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GENERAL SERVICES

5.1 Advanced Calling Services

A. General

1. Advanced Calling Services consists of a group of features individually described below under Feature Descriptions which allows Customers to efficiently manage the communications over their Exchange Access Lines. Some of these features may function only where the calling party's telephone number is delivered from the Central Office originating the call to the terminating Central Office serving the called party. Advanced Calling Services features are optional services offered in addition to regular Exchange Service.

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GENERAL SERVICES

5.1 Advanced Calling Services (Cont'd)

A. General (Cont'd)

2. Advanced Calling Services features are available to one-party Residence and Business Customers subject to the availability of Central Office equipment and facilities. Individual feature availability may differ by Exchange.

3. Advanced Calling Services may not function when calls originate from or terminate to Customer premise equipment not suitably equipped for Advanced Calling Service.

4. The Company shall not be liable for any loss or damages arising out of error interruptions, defects, failure, or malfunctions of Advanced Calling Services or equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Company has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the Customer until service is restored.

B. Feature Descriptions

Advanced Calling Services are optional telephone service arrangements which provide one or more of the following features:

1. Anonymous Call Rejection -Allows Subscribers to reject calls from parties who have a privacy feature that prevents the delivery of the calling party number. When the feature is active, incoming calls with a calling party number marked as Private are routed to a denial announcement

2. Assistance Service (Warm Line) - Automatically connects to a preassigned assistance number when the handset is lifted and no digits are dialed within 10 seconds. At all other times Customer may place or receive calls normally.

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GENERAL SERVICES

5.1 Advanced Calling Services (Cont'd)

B. Feature Descriptions (Cont'd)

3. Call Forwarding - Permits a Customer to forward all incoming calls to another preselected telephone 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.

a. Preferred Call Forwarding - Enables the Customer to forward incoming calls from a maximum of six (6) specified telephone numbers to another telephone number. The Customer can construct or modify a telephone number screening list by dialing an activation code. Company equipment will screen incoming calls against the Customer's list and forward only calls from the telephone numbers included on the list. Calls forwarded by this feature, are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations.

b. Call Forwarding - Remote Activation - complements Call Forwarding and user Programmable Call Forwarding Services. Customers can activate or deactivate these services or change the forward to destination when at a remote location. Call Forwarding Service is required.

c. Call Forwarding Busy/Don't Answer Service-provides forwarding capability to incoming calls that encounter a busy or no answer condition on a Customer line. The forwarded to telephone number is programmed by the Customer by dialing an access code followed by the destination number. In addition, the Customer programs the number of rings to designate a no answer-condition.

4. Call Hold – Allows the user to place an established call on hold by flashing the switch hook and dialing a code. This frees the line to originate another call or go back to the held call or use Call Pick Up.

5. Call Pick Up – Allows the user to answer any call within the group by dialing a code.

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GENERAL SERVICES

5.1 Advanced Calling Services (Cont'd)

B. Feature Descriptions (Cont'd)

6. Call Return - Enables the Customer to automatically redial the telephone number of the most recent incoming call. The feature cannot be activated for calls originating from a line that is forwarded or from a line not associated with a telephone number, e.g., multi-line hunting groups. Call Return is disabled if the telephone number of the most recent incoming call is blocked.

7. Call Trace - 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 records and stores the incoming call Message detail (date, time and originating telephone number of the call) provided that the call was completed over a suitably equipped facility and 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. For further action to be taken, the Customer is required to contact the appropriate law enforcement agency. Call Trace is available without service order or Connection Charges upon Customer request to equip their line with Call Trace capability. Customers subscribing to Call Trace are subject to a case preparation charge when the Company is asked to send notification of the successful Call Trace investigation to the appropriate law enforcement agency.

8. Call Transfer - Allows the Customer to transfer an established call to another line.

   a. Busy Transfer - Provides the transfer of calls outside the group encountering a busy condition to an alternate line.

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

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GENERAL SERVICES

5.1 Advanced Calling Services (Cont'd)

B. Feature Descriptions (Cont'd)

8. Call Transfer (Cont'd)

c. Don't Answer Transfer – Provides the transferring of a call after a predetermined number of rings from a called number to an assigned number within a group of lines.

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

9. Call Waiting - Signals a Customer talking on the Customer's line that another call has been placed to the line. The Customer may answer the second call and alternate between calls by manipulating the switch-hook.

10. Call Waiting Cancel - The Customer may deactivate the Call Waiting feature to prevent tones from interrupting data transmissions by entering an access code, prior to the start of a call. Three Way Calling service is required should the Customer wish to deactivate Call Waiting when a call is in progress. The line returns to the Call Waiting active status upon completion of the call.

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GENERAL SERVICES

5.1 Advanced Calling Services (Cont'd)

B. Feature Descriptions (Cont'd)

11. Caller ID Name and Number - Provides the telephone number and associated name in the Telephone Company's records with the line from which an incoming call originates. The calling number and name are displayed on a Customer provided compatible display device attached to the Customer's line. Caller ID Name and Number is not provided on digital Centrex lines equipped with ISDN.

12. Caller ID Number - Provides the originating telephone number, the date, and the time of an incoming call in the period between the first and second telephone ring. This information is displayed on a Customer-provided compatible display device attached to the Customer's telephone line.

13. Code Restriction - Prevents the placement of all toll calls, or placement to preselected area codes or Exchanges.

14. Delay Announcement for Queued Calls - Provides a Subscriber generated automatic announcement for multi-line groups with queuing capabilities. After a call has been queued for a Subscriber interval, a single announcement is returned to the calling party announcing additional delays.

15. Distinctive Ringing Service - Enables a Customer to have two or three separate telephone numbers (one main telephone number and one or two additional telephone numbers) 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 telephone number is provided to Customers also subscribing to Call Waiting Service.

Distinctive Ringing Service is available to one-party Residence or Business Exchange Service Customers served by a suitably equipped Central Office subject to the availability of facilities. All telephone numbers associated with an Exchange Access Line equipped with Distinctive Ringing Service must be served by the same Central Office.

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GENERAL SERVICES

5.1 Advanced Calling Services (Cont'd)

B. Feature Descriptions (Cont'd)

15. Distinctive Ringing Service (Cont'd)

This service is not offered with PBX Trunk service, lines equipped with hunting arrangements, Access Lines terminating in Customer Premises switching equipment and Foreign Exchange Service.

Customers of Distinctive Ringing Service are entitled to one Directory Listing for each number associated with that Access Line.

16 Group Speed Call – This feature provides a 30 number list of up to 15 digits each that anyone within a group can access by dialing predetermined digits.

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

18. Line Blocking (Privacy) - allows Customers to automatically block the disclosure of their directory number. The option precludes the originating Customers telephone number from being displayed on the terminating Customer's Caller ID display device. Line Blocking will be available to individuals, agencies and groups that submit a written request to the Company asserting a specific need for line blocking for reasons of health or safety. There is no monthly charge associated with line blocking. Service order charges shall apply to second and subsequent applications for line blocking. Non-Published and Non-Listed Customers will be presumptively blocked. Line Blocking is available in suitably equipped Central Offices to one-party Residence and Business classes of service only.

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GENERAL SERVICES

5.1 Advanced Calling Services (Cont'd)

B. Feature Descriptions (Cont'd)

19. Line Hunting Service is an arrangement that groups together two or more main telephone Exchange Business lines from the same Central Office so that incoming calls are automatically switched from the initial line, if in use, to the first non-busy line. This service is provided subject to the availability of suitable Central Office facilities.

20. Pattern Ringing Service – Allows called members of a group to distinguish between intra-group calls and calls from outside the group by providing two different ringing patterns.

21. Per Call Blocking is an originating option that allows Customers to control the disclosure of their directory number on a call-by-call basis. When activated, the option precludes the originating Customer's telephone number from being displayed on the terminating Customer's Caller ID display service. Activation is accomplished by the calling party dialing an activation code prior to initiating a call. There is no charge associated with per call blocking. Per Call Blocking is available in suitably equipped Central Offices to one-party Residence and Business classes of service only.

22. Priority Ringing - provides the Customer with a distinctive ring or call waiting tone (if the Customer has subscribed to Call Waiting), when the Customer is called from a maximum of six (6) pre-selected telephone numbers. The Customer can construct or modify a telephone number screening list by dialing a unique code. Company equipment will screen incoming calls against the Customer's list and provide a distinctive ringing pattern for telephone numbers on the Customer's list.

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GENERAL SERVICES

5.1 Advanced Calling Services (Cont'd)

B. Feature Descriptions (Cont'd)

23. Queuing for Multi-lined Groups - When all lines are busy incoming calls are queued and an audible tone is returned to the calling party. Up to (10) calls may be queued in a group.

24. Repeat Dialing - enables the Customer to automatically redial the last outgoing telephone number dialed. When the recalled number is busy the Company's equipment will make repeated attempts to establish the call for a thirty (30) minute period beginning with the Customer's activation of Repeat Dialing.

The following types of calls cannot be automatically redialed:

Calls to 800 service numbers
Calls to 900 service numbers
Calls preceded by an interexchange carrier access code
Calls made on an International Direct Distance Dialed basis
Calls made to Directory Assistance service
Calls made to universal emergency number service (911)

25. Selective Call Acceptance - enables the Customer to designate a maximum of six (6) telephone numbers from which calls will be accepted. The Customer can construct or modify a telephone number screening list by dialing a unique code. Company equipment will screen incoming calls against the Customer's list and complete calls from numbers on the Customers list. Calls from all other numbers will be routed to a recorded announcement.

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GENERAL SERVICES

5.1 Advanced Calling Services (Cont'd)

B. Feature Descriptions (Cont'd)

26. Selective Call Rejection - Enables the Customer to block incoming calls from a maximum of six (6) specified telephone numbers. To block specified telephone numbers, the Customer can construct or modify a telephone number screening list by dialing a unique code. Company equipment will screen incoming calls against the Customers list and block those on the list. If facilities are unavailable to provide incoming call screening via the Customers list, standard call completion will occur. To block unknown telephone numbers, a Customer can dial a special code after an unwanted call and block the number. Callers whose numbers are blocked are directed to a Company recorded announcement.

27. Speed Call 8 - allows a Customer to call a pre-designated seven or ten-digit telephone number by dialing a one-digit code. A maximum of 8 pre-designated telephone numbers can be stored.

28. Speed Call 30 - allows a Customer to call a pre-designated seven - or ten-digit telephone number by dialing a two-digit code. A maximum of 30 pre-designated telephone numbers can be stored.

29. Three-Way Calling - Allows a Customer to establish a connection involving the Customer and two other parties. The Customer does this by depressing the switch hook to place the first call on hold, dialing the second party and again depressing the switch hook to conference all parties.

30. Toll Control with PIN - permits originating calls to be completed within the Basic Service Calling Area as defined in Chapter 204 of the Commission rules, and restricts originating direct dialed calls from completing outside the Basic Service Calling Area without the use of an authorization code assigned by the Company and changeable by the Company.

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GENERAL SERVICES

5.1 Advanced Calling Services (Cont'd)

C. Rates and Charges

Monthly Rates for Advanced Calling Services are as follows. Applicable Service Charges as stated in Section 6 following apply, as well as a feature Installation Charge. These rates and charges are in addition to all other applicable rates and charges for Local Exchange Service.

Feature	
Anonymous Call Rejection	Contact Customer Service for Rates
Assistance Service (Warm Line)	
Call Forwarding	
Preferred Call Forwarding	
Call Forwarding – Remote Activation	
Call Forwarding Busy/Don't Answer Service	
Call Hold	
Call Pick Up	
Call Return	
Call Trace, per successful activation, $10.50 maximum per month	
Call Trace Case Preparation Charge	
Call Transfer	
Busy Transfer	
Circle Busy Transfer	
Don't Answer Transfer	
Preferential Busy Transfer	
Call Waiting	
Call Waiting Cancel	
Caller ID Name and Number	
Caller ID Number	

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GENERAL SERVICES

5.1 Advanced Calling Services (Cont'd)

C. Rates and Charges (Cont'd)

Feature	
Code Restriction	Contact Customer Service for Rates
Per NXX	
Per NPA	
All NPAs	
Delay Announcement for Queued Calls*	
Distinctive Ringing Service	
Group Speed Call	
Home Intercom Service	
Line Blocking (Privacy)	
Line Hunting Service	
Pattern Ringing	
Per Call Blocking	
Priority Ringing	
Queuing for Multi-lined Groups*	
Repeat Dialing	
Selective Call Acceptance	
Selective Call Rejection	
Speed Call 8	
Speed Call 30	
Three-Way Calling	
Toll Control with PIN	

*Customers subscribing to these services will not be eligible for Feature or Volume Package Discounts.

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GENERAL SERVICES

5.1 Advanced Calling Services (Cont'd)

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

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GENERAL SERVICES

5.1 Advanced Calling Services (Cont'd)

D. Advanced Calling Services Associated with an Additional Access Line

1. Customer must have established primary Residence Service.

2. This Special Company offer consists of a discounted bundled rate for Touch Tone Service, Three Way Calling, and Screened Billing with an option for User Transfer Service, which allows the user to transfer an established call to another line within the group.

3. No substitution of any feature associated with this offering is permitted.

4. Other Advanced Calling Services may be added at existing rates.

5. Provision of Advanced Calling Services associated with an additional Access Line will be made only where facilities exist.

6. Rates and Charges

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

Touch Tone, Three-Way Calling, Screened Billing	Contact Customer Service for Rates
Touch Tone, Three-Way Calling, Screened Billing, User Transfer	

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GENERAL SERVICES

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GENERAL SERVICES

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GENERAL SERVICES

5.4 Directory Assistance Service

A. Local Directory Assistance Service

1. General

a. The Telephone Company furnishes Directory Assistance Service to aid Customers in determining telephone numbers.

b. Rates, as specified in Section 5.4.A.3 following, apply to calls originated in Maine that are placed to appropriate telephone numbers associated with the provision of Directory Assistance Service for Maine. Charges for local directory assistance are not applicable to calls from Customers who have registered with the Telephone Company as being unable to use telephone directories because of visual or physical handicaps (see Section 5.4.B following).

c. No more than two telephone numbers may be requested per call to Directory Assistance Service.

d. 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.

2. Call Allowance

a. In order to make allowance for a reasonable need for Directory Assistance Service, including numbers not in the directory, directory inaccessibility, and other similar conditions, an allowance consisting of a number of directly dialed directory assistance calls is provided as follows:

Three calls for each Business or Residence Exchange Line, PBX Trunk line, or WATS line per billing period.

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5.4 Directory Assistance Service (Cont'd)

A. Local Directory Assistance Service (Cont'd)

2. Call Allowance (Cont'd)

b. Calls to directory assistance via a local or Message Telecommunications Service operator are not included in the Customer's call allowance and are billed at the rate specified in Section 5.4.A.3 following.

c. If a Customer has two or more main telephone Exchange Service Lines, Centrex Station lines, or PBX Trunk lines terminating at the same Premises, connected to the same Central Office, in the same billing period and billed to the same number, the total allowance is applied to the total usage for the lines or Trunks involved.

3. Rates

a. Per direct dialed directory assistance call in excess of call allowance, each

Contact Customer
Service for Rates

b. Calls to directory assistance via a local or Message Telecommunications Service (MTS) operator, each:

Contact Customer
Service for Rates

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5.4 Directory Assistance Service (Cont'd)

B. Exemptions

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

1. Directly-dialed calls to directory assistance are exempt from the above rates and regulations when placed from:

   a. A registered Residence main telephone Exchange Line where a user is unable to use a directory because of a visual or physical handicap or from a registered Business main telephone Exchange Line of a handicapped user where assistance is otherwise not available. A Residence or Business main line may be registered for exemption with the Telephone Company in those instances where one of the users of the lien is considered to be legally blind, or visually or physically handicapped as defined by the Federal Register, Volume 35 #126. Where a user's handicap prevents the dialing of telephone in a conventional manner or permits only the dialing of "0", those calls placed from the registered line and not directly dialed will also be exempt. Calling Cards will be issued to handicapped users for their own use at all telephones other than their own registered main telephone Exchange Lines that are not otherwise exempt from directory assistance charges.

   b. A hotel-motel and qualified hospitals where telephones are provided in a majority of patient or guest rooms including calls placed over toll access Trunks or Toll Terminals. All calls placed to Directory Assistance from these Customers via MTS access Trunks or MTS terminals are exempt whether dialed or non-dialed. A hospital is considered qualified if it is currently able to meet the registration requirements of the American Hospital Association. It is not necessary for the hospital to be so registered.

2. All directory assistance calls originated from coin telephones, mobile or maritime services, or interconnected lines of radio common carriers are also exempt.

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GENERAL SERVICES

5.5 Directory Listings

A. General

Directory Listings encompassed by this Tariff are applicable to listing in the alphabetical section (commonly known as white pages) for Residence and Business Customers, and, in addition 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

1.	Primary Service Listings Primary Station	Contact Customer Service for Rates
2.	Additional Listings, each	
3.	Unlisted, each	
4.	Non-published, each	

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5.5 Directory Listings (Cont'd)

C. Conditions

1. A primary listing, which may include the name, address and telephone number of the entity 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 facilitate use of the service.

b. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the Customer will not be impaired.

c. The Company may refuse to insert any listing, which in its judgment does not facilitate the use of the directory.

d. Dual name listings are available for Residence Service Customers as a primary or Additional Listing.

Dual name primary listings consist of:

(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 Customer surname.

(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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5.5 Directory Listings (Cont'd)

C. Conditions (Cont'd)

2. An Additional Listing may include the same address and telephone number as the primary listing, except that a different address may be shown for ~~off-Premises~~ Stations ~~located on other Premises occupied solely by the~~ Customer. Additional Listings may be furnished with Business or Residence Service for persons who occupy the same Premises at the rates shown above.

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

3. An alternate call listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays of if there is no answer on the first listed number. Where the alternate call number is to be that of another Customer, the listing will be furnished only with written approval of the other Customer.

4. A foreign or non-Customer listing may be furnished Customers requesting that their listing be included in a directory of an Exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate applicable in the directory where the listing appears.

5. Unlisted service is the withholding of a Customer's listing from the printed telephone directory. The number may be obtained from the information operator.

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5.5 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 Section 5.5.B preceding.

7. The charge for additional, dual name additional, alternate, unlisted or nonpublished listings begin on the day the information records are posted.

8. The length of Contract period for Directory Listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is distributed to the Customers to the day the succeeding directory is distributed to the Customers. If the listing no longer serves the Customer because of disconnection, removal, etc., of the service, the minimum Contract period will be for 30 days.