GENERAL SERVICES

5.16 Custom Business Package (Centrex)

A. General

Custom Business Package is a business telecommunications system in which the controlling switching equipment is located at a telephone company digital Central Office, remote switching system, or remote switching module that normally serves the principal Premises of the Customer.

B. Features

The system provides the following features with each Main Station line as part of the offering:

1. Direct Inward Dialing - allows incoming calls from the Local Exchange and long distance network to reach an individual Station or group of Stations in the system without the assistance of an attendant.

2. Direct Outward Dialing - permits Stations of the system to gain access to the Local Exchange and long distance network without the assistance of an attendant by dialing an access code.

3. Station-To-Station Dialing - enables individual Station users in the same system to directly dial other Stations in the same system without the assistance of an attendant.

4. Automatic Identification of Outward Dialing – provides for recording and identifying by Station line billed outward direct dialed and operator handled long distance calls.

5. Call Transfer - allows a Station user to transfer any established call to another Station in the Custom Business Package.

6. Three-Way Calling - enables a Station user to establish voice connection involving the Customer and two other parties.

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GENERAL SERVICES

5.16 Custom Business Package (Centrex) (Cont'd)

B. Features (Cont'd)

7. Touch-Tone - provides for the origination of calls by means of instruments equipped for tone-type address signaling over special Central Office facilities.

8. Call Forwarding - allows a Station line to have incoming calls forwarded to another Station line within the system or to telephone numbers outside the system. During times when the feature is activated, the Station line may be used in the normal manner for outgoing calls.

9. Call Forwarding - Busy - provides for the automatic routing of incoming calls to a preselected Station line when the called Station line is busy. Call Forwarding - busy is not provided on a Station line with Call Waiting.

10. Call Forwarding - Does Not Answer - provides for the automatic routing of incoming calls to a preselected Station line when the called telephone does not answer within a predetermined number of rings. This feature may be arranged so that only incoming DID calls will be forwarded.

11. Call Hold - allows a Station user to place an established call on hold. This frees the line to originate another call, use Call Pickup, or return to a previously held call.

12. Call Pickup - allows a Station user to answer any call directed to another Custom Business Package Station line within its preset pickup group by dialing a special code.

13. Call Waiting - allows a Station user to receive an audible tone to indicate an incoming call is waiting, if the called line is already in use. Call Waiting is not provided on a Station line equipped with Call Forwarding Busy.

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GENERAL SERVICES

5.16 Custom Business Package (Centrex) (Cont'd)

B. Features (Cont'd)

14. Distinctive Ringing - allows called members of a Customer group to distinguish between terminating intragroup calls and terminating calls from outside the Customer group by providing two different ringing patterns.

15. Speed Calling - allows a Station user to call a predesignated telephone number by dialing a valid abbreviated dialing code. The Customer changeable speed calling list furnished contains up to 30 numbers depending on serving facilities.

16. Directory Number Hunting - this feature permits the Station lines to hunt until an idle one is reached.

Station Classes

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Custom Business Package provides the following four basic Station classes (station treatments):

Unrestricted - Station lines are arranged to originate and receive Local Exchange, long distance and intercommunicating calls.

2. Partially Restricted - Originating - Station lines are arranged only to receive Local Exchange and long distance calls and to intercommunicate with other Stations in the system.

3. Partially Restricted - Terminating - Station lines are arranged only to originate Local Exchange and long distance calls and to intercommunicate with other Stations in the system.

4. Fully Restricted - Station lines are arranged for Local Exchange and intercommunicating calls only.

GENERAL SERVICES

5.16 Custom Business Package (Centrex) (Cont'd)

D. Terms and Conditions

1. Custom Business Package is offered only where suitable digital Central Office facilities are available. The Company reserves the right to refuse a request for the installation of Custom Business Package based on the availability and/or potential reusability of Central Office or outside plant facilities.

2. Custom Business Package is offered under a one (1) year service agreement with a minimum of three lines, at rates, charges and terms specified in the Company's Schedule. The Customer may remove a Custom Business Package system from service prior to the end of the term. The Customer will pay the Company a system Termination Charge equal to the monthly recurring charge for three Custom Business Package Station lines times the number of months remaining on the original or renewed agreement term.

3. When Stations of a Custom Business Package system are located in an Exchange other than that serving the principal Premises, outgoing calls are routed through the Exchange serving the principal Premises. Other service arrangements may be provided, at appropriate rates and charges, if the services are compatible with the Custom Business Package furnished.

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4. Custom Business Package Local Exchange Service is available only on an unlimited service basis.

Standard feature capabilities may be activated at the time each Station line is installed or may be added or changed subsequently. When standard feature capabilities are activated or changed by the company at the Customer's request subsequent to the installation of a Station line, service charges apply.

6. When Custom Business Package is furnished to a hotel, motel or similar establishment, the management is responsible for all charges for telephone Messages, telegrams, cablegrams, and radiograms sent-paid from or received-collect at telephones equipped with Custom Business Package, whether sent or received by the management or by others.

GENERAL SERVICES

5.16 Custom Business Package (Centrex) (Cont'd)

D. Terms and Conditions (Cont'd)

7. The principal Premises for the Customer is considered to be the Premises of the Customer where the attendant position or designated answering location is located.

8. The appropriate electric current and outlets necessary at the Customer's Premises, if required, are provided at the Customer's expense.

9. One Directory Listing without charge is furnished for each Customer of Customer Business Package lines. Additional directory listings may be provided as specified in Section 5.5 preceding, Directory Listings, for Business Service.

10. Intercept of calls to disconnected or vacant telephone numbers is provided by means of an announcement of a general nature for in-service systems and a temporary reference of incoming calls to a single working telephone number that is specified by the Customer for completely disconnected systems.

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11. Custom Business Package does not require special attendant position equipment for answering and transferring incoming calls to Stations within the system. Incoming calls to the system's listed directory number are routed to an individual Station line or lines designated for the system's answering location. Calls then may be transferred to other Stations in accordance with the system's standard features. If special attendant position equipment is utilized with the system, additional charges, based on Cost, may be applicable.

GENERAL SERVICES

5.16 Custom Business Package (Centrex) (Cont'd)

Contact Customer
Service for Rates

GENERAL SERVICES

5.17 Voice Mail

A. General Description

1. Voice Processing Services provide network based automated telephone answering and messaging services from Company voice processing facilities.

2. Message Service provides automated telephone line answering when a Customer does not answer or the line is busy. Customers are notified that their voice mailboxes contain messages by means of stutter dial tone when they attempt to use the line. The Customer retrieves messages by dialing the voice processing facility, entering a pass code and responding to prompts.

   a. Basic Message Service – Messages will be saved for up to 14 days after they are listened to. New messages will be saved for 14 days. Maximum number of messages allowed is 20. Messages may not exceed 2 minutes duration.

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3. Group Message Service provides all features of Basic Message Service and the ability to send messages singularly and/or by distribution list to predetermined group members. Customers send messages by selecting a message send option, identifying the telephone number of the addresses, recording the message and releasing it for distribution. The addressee must be a member of the same group as the message sender. Messages will be saved for up to 14 days after they are listened to. New messages will be saved for 14 days. Maximum number of messages allowed is 40. Messages may not exceed 3 minutes duration.

4. Multi User Message Service – Multi User Message Service provides automated telephone answering for up to 5 users on a single line when the line does not answer or is busy. All features of Basic Message Service are available. Message waiting notification (stutter dial tone) is delivered to the line when any one user has new messages.

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GENERAL SERVICES

5.17 Voice Mail (Cont'd)

A. General Description (Cont'd)

5. Pager Message Waiting Notification Option – Basic, Group Message Service and Multi User Message Service Customers may choose to be notified via pager that their voice mail boxes contain messages. This optional service is offered on a per voice mailbox basis. Pager access number must be toll fee.

6. Advanced Voice Mail – Basic, Group Message and Multi User Message Service Customers may choose Advanced Voice Mail, which consists of the following: (N)

e-Forward – converts a voice mail message to a compressed .wav file and sends it to a Customer's email address .
Phone Central – Customer can play voice mail messages and maintain personal voice mail settings using a personal computer application.
Call Screening Pick-up – Customer can screen incoming calls, then answer, delete, or let a message go to the mail box.
Scheduling - Customer can arrange to play a specific greeting based on time of day.
Insert .wav Files for Greeting – Customer can insert a .wav file to use as a customized personal greeting.
Out Dial – Customer can allow callers listening to a voice mail greeting to transfer to (another) per-programmed number. (N)

B. Availability

1. These services are available only to Residence, Business and Centrex service Customers served by suitably equipped Central Offices to the extent that existing facilities are available.

2. Customer premise equipment must be compatible with voice processing facilities. Exchange Lines and Customer premise equipment must support DTMF signaling.

GENERAL SERVICES

5.17 Voice Mail (Cont'd)

(M)*

B. Availability (Cont'd)

3. The Company reserves the right to designate Central Offices from which voice processing ~~serviees are provided~~.

C. Rates and Charges

1. Service Charges

a. The Service Charges in Section 6.2.B and 6.2.C following apply when Voice Processing Service is the only service being provided.

b. The Service Charges in Section 6.2.B and 6.2.C following do not apply when Voice Processing Service is provided in conjunction with other services for which a Service Charge would normally apply.

(M)

GENERAL SERVICES

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5.17 Voice Mail (Cont'd)

C. Rates and Charges (Cont'd)

Contact Customer
Service for Rates

GENERAL SERVICES

5.18 Local Private Line Service

A. Local Channels

1. Private line telephone service is the provision of facilities, including channels and station equipment not switched through a Central Office, to enable a Customer to communicate between specified locations. All facilities required for this service are furnished by the Telephone Company on a full-period service basis only.

2. The service equipment and channels provided under this section are not furnished for the commercial transmission of communications between Exchanges nor for the use in competition with any form of service rendered by the Telephone Company or its connecting companies.

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3. The rates specified herein are applicable where facilities are available and when standard transmission voice grade circuits can be obtained without the use of special equipment. If, for operating reasons, special equipment is required to render satisfactory service, such special equipment shall be charged for in addition to the applicable charges for standard equipment.

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

5. Contact Customer Service for Rates

B. Off Premise Stations and Tie Lines

1. Off Premise Stations and Tie Lines are not in accord with the general plan of furnishing telephone service and are provided only under special conditions when warranted by the circumstances involved and when suitable facilities are and continue to be available.

GENERAL SERVICES

5.18 Local Private Line Service (Cont'd)

B. Off Premise Stations and Tie Lines (Cont'd)

2. Off Premise Stations are furnished when the station telephone or Private Branch Exchange telephone is outside the building in which the associated telephone or Private Branch Exchange telephone is located. Tie Lines are furnished to interconnect Private Branch Exchanges in the same or separate buildings.

3. Off Premise Stations and Tie Lines in connection with Private Branch Exchange service are normally furnished to be suitable only for calls with other telephones directly connected to the associated Private Branch Exchange.

4. A special equipment charge as approved by the Maine Public Utilities Commission under special contract will be applied for such equipment as may be required at any time for transmission and signaling:

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a. Where the Customer requires an Off Premise Station or Tie Line in connection with Private Branch Exchange service for communication with telephones other than as stated in 3. above.

b. Where a Customer requires an Off Premise Station line in connection with Access Line telephone service.

5. The type of circuit construction and its routing are at all times determined by the Telephone Company and ownership of such circuits shall remain vested in the Company.

GENERAL SERVICES

5.18 Local Private Line Service (Cont'd)

B. Off Premise Stations and Tie Lines (Cont'd)

6. Charges for Off Premise Stations or Tie Lines are as follows:

~~Contact Customer~~
Service for Rates