are charged \$ 0.25 for each 2 minutes or portion thereof for the duration of the call.
3. 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.

C. Conditions

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

GENERAL SERVICES

COIN TELEPHONE SERVICE (Cont'd)

Semi-Public Telephone

A. General

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

B. Rates

1. The monthly rates for semi-public telephone service are filed in Section 4 (See Condition 6).
2. The monthly rate for a semi-public telephone instrument is \$7.00.
3. 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 per call.
4. Where technically feasible, Pay Telephone calls that are made to exchanges that are outside of the Premium Calling Area as defined in this section but are made to either a bordering exchange or nonbordering exchange within 20 miles of the exchange within which the Pay Telephone is located are charged \$ 0.25 for each 2 minutes or portions thereof for the duration of the call.
5. 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.

C. Conditions

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

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GENERAL SERVICES

COIN TELEPHONE SERVICES (Cont'd)

Semi-Public Telephone (Cont'd)

C. Conditions (Cont'd)

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

CUSTOMER OWNED COIN TELEPHONES (COCOTS) (Discontinued as of January 1, 2005)

(T)  
(D)

\* (D) COCOT Service was discontinued as of January 1, 2005 as a service offering.



SCHEDULES OF  
OXFORD COUNTY TELEPHONE SERVICE CO.  
D/B/A OXFORD NETWORKS  
RATES, TOLLS & CHARGES

Section 5  
Page 5  
1<sup>st</sup> Revision  
Cancels Original

(N)

GENERAL SERVICES

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SCHEDULES OF  
OXFORD COUNTY TELEPHONE SERVICE CO.  
D/B/A OXFORD NETWORKS  
RATES, TOLLS & CHARGES

Section 5  
Page 6  
1<sup>st</sup> Revision  
Cancels Original

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GENERAL SERVICES

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GENERAL SERVICES

FOREIGN EXCHANGE SERVICE AND ASSOCIATED MILEAGE

A.General

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

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GENERAL SERVICES

FOREIGN EXCHANGE SERVICE AND ASSOCIATED MILEAGE (Cont'd)

B. Monthly Rates for Foreign Exchange Customers

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

2. Mileage Rate

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

Monthly Rate

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

3. Terminal Loop

From normal central office to customer's premises.

Inter/Co. Intra/Co.

a. Within the same base rate area .....\$4.00

b. Outside the base rate area appropriate  
one party mileage or zone charges apply  
in addition to B.3.(a) above ..... \$0.75

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GENERAL SERVICES

BLOCKING SERVICE

A.General

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

B.Rates

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

Nonrecurring  
Charge

- a. Blocking Service, per line \$10.00
3. Customers will not be charged to unblock their access line.

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**EFFECTIVE: June 15, 2001**

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(N)

GENERAL SERVICES

MILEAGE CHARGES

Off Premise and On Premise Extensions

A.General

1. Off Premise and On Premise Extensions are not in accordance with the general plan of furnishing telephone service and are provided only under special conditions when warranted by the circumstances involved and when suitable facilities are and continue to be available.
2. Off Premise 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 (e.g., across the road).
3. A special equipment charge as approved by the Public Utilities Commission under special contract will be applied for such equipment as may be required at any time for transmission and signaling where a customer requires an off premise station line in connection with access line telephone service.
4. 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.

(N)

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**DOCKET NUMBER: 01 -313**

GENERAL SERVICES

MILEAGE CHARGES (Cont'd)

Off Premise and On Premise Extensions (Cont'd)

A. General (Cont'd)

5. Charges for off premise or on premise extensions are as follows:

a. Lines serving Business or Residence where the extension termination is -

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

|  | <u>Monthly Rate</u> |
|--|---------------------|
| <b>On premise</b> extension –<br>Per continuous loop.....      | \$3.80              |
| <b>Off Premise</b> extension –<br>Per continuous loop.....     | 5.80                |
| <b>Off Premise</b> extension –<br>Per non-continuous loop..... | 18.10               |

(N)

(N)

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**DOCKET NUMBER: 01 -313**

RATES, TOLLS & CHARGES

(N)

GENERAL SERVICES

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GENERAL SERVICES

LOCAL PRIVATE LINE SERVICE (Cont'd)

B. Intraexchange Service

1. General

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

|  | <u>Monthly<br/>Rate</u> | <u>Installation<br/>Charge</u> |                     |
|--|-------------------------|--------------------------------|---------------------|
| a. Local Channels  |                         |                                |                     |
| (1) Section within the base rate area                            | \$32.00                 | See Section 6                  | (I)                 |
| (2) Each additional 1/4 mile outside the base rate area          | 1.50                    | "                              | (I)                 |
|  |                         |                                | or fraction thereof |
| b. Termination in customer provided equipment                    | -                       | "                              |                     |
| c. Supplemental Charges  |                         |                                |                     |
| <u>Ringdown Circuit</u>  |                         |                                |                     |
| Power Supply with Ringing Current (Located on customer premises) | 17.60*                  | "                              |                     |
| Each Station or Station Termination                              | 2.65*                   | "                              |                     |

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

GENERAL SERVICES

SEASONAL SERVICE – Available in the Norway Exchange Only

(T)

A. General

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.

B. Rates

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

C. Conditions

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

GENERAL SERVICES

PREMIUM CALLING FEATURES

(N)

A. General

1. Those services are available to residence and business customers, with one party main telephone service only (except coi served by suitably equipped digital central office to the extent that existing facilities are available.
2. No assurance can be given that transmission will be fully satisfactory during conference and call forwarding calls.
3. One or more 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 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 31<sup>st</sup> day the service was initially establish. No installation charge will apply. One 30-day demonstration period is offered per service per customer.

B. Rates

1. The rates set forth below are for switching equipment located in the Company's central offices.
2. In addition to the rates as specified in the following, rates for Local Exchange Service contained in Section 4 of this Schedule apply.
3. Installation and change charges are applicable as set forth in Section 6, Service Connection Charges, of this Schedule.  
\*When a customer initiates service with the Company, the Premium Calling feature installation charge does not apply.

(N)

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GENERAL SERVICES

PREMIUM CALLING FEATURES (Cont'd)

B. Rates (Cont'd)

4. All feature rates listed below are per line.

|   | <u>Service Connection Charge</u> | <u>Monthly Charge</u> |
|---|----------------------------------|-----------------------|
| a. Per premium calling feature as listed in paragraph D. following. | See Section 6                    | \$3.00                |

5. Feature Package Discounts - (Discontinued and Grandfathered Service as of January 1, 2005) (T)

|                 | <u>Billed Amount</u> | <u>Discount Amount</u> |
|-----------------|----------------------|------------------------|
| Any 1 feature   | \$3.00               | 0%                     |
| Any 2 features  | \$4.50               | 25%                    |
| Any 3 features  | \$6.30               | 30%                    |
| Any 4 features  | \$7.80               | 35%                    |
| Any 5 features  | \$9.75               | 35%                    |
| Any 6 features  | \$10.80              | 40%                    |
| Any 7 features  | \$12.60              | 40%                    |
| Any 8 features  | \$13.20              | 45%                    |
| Any 9 features  | \$14.85              | 45%                    |
| Any 10 features | or more              | 50%                    |

6. Volume Package Discounts - (Discontinued and Grandfathered Service as of January 1, 2005) (T)

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

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

- 7. Volume Package Discounts – Norway - \$10.23 per month
  - a. Includes the following five (5) features in the basic service rate

GENERAL SERVICES

PREMIUM CALLING FEATURES (Cont'd)

C. Conditions

1. If equipment on the customer's premises is provided by the customer, it must be compatible with the service and equipment provided by the Company.
2. Premium Calling Features are offered only with central offices equipped to provide such features. Not every feature is available in every central office.
3. The minimum charge for service provided under this shall be one month.
4. 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.
5. Discounts as described in Section 5.B.5. and Section 5.B.6. preceding do not apply to the first 5 features provided in the OPTIONS bundles. -(Discontinued and Grandfathered Service as of January 1, 2005) (T)
6. Discounts as described in Section 5.B.5. and Section 5.B.6. preceding do not apply to Meridian Digital Centrex and OPTIONS Business Service. (Discontinued and Grandfathered Service as of January 1, 2005) (T)

D. Description of Premium Calling Features

Standard calling features include the following:

1. 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. Call Waiting – Signals the customer talking on his/her line that another call has been placed on his/her line. The customer may answer the second call while holding the first and alternate between calls by momentarily depressing the buttons on the handset cradle. Call Waiting Cancel-allows customers with call waiting service to disable Call Waiting for the duration of a telephone call. To disable CW , customer dials a special code prior to placing a call. CW is re-enabled when customer disconnects from the call. CW customers who have either conference call or call transfer can disable CW during a call they either placed or received. This is accomplished by depressing the buttons in the handset cradle, and then dialing the special disable code.
3. Call Forwarding – 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.

GENERAL SERVICES

PREMIUM CALLING FEATURES (Cont'd)

D. Description of Premium Calling Features (Cont'd)

4. 3 Way Calling/Conference Calls – Allows a customer to establish a connection involving him/herself and two other parties. The customer does this by momentarily depressing the buttons in the handset cradle to place the first call on hold. He/she then dials the second party and again depresses the buttons in the handset cradle to bring both parties and him/herself in a conference mode.
5. 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.
6. Call Forwarding/No Answer\* – Provides for the automatic routing of incoming calls to a pre-selected 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.
7. Call Forwarding/Busy\* – Provides for the automatic routing of incoming calls to a pre-selected telephone number when the called number is busy. The customer simply lifts the receiver and, upon 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 alert the customer that Call Forwarding/Busy has been discontinued.

\*When a call is forwarded outside the local calling area, the customer is responsible for all applicable toll charges incurred.

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GENERAL SERVICES

PREMIUM CALLING FEATURES (Cont'd)

D. Description of Premium Calling Features (Cont'd)

- \* 8. (D)  
|  
(D)
  
- 9. Emergency Assistance Service – Automatically connects to a preassigned "assistance number" when the handset is lifted and no digits are dialed within 30 seconds. At all other times customer may place or receive calls normally.
  
- 10. Elevator Phone Service – Automatically connects to a preassigned "assistance number" when the handset is lifted.

\* (D) Deleted Call Waiting Cancel. This feature is now included with Call Waiting on Section #5, page 19.

(N)

GENERAL SERVICES

PREMIUM CALLING FEATURES (Cont'd)

D. Description of Premium Calling Features (Cont'd)

11. 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 sequential basis.
12. Next Available Line/Uniform Transfer – Provides for uniform distribution of incoming calls to all lines in a multi-line 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.
13. **\*\*Complete Toll Denial** – 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.
14. **\*\*1+ Toll Denial** – \*Provides dial “1” outward toll restriction and collect and third number inward toll restriction. Outward toll is allowed for credit card, collect or third number billing through dial “0” access.
15. **\*\*Collect Call Denial** – Denies inward collect calls.
16. **\*\*3rd Number Call Denial** – Denies inward 3<sup>rd</sup> number calling. **The Company provides this service free of charge to customers who are experiencing trouble with fraudulent 3<sup>rd</sup> number calls being billed to their account.**

\*\* Inward 3<sup>rd</sup> number and collect toll denial DOES NOT cover carriers who do not participate in the LIDB data base.

(N)

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OXFORD COUNTY TELEPHONE SERVICE CO.  
D/B/A OXFORD NETWORKS  
RATES, TOLLS & CHARGES

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GENERAL SERVICES

SUPPLEMENTAL EQUIPMENT

Directory Listings

A. General

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

B. Rates Monthly Rate

|    |  |           |
|----|--|-----------|
| 1. | Primary Service Listings                 |           |
|    | Primary Station                          | No Charge |
| 2. | Additional Listings                      | \$2.00    |
| 3. | Non-listed, each<br>(See Condition 5)    | 1.45      |
| 4. | Non-published, each<br>(See Condition 6) | 2.90      |

C. Conditions

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

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GENERAL SERVICES

DIRECTORY LISTINGS (Cont'd)

C. Conditions (Cont'd)

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

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

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GENERAL SERVICES

DIRECTORY LISTINGS (Cont'd)

C. Conditions (Cont'd)

2. An additional listing may include the same address and telephone number as the primary listing, except that a different address may be shown for off-premises stations located on other premises occupied solely by the customer. Additional listings may be furnished with business or residence service for persons who occupy the same premises at the rates shown above.
3. Additional dual name listings, provided in conjunction with the primary listing, list the second name (or initials) following the listing is alphabetized accordingly in the Directory; in this case billing always commences with the directory number on the date of the issue of the directory in which the listing first appears.
4. 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.
5. A foreign or non-customer listing may be furnished customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate applicable in the directory where the listing appears.
- 6.. 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.

GENERAL SERVICES

DIRECTORY LISTINGS (Cont'd)

C. Conditions (Cont'd)

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

DIRECTORY ASSISTANCE SERVICE

A. General

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

GENERAL SERVICES

DIRECTORY ASSISTANCE SERVICE (Cont'd)

B. Call Allowance

1. In order to make allowance for a reasonable need for Directory Assistance Service, including numbers not directory, directory inaccessibility, and other similar conditions, an allowance consisting of a number of dialed directory assistance calls is provided as follows:
  - a. Three calls for each business or residence exchange line per billing period.
2. Calls to directory assistance via a local or Message Telecommunications Service operator are not included the customer's call allowance and are billed at the rate specified in C. following.

C. Rates

1. Directly-dialed directory assistance calls  
in excess of call allowance, each ..... \$.40
2. Calls to directory assistance via a local  
or Message Telecommunications Service (MTS)  
operator, each ..... \$.55

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GENERAL SERVICES

DIRECTORY ASSISTANCE SERVICE (Cont'd)

D. Exemptions

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

1. Directly-dialed calls to directory assistance are exempt from the above rates and regulations when placed from:
  - a. A registered residence main telephone exchange line where a user is unable to use a directory because of a visual or physical handicap or from a registered business main telephone exchange line of a handicap user where assistance is otherwise not available. A residence or business main line may be registered for exemption with the Telephone Company in those instances where one of the users of the line is considered to be legally blind, or visually or physically handicapped as defined by the Federal Register, Volume 36, Part 68, #126. Where a user's handicap prevents the dialing of telephone in a conventional manner or prevents the dialing of "0", those calls placed from the registered line and not directly dialed will also be exempt. Calling Cards will be issued to handicapped users for their own use at all telephones other than their registered main telephone exchange lines that are not otherwise exempt from directory assistance charges.
2. Public ACCESS SERVICE Lines payphone users are exempt from directory assistance rates.

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GENERAL SERVICES

TOUCH-CALLING SERVICE

A. General

1. Touch-Calling Service is an arrangement of telephones equipped with push buttons for originating calls.
2. Touch-Calling Service is automatically included as part of basic local exchange service.

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SCHEDULES OF  
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GENERAL SERVICES

INSIDE WIRE OPTIONAL MAINTENANCE PLAN  
(Discontinued and Grandfathered Service as of April 1, 2005)

(T)

A. Reserved for Future Use

(T)

(D)

(D)

GENERAL SERVICES

INSTALLATION AND MAINTENANCE OF CUSTOMER PREMISE INSIDE WIRE

(D)

A. GENERAL

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

B. BUSINESS CUSTOMER RATES

(T)

The Telephone Company will diagnose, install or maintain customer premise inside wire at the following rates in lieu of any other rates or charges listed in this Schedule:

During Normal Working Hours:

|  |          |
|--|----------|
| First 60 Minutes .....                                 | \$100.00 |
| Each Additional 15-Minute period or part thereof ..... | \$25.00  |

(I)

A. RESIDENTIAL CUSTOMER RATES

(N)

The Telephone Company will diagnose, install or maintain customer premise inside wire at the following rates in lieu of any other rates or charges listed in this Schedule:

During Normal Working Hours:

|  |         |
|--|---------|
| First 30 Minutes .....                                 | \$50.00 |
| Each Additional 15-Minute period or part thereof ..... | \$25.00 |

(N)

\* The Secondary Service Order Charge shown in Section 6 of this Schedule also applies anytime a customer subscribes to this Plan other than when establishing new access line service.

\*\* Discontinued Inside Wire Maintenance Plans

GENERAL SERVICES

\*\*\*\*\* PAGE RESERVED FOR FUTURE USE \*\*\*\*\*

(T)

(T)

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GENERAL SERVICES

DIRECT INWARD DIALING SERVICE

A. GENERAL

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

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GENERAL SERVICES

DIRECT INWARD DIALING SERVICE (Cont'd)

(N)

A. GENERAL (Cont'd)

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

(N)

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GENERAL SERVICES

DIRECT INWARD DIALING SERVICE (Cont'd)

(N)

A. GENERAL (Cont'd)

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

(N)

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GENERAL SERVICES

911 ENHANCED SERVICE FOR DID/DOD SERVICE (CONT'D)

(N)

2. The Customer is responsible for supplying the Provider with the necessary information related to the Emergency Response Location (ERL) of the DID/DOD within their campus environment. It is the Customer's responsibility to promptly update the Provider of any change in the location of a DID/DOD number that would cause the publication of an incorrect ERL in the case of a 9-1-1 call. The Customer assumes all responsibility for updating the Provider of any such move and further assumes all liability for any lack of notice that could cause the publication of any incorrect ALI or ANI information.
3. Oxford Networks is responsible for maintaining the 9-1-1 and Master Street Address Guide (MSAG) databases with valid ALI and ANI information for each DID/DOD number for which the Customer has requested to have such ALI and ANI information published. The Provider will be responsible for updating the ALI and ANI information within two (2) business days from the receipt of the Service Order from the Customer.
4. The Customer will be required to pay, unless otherwise negotiated, the following one-time charges for each DID/DOD number on which they require a unique ERL
  - i. **New Service Installations**: \$7.50 per DID/DOD
  - ii. **Changes Subsequent to the Initial Service Installation**: \$10.00 per DID/DOD
5. **Other Provisions**
  - i. **Directory Listings**: Additional Directory Listings are not included as a part of this service and are subject to additional fees as are appropriate.
  - ii. **Service Area**: For purposes of assuring the correct routing of 9-1-1 calls to the appropriate Public Safety Answering Point (PSAP), this service is only available on DID/DOD's that are located within the same telephone exchange that services the primary Billing Telephone Number.

REMOTE CALL FORWARDING SERVICE

(N)

1. GENERAL DESCRIPTION

1. Remote call forwarding (RCF) Service provides automatic forwarding of one incoming call at one time 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 maximum of three calls at the same time. The terminating telephone service may be local exchange service, Inward Wide Area Telecommunications Service (800 Service), or Foreign Exchange Service; it may not be Semi-Public Telephone Service.



GENERAL SERVICES

SELECT-A-RING

A. GENERAL DESCRIPTION

1. Select-A-Ring service enables a customer to have up to two separate telephone 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. A distinctive Call Waiting tone for each additional telephone number is provided to customers also subscribing to Call Waiting Service.

B. REGULATIONS

1. 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 exchange access line equipped with Select-A-Ring service must be served by the same central office.
2. This service is not offered with Integrated Business Service, LECCOT service, COCOT service, PBX trunk service, equipped with hunting arrangements, access lines terminating in customer premises switching equipment, or Foreign Exchange service.
3. Select-A-Ring service may not be compatible with some types of customer-provided telephone equipment.
4. Call Waiting service, as specified in Section 5, which is provided on the customer's main telephone number, is also provided automatically on additional numbers.
5. 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.

(N)

(N)

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GENERAL SERVICES

SELECT-A-RING (Cont'd)

B. REGULATIONS (Cont'd)

6. Screened One Party Service, as specified in Section 4, which is provided on the customer's main telephone number, is also provided automatically on additional numbers for Select-A-Ring Service.
7. Customers of Select-A-Ring service receive one directory listing. Listings are subject to regulations, rates and charges specified in Section 5 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 as specified in Section 6. 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.

C. RATES AND CHARGES

1. Service Charges

- a. An installation fee of \$10.00 per line will apply.

2. Monthly Rates

Monthly Rate

- a. Select-A-Ring Service

Each \$3.00

SIMRING

A. GENERAL DESCRIPTION

1. Simultaneous Ringing enables up to five 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 secondary numbers can be included in a SimRing group. The phone in the SimRing group that goes off hook first receives the call.

(N)

B. REGULATIONS

1. 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.

C. RATES AND CHARGES

1. Service Charges

- a. An installation fee of \$5.00 per PDN line will apply.

2. Monthly Rates

Monthly Rate

- a. SimRing Residential Service

\$3.00

- b. SimRing Business Service

\$3.00

(N)

GENERAL SERVICES

VOICE MAIL SERVICE

A. GENERAL DESCRIPTION

1. Voice Mail Service provides network based automated telephone answering and messaging services from Company voice processing facilities.
2. Voice Mail Service provides automated telephone line answering when a customer does not answer or the line is busy. Customers are notified that their voice mail boxes contain messages by the means of stuttered dial tone when they attempt to use the line. The customer retrieves messages by dialing the voice processing facility, entering a passcode and responding to prompts. All voice mail options include service offerings include the option to send messages to a pre-determined email address

B. VOICE MAIL PACKAGES

1. Standard Voice Mail – Un-played messages will be retained for up to 14 days and saved messages can be retained 30 days. Maximum greeting length is 60 seconds and maximum incoming message length is 60 seconds. The maximum number of incoming messages is 25. Urgent message marking , group messaging, transfer and sending of message to other users and per message notification to pager or telephone are included in this package. (C)

\*(D) Deleted Basic Voice Mail as a service offering December 15, 2003

\*\* (D) Deleted Enhanced Voice Mail as a service offering December 15, 2003.

GENERAL SERVICES

VOICE MAIL SERVICE (Cont'd)

B. VOICE MAIL PACKAGES (Cont'd)

2. Pro Voice Mail - Unplayed messages will be retained for up to 30 days and saved messages can be retained up to 14 days. Maximum greeting length is 30 seconds and maximum incoming message length is 60 seconds. The maximum number of incoming messages is 15. The maximum number of fax pages stored is 10 and fax retention period is 5 days. Urgent message marking, group messaging, transfer and sending of messages and faxes to other users and per message notification to pager or telephone (up to 4 different numbers) are included in this package. (C)
3. Greeting Only - This package provides a greeting only - no incoming messages can be received. (C)
4. Family Message Center- This package provides additional voice mail boxes to residential voice mail customers. This service allows up to nine family members to have their own individual voice mail box.
5. Business Message Center- This package provides additional voice mail boxes to business voice mail customers. This service allows up to nine employees to have their own individual voice mail box.

C. AVAILABILITY

1. These services are available only to one-party residential and business customers served by suitably equipped central offices to the extent that existing facilities are available.
2. Customer premise equipment must be compatible with voice mail processing facilities. Exchange lines and customer premise equipment must support DTMF signaling. Voice Mail Service is not compatible with Key and PBX systems. (C)  
(C)

\*(D) Deleted Enhanced Voice Mail with Notification as a service offering December 15, 2003

\*\*\*(D) Deleted Deluxe Voice Mail w/Fax Store & Forward as a Service Offering December 15, 2003

GENERAL SERVICES

VOICE MAIL SERVICE (Cont'd)

C. AVAILABILITY (Cont'd)

2. The Company reserves the right to designate central offices from which voice processing services are provided.

D. RATES AND CHARGES

1. Service Charges

- a. An installation fee of \$10.00 shall apply for each voice mail box installation or change.

3. Monthly Rates\*

|   | <u>Residential</u> | <u>Business</u>   | (I) |
|---|--------------------|-------------------|-----|
| a. Deluxe Voice Mail  | \$ 6.45            | \$ 10.95          | (N) |
| b. Enhanced Mail w/ Notification, Group List, Fax Store & Forward | \$ 12.95           | \$ 14.95          |     |
| c. Voice Mail - Greeting Only                                     | \$ 4.95            | \$ 4.95           |     |
| d. Family Message Center  | \$ 0.50<br>per box | N/A               |     |
| e. Business Message Center  | N/A                | \$1.00<br>Per box |     |

\* Rates and charges as appropriate apply to calls to the Company voice mail processing facilities from remote locations. (N)

\* (D) Deleted Deluxe Voice Mail, Enhanced Voice Mail, Enhanced Voice w/ Notification, Voice Mail w/Fax Store & Forward December 15, 2003. (N)

GENERAL SERVICES

CLASS SERVICE

A. GENERAL DESCRIPTION

1. 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).

B. REGULATIONS

1. 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.
2. Per-Call Blocking -\*67 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.

GENERAL SERVICES

CLASS SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

3. 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 the other Class Service features. Line Blocking will be available at no charge to individuals, agencies and groups who submit a written request to the Company asserting a specific need for Line Blocking for reasons of health or safety. There is no monthly rate associated with Line Blocking.
4. Customer Originated 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 as specified in D.6 shall apply to all subsequent requests for Customer Originated Trace Blocking.
5. Satisfactory provision of Class Service features requires technically compatible customer-provided premises equipment.

C. DESCRIPTION OF CLASS SERVICE FEATURES

1. Automatic Call Back -\*66 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.

GENERAL SERVICES

CLASS SERVICE (Cont'd)

C. DESCRIPTION OF CLASS SERVICE FEATURES (Cont'd)

The following types of calls cannot be automatically redialed:

- Calls to 800 Service Numbers
- Calls to 900 Service Numbers
- Calls to 931 Service Number
- 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)

2. 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 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.

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 Blockin
3. Selective Call Acceptance -\*64 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 announcements 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.

GENERAL SERVICES

CLASS SERVICE (Cont'd)

C. DESCRIPTION OF CLASS SERVICE FEATURES (Cont'd)

4. Selective Call Forwarding - \*63 allows customer 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.
  5. Selective Call Rejection - \*60 - 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 announcements and receive a message stating the call is not presently being accepted by the called party. All other calls will be treated normally.
  6. Selective Distinctive Ringing/Call Waiting - \*61 - 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.
  7. Caller Identification (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. This service also provides for an expanded use of Caller ID by allowing a subscriber of Call Waiting to be off-hook on an existing call and receive the applicable Caller ID information for a new incoming call. The calling number is displayed on the customer-provided equipment attached to the customer's telephone line. Subscription to Premium Calling Feature Call Waiting is required. Subscription to Class Service Caller Identification or Caller Identification with Name is also required. (T)  
|  
|  
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(T)  
(D)  
(N)  
|  
|  
|  
|  
(N)
- \* (D) Deleted Call Waiting Identification effective May 3, 2006

GENERAL SERVICES

CLASS SERVICE (Cont'd)

C. DESCRIPTION OF CLASS SERVICE FEATURES (Cont'd)

9. Customer-Originated Trace - \*57 - allows a customer to trace the most recent incoming call by dialing a code 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. (T)

D. RATES AND CHARGES

1. 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. (Code N/A = not applicable)
2. 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 as specified in Section 6.
3. 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.

GENERAL SERVICES

CLASS SERVICE (Cont'd)

D. RATES AND CHARGES (Cont'd)

4. As of the effective date of this filing, Line Blocking will be provided presumptively to all existing non-published and non-listed customers. New subscribers requesting non-published or non-listed service will be given the option of selecting Line Blocking or Per-Call Blocking, when applying for service. No service order processing fee applies for the first application of Line Blocking to a customer's line. A service order processing fee applies for subsequent change in the Line Blocking status of that line.

| 5.   | Usage Based Charges | Service Order Charges | Residential Monthly Rates | Business Monthly Rates |     |
|--|---------------------|-----------------------|---------------------------|------------------------|-----|
| Caller Identification w/ Name<br>each access line equipped | N/A                 | \$ 10.00              | \$ 6.50                   | \$ 6.50                |     |
| Automatic Call Back<br>each access line equipped           | N/A                 | \$ 10.00              | \$ 2.00                   | \$ 3.00                |     |
| Call Return<br>each access line equipped                   | N/A                 | \$ 10.00              | \$ 2.00                   | \$ 2.50                |     |
| Selective Call Acceptance<br>each access line equipped     | N/A                 | \$ 10.00              | \$ 2.00                   | \$ 2.00                | (T) |
| Selective Call Forwarding<br>each access line equipped     | N/A                 | \$ 10.00              | \$ 2.00                   | \$ 2.00                | (T) |
| Selective Call Rejection<br>each access line equipped      | N/A                 | \$ 10.00              | \$ 2.00                   | \$ 2.00                | (T) |
| Anonymous Call Rejection<br>each access line equipped      | N/A                 | \$ 10.00              | \$ 3.00                   | \$ 3.00                | (N) |

(T) To show that the Business Rate same as Residential Rate.

(N) Add Anonymous Call Rejection.



GENERAL SERVICES

CLASS SERVICE (Cont'd)

D. RATES AND CHARGES (Cont'd)

|  | <u>Usage<br/>Based<br/>Charges</u> | <u>Service<br/>Order<br/>Charge</u> | <u>Monthly<br/>Rate</u> |     |
|--|------------------------------------|-------------------------------------|-------------------------|-----|
| Selective Distinctive<br>Ringing/Call Waiting each<br>Access line equipped ..... | N/A                                | \$10.00                             | \$3.00                  | (I) |
| Customer Originated Trace**<br>each access line equipped                         |                                    |                                     |                         |     |
| Each successful activation .....   | \$3.50                             | N/A                                 | N/A                     |     |

|   | <u>Usage<br/>Based<br/>Charges</u> | <u>Service<br/>Order<br/>Charge</u> | <u>Monthly<br/>Rate</u> |
|---|------------------------------------|-------------------------------------|-------------------------|
| Customer Originated Trace<br>Blocking * ..... | N/A                                | \$10.00                             | N/A                     |
| Line Blocking* .....                          | N/A                                | \$10.00                             | N/A                     |

\* Service order processing charges apply only if the at the customer's request, the feature is removed from the customer's access line and reinstallation is requested as specified in D.3 & D.4.

\*\* Charge applies for successful activation only. In addition to the activation charge, a case preparation charge of \$5.00 may apply as specified in D.3.

GENERAL SERVICES

CLASS SERVICE (Cont'd)

E. MERIDIAN DIGITAL CENTREX

1. GENERAL DESCRIPTION AND APPLICATION

- a. 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).
  - b. MDC software provides the customer an opportunity to integrate separate access lines into a single communications group without special premise equipment.
  - c. An MDC customer group is a set of single-party lines belonging to a specific subscriber who subscribes to the MDC feature package.
  - d. 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.
  - e. MDC customers can have from 2 to 3000 lines.
  - f. MDC features are package specific and are not substitutable unless deemed by a special contract.
  - g. Subscribers may use MDC on a seasonal basis, however, they are ineligible for length of term contract discounts.
  - h. Lines can be billed on an individual basis to the prime subscriber or can be grouped together on one bill.

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**EFFECTIVE: June 15, 2001**

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GENERAL SERVICES

CLASS SERVICE (Cont'd)

E. MERIDIAN DIGITAL CENTREX (Cont'd)

2. FEATURES

- a. 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.
- b. 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.
- c. 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 predesignated 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.
- d. 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.
- e. 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.
- f. CALL WAITING/CANCEL CALL WAITING. The Call 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.

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GENERAL SERVICES

CLASS SERVICE (Cont'd)

E. MERIDIAN DIGITAL CENTREX (Cont'd)

2. FEATURES (Cont'd)

- g. **DISTINCTIVE RINGING.** The Distinctive Ringing feature allows 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.
- h. **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.
  - i. **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.
  - j. **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.
  - k. **SPEED CALLING.** There are three different speed call options available, as follows:
    - E. *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.
    - F. *Speed Call 8* – Allows a customer to call a predesignated 7- or 10-digit telephone number by dialing a one-digit code. A maximum of 8 predesignated telephone numbers can be stored.
    - G. *Speed Call 30* – Allows a customer to call a predesignated 7- or 10-digit telephone number by dialing a two-digit code. A maximum of 30 predesignated telephone numbers can be stored.
  - l. **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.

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GENERAL SERVICES

CLASS SERVICE (Cont'd)

E. MERIDIAN DIGITAL CENTREX (Cont'd)

2. FEATURES (Cont'd)

m. USER TRANSFER. The User Transfer feature in MDC allows the subscriber to transfer an established call to another line within or outside the communications 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.

n. 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.

o. 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. TOLL DENIAL. This feature, when applied to MDC stations, denies them the ability to make toll calls.

q. INTERLATA RESTRICTED. This feature denies the MDC station access to Interlata routes.

r. 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. In cases where exchange access lines are redirect by the customer to another building beyond the demarcation point of record that the Company uses for 911 reporting, it is the customer's responsibility to initiate and maintain the appropriate 911 databases.

(T)  
|  
|  
(T)

s. 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 for 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 stations lines
- Calls from lines which are equipped with Line Blocking
- Calls from lines which have activated Per-Call Blocking

GENERAL SERVICES

CLASS SERVICE (Cont'd)

E. MERIDIAN DIGITAL CENTREX (Cont'd)

2. FEATURES (Cont'd)

t. AUTOMATIC CALL BACK - \*66. 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 idles, 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.

u. CALLER IDENTIFICATION (CALLER I.D.) W/ NAME 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. (C)  
|  
(C)

v. 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.

3. REGULATIONS

- a. 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. (D)
- b. Centrex Foreign Exchange or Interexchange Service may be available under special contract.
- c. 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.
- d. Some features may not be compatible with all available features.

\*(D) Remove P-Phone Service

GENERAL SERVICES

CLASS SERVICE (Cont'd)

E. MERIDIAN DIGITAL CENTREX (Cont'd)

4. RATES AND CHARGES

a. SERVICE ESTABLISHMENT CHARGES:

|  |                   |
|--|-------------------|
| (1) Initial Installation,<br>Group - Administration Programming Fee<br>Installation Fee per line | \$200.00<br>45.00 |
| (2) Subsequent Additions,<br>per line  | 45.00             |
| (3) Subsequent Changes,<br>per line  | 45.00             |
| (4) Installation Voice Mail,<br>per line   | 10.00             |

All non-recurring installation charges are in lieu of normal installation charges in Section 325. 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.

b. MONTHLY CHARGES:

**SOHO/Small Business Centrex**

| Number of Lines | Contract Length (Years) |                                |         |         |  |
|-----------------|-------------------------|--------------------------------|---------|---------|--|
|                 | None                    | 2                              | 5       | 7       |  |
| <b>0-2</b>      | \$38.00                 |                                |         |         |  |
| <b>3-5</b>      | \$38.00                 | \$35.72                        | \$30.78 | \$28.50 | Call Pick-up, Call Hold, Call Forward<br>No Answer - Fixed, Call Forward Busy<br>- Fixed, Speed Call 8, Distinctive<br>Ringing, 3-Way Calling, User Transfer,<br>Station to Station Intra-Group Calling,<br>Directory Number Hunt, Toll Denial,<br>911 Emergency, Interlata Restricted,<br>Direct Inward Dialing, Direct Outward<br>Dialing. |
| <b>6-10</b>     | \$38.00                 | \$30.78                        | \$28.50 | \$26.22 |  |
| <b>11-20</b>    | \$38.00                 | \$28.50                        | \$26.22 | \$21.28 |  |
| <b>21-30</b>    | \$38.00                 | \$26.22                        | \$21.28 | \$21.28 |  |
| <b>30+</b>      | \$38.00                 | *** Special Contract Rates *** |         |         |  |

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GENERAL SERVICES

CLASS SERVICE (Cont'd)

- E. MERIDIAN DIGITAL CENTREX (Cont'd)
  - 4. RATES AND CHARGES (Cont'd)
    - b. MONTHLY CHARGES (Cont'd)

**Main Street Centrex**

| Number of Lines | Contract Length (Years) | Contract Length (Years) |                                |         |         |
|-----------------|-------------------------|-------------------------|--------------------------------|---------|---------|
|                 |                         | None                    | 2                              | 5       | 7       |
| 0-2             |                         | \$43.00                 |                                |         |         |
| 3-5             |                         | \$43.00                 | \$40.42                        | \$34.83 | \$32.25 |
| 6-10            |                         | \$43.00                 | \$34.83                        | \$32.25 | \$29.67 |
| 11-20           |                         | \$43.00                 | \$32.25                        | \$29.67 | \$24.08 |
| 21-30           |                         | \$43.00                 | \$29.67                        | \$24.08 | \$24.08 |
| 30+             |                         | \$43.00                 | *** Special Contract Rates *** |         |         |

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 Pick-Up, 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.

**Commerce Centrex**

| Number of Lines | Contract Length (Years) | Contract Length (Years) |                                |         |         |
|-----------------|-------------------------|-------------------------|--------------------------------|---------|---------|
|                 |                         | None                    | 2                              | 5       | 7       |
| 0-2             |                         | \$48.00                 |                                |         |         |
| 3-5             |                         | \$48.00                 | \$45.12                        | \$38.88 | \$36.00 |
| 6-10            |                         | \$48.00                 | \$38.88                        | \$36.00 | \$33.12 |
| 11-20           |                         | \$48.00                 | \$36.00                        | \$33.12 | \$26.88 |
| 21-30           |                         | \$48.00                 | \$33.12                        | \$26.88 | \$26.88 |
| 30+             |                         | \$48.00                 | *** Special Contract Rates *** |         |         |

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 Pick-Up, 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 I.D. with Name, Automatic Call Back - \*66, Call Return - \*69.

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GENERAL SERVICES

CLASS SERVICE (Cont'd)

- E. MERIDIAN DIGITAL CENTREX (Cont'd)
  - 4. RATES AND CHARGES (Cont'd)
    - b. MONTHLY CHARGES (Cont'd)

**SOHO P-Phone/Console Lines**

| Number of Lines | Base  | Contract Length (Years) |                                |         |         |  |
|-----------------|-------|-------------------------|--------------------------------|---------|---------|--|
|                 |       | None                    | 2                              | 5       | 7       |  |
|                 | Base  | \$49.40                 |                                |         |         |  |
|                 | 3-5   | \$49.40                 | \$46.44                        | \$40.01 | \$37.05 | 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. |
|                 | 6-10  | \$49.40                 | \$40.01                        | \$37.05 | \$34.09 |  |
|                 | 11-20 | \$49.40                 | \$37.05                        | \$34.09 | \$27.66 |  |
|                 | 21-30 | \$49.40                 | \$34.09                        | \$27.66 | \$27.66 |  |
|                 | 30+   | \$49.40                 | *** Special Contract Rates *** |         |         |  |

**Main Street P-Phone/Console Lines**

| Number of Lines | Base  | Contract Length (Years) |                                |         |         |   |
|-----------------|-------|-------------------------|--------------------------------|---------|---------|---|
|                 |       | None                    | 2                              | 5       | 7       |   |
|                 | Base  | \$55.90                 |                                |         |         |   |
|                 | 3-5   | \$55.90                 | \$52.55                        | \$45.28 | \$41.93 | 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 Pick-Up, 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. |
|                 | 6-10  | \$55.90                 | \$45.28                        | \$41.93 | \$38.57 |   |
|                 | 11-20 | \$55.90                 | \$41.93                        | \$38.57 | \$31.30 |   |
|                 | 21-30 | \$55.90                 | \$38.57                        | \$31.30 | \$31.30 |   |
|                 | 30+   | \$55.90                 | *** Special Contract Rates *** |         |         |   |

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GENERAL SERVICES

CLASS SERVICE (Cont'd)

- E. MERIDIAN DIGITAL CENTREX (Cont'd)
  - 4. RATES AND CHARGES (Cont'd)
    - b. MONTHLY CHARGES (Cont'd)

Commerce P-Phone/Console Lines

| Number of Lines | Base         | Contract Length (Years) |                                |         |         |  |
|-----------------|--------------|-------------------------|--------------------------------|---------|---------|--|
|                 |              | None                    | 2                              | 5       | 7       |  |
|                 |              | \$62.40                 |                                |         |         | 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 Pick-Up, 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 I.D. with Name, Automatic Call Back - *66, Call Return - *69. |
|                 | <b>3-5</b>   | \$62.40                 | \$58.66                        | \$50.54 | \$49.80 |  |
|                 | <b>6-10</b>  | \$62.40                 | \$50.54                        | \$46.80 | \$43.06 |  |
|                 | <b>11-20</b> | \$62.40                 | \$46.80                        | \$43.06 | \$34.94 |  |
|                 | <b>21-30</b> | \$62.40                 | \$43.06                        | \$34.94 | \$34.94 |  |
|                 | <b>30+</b>   | \$62.40                 | *** Special Contract Rates *** |         |         |  |

P-Phone line pricing is equal to Centrex pricing for contract level plus 30%.  
 P-Phone line pricing includes up to 12 BLF (Busy Lamp Field) Appearances.  
 MADN (Multiple Appearance Directory Number) \$10/ea. appearance per month.  
 Special contract required for P-Phone Lines equipped with more than 12 BLFs.

Voice Mail Multi-Box Discount

| Number of Boxes | Base         | Cost/Box |
|-----------------|--------------|----------|
|                 |              |          |
|                 | <b>3-5</b>   | \$7.50   |
|                 | <b>6-10</b>  | \$7.25   |
|                 | <b>11-20</b> | \$7.00   |
|                 | <b>21-30</b> | \$6.75   |
|                 | <b>30+</b>   | \$6.50   |

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GENERAL SERVICES

CLASS SERVICE (Cont'd)

F. OPTIONS BUSINESS SERVICE

1. GENERAL DESCRIPTION AND APPLICATION

- a. OPTIONS Business Service (OBS) 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).
- b. OBS software provides the customer an opportunity to integrate separate access lines into a single communications group without special premise equipment.
- c. An OBS customer group is a set of single-party lines belonging to a specific subscriber who subscribes to the OBS feature package.
- d. All lines terminating in the customer group must be served by the same DMS-10 office and/or its associated remote(s). All Group OBS lines must be assigned within the same rate center. All lines are connected directly to a OBS-10 office and/or remote(s) in the same manner as POTS lines, but in the case of OBX, the DMS-10 software identifies the lines as belonging to a specific customer group. A line is a member of only one OBS customer group.
- e. OBS customers can have from 2 to 3000 lines.
- f. OBS features are package specific and are not substitutable unless deemed by a special contract
- \*
  - g. Lines can be billed on an individual basis to the prime subscriber or can be grouped together on one bill. (D)  
(T)  
(T)

\* (D) Deleted Subscribers using OBS on a seasonal basis effective May 3, 2006.

GENERAL SERVICES

CLASS SERVICE (Cont'd)

E. OPTIONS BUSINESS SERVICE (Cont'd)

2. FEATURES

- a. CALL FORWARD. This feature allows an OBS station to have all incoming calls forwarded to another preselected line. The designated line may be within or outside the customer group.
- b. 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.
- c. CALL FORWARD-NO ANSWER. The Call Forward-No Answer feature is an OBS line option which allows a terminating call to an idle OBS line to be automatically transferred to another predesignated 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.
- d. 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.
- e. 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.
- f. CALL WAITING/CANCEL CALL WAITING. The Call Waiting feature is initiated when a call from inside or outside the MDC group arrives at a properly classmarked OBS 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.

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GENERAL SERVICES

CLASS SERVICE (Cont'd)

E. OPTIONS BUSINESS SERVICE (Cont'd)

2. FEATURES (Cont'd)

g. **DISTINCTIVE RINGING.** The Distinctive Ringing feature allows called member of an OBS customer group to distinguish between terminating intragroup call and terminating calls from outside the customer group by providing two different ringing patterns.

h. **DIRECT INWARD DIALING.** This service allows for incoming calls from the exchange network to reach a specific OBS station. The calling party dials the seven-digit directory number to reach a specific OBS station. (T)

i. **DIRECT OUTWARD DIALING.** With this feature, an OBS 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.

j. **STATION-TO-STATION INTRA-GROUP CALLING.** Station-to-station calling service is provided in conjunction with the MDC numbering plan. It permits OBS 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.

k. **SPEED CALLING.** There are three different speed call options available, as follows:

A. *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.

B. *Speed Call 8* – Allows a customer to call a predesignated 7- or 10-digit telephone number by dialing a one-digit code. A maximum of 8 predesignated telephone numbers can be stored.

C. *Speed Call 30* – Allows a customer to call a predesignated 7- or 10-digit telephone number by dialing a two-digit code. A maximum of 30 predesignated telephone numbers can be stored.

l. **THREE-WAY CONFERENCING/TRANSFER.** The Three-Way Conference/Transfer feature allows a member of an OBS group to establish a three-way call with two other parties either within or outside the OBS group.

GENERAL SERVICES

CLASS SERVICE (Cont'd)

E. OPTIONS BUSINESS SERVICE (Cont'd)

2. FEATURES (Cont'd)

m. USER TRANSFER. The User Transfer feature in OBS allows the subscriber to transfer an established call to another line within or outside the communications 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.

n. DIRECTORY NUMBER HUNT. OBS stations in a customer group are assigned directory numbers. These directory numbers can be arranged for Directory Number Hunt. This feature permits the OBS lines to hunt until an idle one is reached. Four types of Directory Number Hunting can be used with OBS customer groups.

o. 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 OBS stations.

p. TOLL DENIAL. This feature, when applied to OBS stations, denies them the ability to make toll calls.

q. INTERLATA RESTRICTED. This feature denies the OBS station access to Interlata routes.

r. 911 EMERGENCY SERVICE. The DMS-10 switch provides the OBS station the capability of routing emergency calls to a designated Emergency Service Bureau. The OBS station then has the same 911 service capabilities as provided to POTS subscribers. In cases where exchange access lines are redirect by the customer to another building beyond the demarcation point of record that the Company uses for 911 reporting, it is the customer's responsibility to initiate and maintain the appropriate 911 databases.

(T)  
|  
|  
(T)

3. REGULATIONS

a. The management or principle subscriber of an OBS group is responsible for all charges including toll messages, collect or prepaid, incurred by stations within the OBS group regardless of whether billing is done separately or in the aggregate.

b. OPTIONS Business Service does not require a contract. Special Contract Rates are available ion an Individual Case Basis (ICB).

c. Some features may not be compatible with all available features.

GENERAL SERVICES

CLASS SERVICE (Cont'd)

E. OPTIONS BUSINESS SERVICE (Cont'd)

4. RATES AND CHARGES

a. SERVICE ESTABLISHMENT CHARGES:

(1) Initial Installation

a. Installation Fee, Per Line \$ 60.00

(2) Subsequent Additions, Per Line \$ 45.00

(3) Subsequent Changes, Per Line \$ 45.00

All non-recurring installation charges are in lieu of normal installation charges in Section 6. Non-recurring charges may be amortized over the first 3 months of service.

b. MONTHLY CHARGES:

| <u>OPTIONS Business Service</u> |            |             |                  |   |     |
|---------------------------------|------------|-------------|------------------|---|-----|
|                                 | 1-10 Lines | 11-20 Lines | 21 +Lines        |   |     |
| <i>OPTIONS Package 1</i>        | \$32.00    | \$30.00     | Special Contract | Call Pick-up, Call Hold, Call Forwarding, Call Forward No Answer - Fixed, Call Forward Busy - Fixed, Speed Call 8 or 30, Distinctive Ringing, 3-Way Calling, User Transfer, Station to Station Intra-Group Calling, Directory Number Hunt, Toll Denial, 911 Service, Interlata Toll Restriction, Direct Inward Dialing, Direct Outward Dialing, Call Waiting, Cancel Call Waiting.. | (T) |
| <i>OPTIONS Package 2</i>        | \$30.00    | \$28.00     | Special Contract |   | (T) |
| <i>OPTIONS Package 3</i>        | \$28.00    | \$26.00     | Special Contract |   | (T) |

GENERAL SERVICES

CLASS SERVICE (Cont'd)

F. OPTIONS BUSINESS SERVICE (Cont'd)

4. RATES AND CHARGES (Cont'd)

b. MONTHLY CHARGES (Cont'd)

**Voice Mail Multi-Box Discount**

|                        |              | <b>Cost/Box</b> |
|------------------------|--------------|-----------------|
| <b>Number of Boxes</b> | <b>Base</b>  | \$7.95          |
|                        | <b>3-5</b>   | \$7.50          |
|                        | <b>6-10</b>  | \$7.25          |
|                        | <b>11-20</b> | \$7.00          |
|                        | <b>21-30</b> | \$6.75          |
|                        | <b>30+</b>   | \$6.50          |

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GENERAL SERVICES

CLASS SERVICE (Cont'd)

F. PRIMARY SERVICE ISDN (PRI)

1. GENERAL

- a. **Description of PRI** - ISDN primary provides access to the Telephone Company's voice transport services via a 1.544 MBPS digital path between ISDN compatible customer premises equipment and an ISDN equipped central office. ISDN primary includes DID which permits incoming dialed calls from the network to reach a specific station line of a Private Branch Exchange (PBX) or other customer premises equipment without the assistance of an attendant.
- b. **Primary Port** - An ISDN primary port provides the termination of the local distribution channel in the central office switch. Each port consists of a D Channel for signaling and up to 23 B channels for transmission of voice and circuit switched data calls.
- c. **PRI Caller ID** provides the calling number of an incoming call if both the ISDN primary customer and the originator of the call are served from the same central office switch or served from different central office switches which are connected by facilities that can send the calling party's number between the switches.

\*

2. RATES

(D)

|                         | <u>Monthly Rate</u>    | <u>Installation Charge</u> |
|-------------------------|------------------------|----------------------------|
| a. PRI Caller ID        | \$ 40.00               | Special Contract Rate      |
| b. 100 DID Number Block | Special Contract Rates | Special Contract Rate      |
| c. 50 DID Number Block  | Special Contract Rates | Special Contract Rate      |
| d. 10 DID Number Block  | Special Contract Rates | Special Contract Rate      |

\* (D) Deleted Multi Facility Signaling Control (MFSC) effective May 3, 2006

SERVICE CONNECTION CHARGES

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SERVICE CHARGES

A. GENERAL

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

a. Initial Connection Charge

Applicable for

work performed by the Telephone Company in connection with the initial establishment of service, additional lines subsequent to the initial establishment of service, relocation of service, reconnection of service and reconnection of service for non-payment.

b. Secondary Service Order Charge

Applicable for

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

\*

c. Telephone Number Change Charge

Applicable for

work performed by the Telephone Company in connection with changing telephone numbers at the customer's request.

d. Network Interface/Drop Relocation Charge

Applicable for work performed by the Telephone Company for the relocation of the Network Interface device or aerial/buried drop.

e. Off Premise/On Premise Connection Charge

Applicable for work performed by the Telephone Company in connection with the installation or relocation of an off-premise or on-premise extension.

f. Additional Line Connection Charge

Applicable for work performed by the Telephone Company in connection with the installation of additional line(s) at the time of 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).

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SERVICE CHARGES

B. RATES

Nonrecurring Charge

|   |         |
|---|---------|
| 1. Initial Connection Charge                | \$40.00 |
| 2. Secondary Service Order Charge           | \$10.00 |
| 3. Telephone Number Change                  | \$25.00 |
| 4. Network Interface/Drop Relocation Charge | \$40.00 |
| 5. Off Premise/On Premise Connection Charge | \$40.00 |
| 6. Additional Line Connection Charge        | \$40.00 |

(N)

(N)

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SERVICE CHARGES

C. APPLICATION\*

- \*1. The initial connection charge is applicable for requests for:
  - a. Initial connection of service, additional lines subsequent to the initial establishment of service, relocation of service, reconnection of service, and reconnection of service for non-payment.
  - b. Transfer of service involving a request for a final bill or, if a final bill is not requested, a refusal of the future customer to accept full responsibility for the former customer's account.
- \*2. The secondary service order charge is applicable for subsequent customer requests for connections, additions, moves or changes to an established service.
- 3. Initial Connection of Service charges may be paid in equal monthly installments not to exceed a total of three (3) months.
- 4. 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.
- 5. Telephone Number Change charge is applicable for work performed by the Telephone Company in connection with changing telephone numbers at the customer's request.
- 6. Network Interface/Drop Relocation charge is applicable for work performed by the Telephone Company for the relocation of the Network Interface device or aerial/buried drop.
- 7. 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.
- 8. Additional Line Connection charge is applicable for work performed by the Telephone Company in connection with the installation of additional line(s) at the time of 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).

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

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

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(N)

SERVICE CHARGES

C. APPLICATION (Cont'd)

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

(N)

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SERVICE CONNECTION CHARGES

(N)

D. EXCEPTIONS

1. Visits to a customer's premises solely for the purpose of repair, maintenance or disconnection of Telephone Company provided service and equipment.
2. Changes in the grade of service from residential to business or vice versa.
3. Service reestablished after the destruction of the residential customer's premises by fire, flood, or other similar causes beyond the customer's control, where the same amount of service is reestablished within a reasonable period of time at the same or different location. If, under the preceding conditions, service is installed at another location and then subsequently reestablished at the original location, Service Charges will apply for the subsequent installation.
4. On a one-time basis only, a change from listed telephone service to unlisted or non-published telephone service necessitated by communications which are received that are of an annoying, foul, or profane nature.
5. Directory listing or billing address when company initiated.
6. A change of telephone number when initiated by the Company.
7. Any work functions required not due to customer's request.
8. Any work functions resulting from a Company initiated order, e.g., replacement of obsoleted equipment or service initiated by the Company.
9. No service charges apply for the disconnection or removal of equipment or service. A termination charge will apply when a customer terminates a service which bears a basic termination liability prior to the expiration of the initial service period specified for that service. Regulations for and application of termination charges are contained in Section 2.

(N)

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CONSTRUCTION CHARGES

(N)

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(N)

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CONSTRUCTION CHARGES

A. GENERAL

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

B. REGULATIONS

1. Scope

- a. Construction Charges apply when one or more of the following conditions are present, and whenever more than one of such conditions are present, the charge for each condition applies, when the request for service requires:
  - (1) Construction for permanent service on a public highway or on private property to serve a customer or customer in general, and the revenue to be received by the Telephone Company or the immediate prospect of securing sufficient additional revenue, or both do not justify the necessary investment.
  - (2) Construction for permanent service on a public highway to serve a single customer when the construction is in excess of 250 feet route measurement.
  - (3) Construction for permanent service on private property to serve a single customer when the construction is in excess of 250 feet route measurement.
  - (4) Facilities (including house cabling or inside wiring) of a type other than that which the Telephone Company would otherwise utilize in order to provide service for the customer.
  - (5) A greater quantity of facilities other than that which the Telephone Company would normally construct in order to fulfill the customer's initial requirements for service.
  - (6) Routing of facilities other than that which the Telephone Company would normally utilize in order to provide service for the customer.
  - (7) The Telephone Company to expedite construction of the facilities at greater expense than would otherwise be incurred.

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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

1. Scope (Cont'd)

a. (Cont'd)

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

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

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

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

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

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

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

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

CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

2. Construction for Permanent Service

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

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

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

b. Construction charges will be applied as follows:

(1) On public highways no charge is made for the first 250 feet route measurement of usual construction per customer.

(2) On private property no charge is made for the first 250\* feet route measurement of usual construction per customer.

(3) No charge will apply within the base rate area for a single family residence service.

(4) No charge will be applied for extension of service along existing company facilities.

(5) Customers not covered in 1, 2, 3 or 4 above.

(a) If the cost of construction is less than 7 times the annual primary service revenue No Charge

(b) If the cost of construction exceeds 7 times the annual primary service revenue Total Cost Less 7 times the annual primary service revenue to be received

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

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CONSTRUCTION CHARGES

(N)

B. REGULATIONS (Cont'd)

2. Construction for Permanent Service (Cont'd)

c. (Cont'd)

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

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

d. On Private Property to Service a Single Customer

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

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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

2. Construction for Permanent Service (Cont'd)

e. Refunds

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

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

3. Special Construction of Permanent Service

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

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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

4. Construction in Residential Developments

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

a. A developer shall:

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

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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

4. Construction in Residential Developments (Cont'd)

a. A developer shall: (Cont'd)

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

5. Inside Wiring

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

6. Construction for Temporary Service

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

7. Relocation of Existing Plant at the Requirement of Others

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

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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

8. Payment for Construction

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

9. Disputes

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

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SCHEDULES OF  
OXFORD COUNTY TELEPHONE SERVICE CO.  
D/B/A OXFORD NETWORKS  
RATES, TOLLS & CHARGES

Section 8  
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SCHEDULES OF  
OXFORD COUNTY TELEPHONE SERVICE CO.  
D/B/A OXFORD NETWORKS  
RATES, TOLLS & CHARGES

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| 2. PREMIUM SERVICE PLUS .....      | 3           |     |



BUNDLED SERVICE OFFERINGS

A. Bundled Service Offerings

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

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BUNDLED SERVICE OFFERINGS

1. Feature Pack

(N)

This package will consist of Caller ID with Name, Deluxe Voice Mail, 3-Way Calling / Conference Calling, Call Waiting Identification and Call Forwarding.

This package is available to Residential Customers only.

|                                 |          |
|---------------------------------|----------|
| Monthly Fee:                    | \$ 6.95  |
| Non-Recurring Installation Fee: | \$ 10.00 |

(N)



SERVICE DESCRIPTIONS AND RATES

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| A. Wireless Broadband IP Transmission Service ..... | 1           |

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WIRELESS BROADBAND IP TRANSMISSION SERVICES

1. Oxford Networks will offer point to multi-point, high bandwidth, two-way wireless IP based communications services to customers via microwave transmission, in the Portland, Maine Basic Trading Area (BTA 357). This service offering is subject to facility availability and the mutual agreement of the Company and the Customer, to be embodied in a Customer Services Agreement, as described in Paragraph 3, below. (M)
2. The amount of bandwidth to be provided and the pricing is subject to negotiation between Oxford Networks and Customer. Pricing will be dependent upon applicable factors, including but not limited to the following:
  - Number of Users per CPE
  - Bandwidth Requirements
  - Time of Day Demands
  - Engineering Cost of CPE
  - Level of Service
3. The bandwidth pricing and associated non-recurring charges, including installation and equipment fees, will be negotiated on an individual case basis (ICB), and will be documented via a signed Customer Services Agreement between Oxford Networks and the customer utilizing the Contract Template marked Appendix A, at Pages A-1 to A-15. The Contract Template shall be treated as **Designated Confidential Information**, subject to a Protective Order issued by the Public Utilities Commission in June, 2000 in Docket No. 2000-310, which shall limit access to the Contract Template in Appendix A to the MPUC, the Company, Customers and Prospective Customers who agree to abide by the terms of the Protective Order. The pricing and terms conditions contained in any such Customer Services Agreement shall take precedence over any conflicting provision of these Schedules. (M)
4. Customer Services Agreements which do not materially differ from the Contract Template will be effective in accordance with their terms and will not require filing with or approval by the Maine Public Utilities Commission.

(M) - Moved from Page 9, Original tariff.

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SCHEDULES OF APPENDIX A OXFORD COUNTY TELEPHONE SERVICE CO.  
D/B/A OXFORD NETWORKS  
CONTRACT TEMPLATE FOR CUSTOMER SERVICES AGREEMENT  
FOR WIRELESS BROADBAND IP TRANSMISSION SERVICES

Page A-1  
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CUSTOMER SERVICES AGREEMENT FOR  
WIRELESS BROADBAND IP TRANSMISSION SERVICES

**MAINE**

**OXFORD COUNTY TELEPHONE SERVICE CO.  
D/B/A OXFORD NETWORKS**

**INTRASTATE ACCESS SERVICE**

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(N)

Regulations, Rates and Charges  
applying to the provision of ACCESS SERVICES  
for connection to intrastate communications facilities  
for customers within the operating territory of  
OXFORD COUNTY TELEPHONE SERVICE CO.

ACCESS SERVICES are provided by means of wire, fiber optics, radio  
or any other suitable technology or a combination thereof.

(N)

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OXFORD COUNTY TELEPHONE SERVICE CO.  
D/B/A OXFORD NETWORKS  
ACCESS SERVICE

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SECTION 1 – ACCESS SERVICE RATES AND CHARGES

1.1 ACCESS CHARGES

SWITCHED ACCESS SERVICES

| <u>Usage</u>                             | <u>Rates per Access Minute</u> |
|--|--------------------------------|
| End Office Switching or Tandem Switching |                                |
| Composite Rate                           |                                |
| Originating                              | \$ 0.018000                    |
| Terminating                              | \$ 0.018000                    |

Intrastate access rates are the same as those set forth in the FCC Access Tariff of Oxford County Telephone Service Company d/b/a/ Oxford Networks, as they apply to intrastate services in the State of Maine, except the switched rates listed above.

1.2 INTRA-LATA PRESUBSCRIPTION RATES

| Per telephone exchange service line or trunk | Non Recurring Charge |
|--|----------------------|
| Manual Processing                            | \$5.50               |
| Electronic Processing                        | \$1.25               |

When a customer requests a change in Presubscription for both inter-LATA & intra-LATA PICs be done simultaneously, the non-recurring charge per telephone exchange service line or trunk for such changes shall equal one half (1/2) of the rate above.

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SECTION 2 – ACCESS SERVICE RATES AND CHARGES

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OXFORD COUNTY TELEPHONE SERVICE CO.  
D/B/A OXFORD NETWORKS  
ACCESS SERVICE

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