



Lincolnville Telephone Company

Family of Companies
Serving Maine's

Telecommunications needs since 1904



133 Back Meadow Rd
Nobleboro, ME 04555-9202
207-563-9911

Welcome to Lincolnville Networks, Inc.!

We at Lincolnville Networks are committed to providing you with excellent customer service and innovative products designed to meet the growing needs of all of our customers. We offer the latest technologies available and have state of the art service and equipment that will meet all of your communications needs for many years to come.

Our product line ranges from basic telephone and DSL service to our exciting new OPEN product. OPEN is an **O**ptical **P**remise **E**thernet **N**etwork delivering a fiber optic connection directly to our customer's homes and businesses providing the fastest internet speeds in the industry!

Through our subsidiary, Coastal Telco Services, we offer a teleconferencing service allowing you to conference with three to fifty-two other participants. Teleconferencing is a great way to save time and money while sharing information with colleagues in other offices or states.

Our office is located at 133 Back Meadow Road in Nobleboro. While visiting our office, you will see a variety of telephone sets and accessories available for purchase. We also have multi-line telephone systems available for our large business customers. Our experienced customer service staff and Internet technical support team will be available and ready to assist you.

The information in this packet and in the front section of our Midcoast Regional telephone directory will answer many of the questions you may have and it includes important information we feel will be helpful to you. Should you have any additional questions or concerns, please contact your Service Representative at (207)763-9911. Our Business Office is open from 7:30 am. to 4:00 pm. Monday through Friday.

We look forward to serving you, your business and your family!

Sincerely,

Shirley Manning
President/General Manager

LINCOLNVILLE NETWORKS, INC.

Lincolnvill Networks, Inc. provides local telephone service to the exchanges of Lincolnvill and Lincolnvill Beach. We serve both residential and business customers in our rural communities with quality telecommunication services at competitive rates. Our basic services are comprised of several components, which at a minimum, includes:

	RESIDENTIAL	BUSINESS
Single Party voice grade access to the public network including unlimited local calls		
Lincolnvill (763)-Economy	\$17.17	\$32.74
Lincolnvill (763)-Premium	\$18.29	\$35.05
Lincolnvill Bch (789)-Economy	\$17.17	\$32.74
Lincolnvill Bch (789)-Premium	\$18.29	\$35.05
FCC Access Charge	\$6.50	\$6.50/\$9.20-multi
Touch Calling Service	No Charge	No Charge
Access to 911	State Mandated	State Mandated
Maine Universal Fund	State Mandated	State Mandated
Federal Universal Fund	Federal Mandated	Federal Mandated
Access Recovery Charge	Federal Mandated	Federal Mandated

- Many Maine communities now have two local calling options, Premium area and Economy area. In some cases, the Premium calling area will add one or more additional telephone exchanges to your present calling area. The Economy option offers a smaller local area for a lower flat monthly rate.
- Access to operator services – there is no charge from Lincolnvill Networks, Inc. for the ability to call Directory Assistance; however, the call will involve a Directory Assistance charge, the amount of which depends on the area called and the rates of the company whose operator provided the assistance.
- Access to long distance carriers – there is no charge from Lincolnvill Networks, Inc. for the ability to place and receive calls through long distance carriers that offer service through our network however, the call may involve a charge from the long distance carrier depending on the type of call.
- Lincolnvill Networks, Inc., through its affiliate Lincolnvill Communications, Inc., offers interstate long distance calls at a rate of \$.08 per minute for direct dialed calls to the contiguous 47 states with no additional monthly charges. Lincolnvill Networks, Inc. offers calls within the State of Maine at the rate of \$.05 per minute for direct dialed calls with no additional monthly charges.
- Toll limitation services – currently there is a \$2.00 per month charge for toll blocking service from Lincolnvill Networks, Inc. Lincolnvill Networks, Inc. and other local exchange telephone companies have not yet developed the technology to establish real time dollar limits on long distance calling as envisioned by the Telecommunications Act of 1996.

These services are available to all customers who become subscribers of Lincolnvill Networks, Inc.'s service. The cost associated with each service is reflected each month on the regular telephone bill, along with other charges for services provided by Lincolnvill Networks, Inc. Other services not listed above are available from Lincolnvill Networks, Inc. by contacting our Business Office at 207-763-9911, 7:30 a.m. – 4:00 p.m. Monday through Friday.

Lifeline Telephone Service

Lifeline service is a Government benefit and is available to all residential customers with low income that receive benefits from at least one of the following programs:

Medicaid

Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps

Supplemental Security Income (SSI)

Federal Public Housing Assistance

Low-Income Home Energy Assistance Program (LIHEAP)

National School Lunch Program's Free Lunch Program

Temporary Assistance for Needy Families (TANF)

An applicant is also eligible if they have a household income at or below 135% of the Federal Poverty Guidelines.

Questions:

Please call your Customer Service Representative at 207-763-9911. TTY users may reach us by calling 207-763-4034.

Local Calling Area

Economy

From these exchanges:

LINCOLNVILLE & HOPE 763

LINCOLNVILLE BEACH 789

Your local calling area is:

Camden 230,236,470, 706
Hope 763
LincolNville 763
LincolNville Beach 789

Camden 230,236,470, 706
Hope 763
LincolNville 763
LincolNville Beach 789

Premium

LINCOLNVILLE & HOPE 763

LINCOLNVILLE BEACH 789

Belfast 218, 322,323,
338, 505, 930
Camden, 230, 236, 470, 706
Hope 763, 785
LincolNville 763
LincolNville Beach 789
Searsmont 342
Union 785

Belfast 218, 322, 323,
338, 505, 930
Camden 230, 236, 470, 706
Hope 763, 785
LincolNville 763
LincolNville Beach 789
Searsmont 342
Union 785

Economy customers will be charged \$.05 per minute to call the exchanges in the premium calling area, except for Camden and LincolNville.

Important Information About Dialing Changes

Customers are now required to change the way they dial calls within the Maine (207) area code. This change is due to North America running out of number combinations. You can choose 7 or 11 digit dialing. **If you do not make a choice your service will default to the 7 digit dialing.**

With 7 digit dialing it will not be necessary to dial the "1"+207 prior to making a long distance in-state call. Long distance calls will be made the same way a local call is made. It will no longer be necessary to dial the "1". **Toll charges will apply to all calls made outside of the local calling area.** (Please see local calling area page for more information on this.)

With 11 digit dialing it will be necessary to dial the "1"+207 prior to making a long distance in-state call. Long distance in-state calls, with 11 digit dialing, will be dialed as you would dial a call going out of the state.

*All local calls, whether you have chosen Premium or Economy service, must be dialed using only 7 digits.

Emergency Calls reminder:

If you currently dial "1" + the 7 digit number to reach police, fire or other emergency service providers, please remember that you will have to dial "1" + 207 + the 7 digit number on these calls if you have chosen the 11 digit dialing. If you have the 7 digit dialing please remember to dial only the 7 digits. Do not dial "1".

911 will continue to work the same as it does today.

Questions:

Please call your customer representative at 207-763-9911. TTY users may reach us by calling 207-763-4034.

OPTIONAL FEATURES at an ADDITIONAL MONTHLY CHARGE

R=Residential B=Business

For additional information on any of these features, please see the front section of your telephone book

Assistance Service	R=\$.89 B=\$1.89	Just by taking or knocking the telephone handset off the hook, the emergency number of your choice will be dialed automatically.
Call Forwarding	\$2.00	Forward your calls to a number of your choice.
Call Forward-No Ans	\$2.00	This will forward unanswered calls to a number of your choice.
Call Forward-Busy	\$2.00	Forward your calls to another line when yours is busy.
Call Trace	\$3.50 per use	Helps put an end to obscene & harassing calls by tracing the last incoming call.
Call Return	\$1.50	Allows you to return the last incoming call whether the call was answered or not. This will also return calls that come through via call waiting.
Call Waiting	\$2.00	You can receive another incoming call while you are on the line.
Caller ID # only	\$4.00	Learn who is calling you before you answer the telephone.
Caller ID Name & #	\$6.50	Caller identification displays the telephone number, date and time of each incoming call; add the name for just \$2.50 more!
Cancel Call Waiting	R=\$.79 B=\$1.79	Selectively deactivate your call waiting.
Line Blocking	n/c	Automatically prevents your # from appearing on caller ID boxes.
Per Call Blocking	n/c	Allows you to block your # from caller ID boxes on a per call basis.
#900 Block	n/c	No 900 numbers may be directly dialed from your line.
Repeat Dialing	\$1.50	If you call a number that is busy, this feature will automatically monitor and redial the number when it becomes idle.
Speed Dialing	\$2.00	Allows you to dial frequently called numbers by using a one or two digit code.
Teen Line Package	R=\$1.70	Discounted package - 3-way calling & toll block for your teen's line.
Teen Line Plus	R=\$2.70	A package of 3-way calling, toll block, & user transfer.
3-Way Calling	\$2.00	Allows you to talk to more than one person at a time.
Toll Restriction	\$2.00	No long distance charges may be billed to this line, including collect and third party calls.
User Call Transfer	\$2.00	You can transfer the person to whom you are speaking to any local number. Requires 3 way calling.
Wire Maintenance	\$.75	Providing the inside wiring meets Telephone Co. Standards, we will repair your inside wires & jacks.
Seasonal Service	\$4.40	If you have less than a 12 month need for telephone service, you may apply for discounted rates for a maximum of 6 months.
Reconnect Fee		
Distinctive Ringing	\$2.50 each	Allows you to have 2 separate telephone numbers associated with one telephone line. Each number has its own distinctive ring. A distinctive call waiting tone is provided to customers with call waiting.

Note: You will receive the following discounts for multiple features on your line: 25% for 2 features, 30% for 3 features, 35% for 4-5 features, 40% for 6-7 features, 45% for 8-9 features, 50% for 10 or more.

VOICEMAIL SERVICE – THE END OF THE BUSY SIGNAL

Now you can get Voicemail Service from your local telephone company that manages your calls when you're busy, away from home, or already on the phone. For only a few dollars a month, Voicemail may be the best communication advancement since the dial tone!

PUT AN END TO THE BEEP

Let's face it, answering machines weren't designed for our busy times. With Voicemail, you can put an end to the echo chamber sound quality of your answering machine, garbled or lost messages—privacy and control over the messages that are left for you.

EASY RETRIEVAL

With Voicemail, retrieving your messages and updating your greeting is easy—whether you're right at your home or out on the road. And if you're calling from outside the local calling area, you can access Voicemail through our toll free number.

MULTI USER MESSAGE SERVICE

For larger families or families with an in-home business, Multi User Message Service is the way to go. For a low monthly fee you have the opportunity to set up to five private voice mailboxes on a single telephone line. That means when you call home for your messages you only have to listen to your messages. Set up a mailbox for each member of your family.

SOME OF THE BENEFITS OF VOICEMAIL SERVICES:

NO BUSY SIGNAL

Even when you're already on the phone, callers will be able to leave a message, which you can retrieve whenever it's convenient for you.

RELIABILITY

Voicemail offers reliability 24 hours a day, 7 days a week—and isn't affected by power outages. The system is maintained at the telephone company central office, so you don't have to worry about malfunctioning equipment, mangled tape or lost messages.

FREEDOM

Voicemail lets you retrieve messages from any touch tone phone in the world.

SECURITY

Since you access Voicemail through a personal passcode, only you will be able to retrieve your messages, and you review them privately through the handset—not on a loudspeaker. Passcodes can not be retrieved. If you forget your passcode your voicemail box will need to be reprogrammed at the office during business hours.

CHOICES

If you subscribe to Call Waiting, you can still pick up calls that come through while you're already on the phone. But if you're in the middle of something important, you can ignore the Call Waiting tones and the caller will be able to leave a message for you.

EASE OF USE

Voicemail is very easy to use. You are guided step by step through every function.

THE INTERNET SOLUTION

Callers won't ever get a busy signal when you are logged on to the Internet. Surf with the comfort of knowing you will not miss a call.

BASIC VOICEMAIL

\$4.95 per month

Messages can be saved for up to 14 days after they are listened to. New messages are stored for 14 days. Will store a maximum of 20 messages of 2 minutes duration each.

MULTI USER MESSAGE SERVICE

\$11.95 per month

All features of Basic Voicemail Service are available but, you also get up to five mailboxes on a single phone line.

PAGER MESSAGE WAITING NOTIFICATION OPTION

\$2.00 per month

Pager must be toll free.

ADVANCED VOICEMAIL- \$2.00/MONTH
e-Forward – Forwards a voicemail message to your email address

LINCOLNVILLE NETWORKS, INC. OFFERS
LONG DISTANCE CALLING PLANS

State of Maine Plan

\$19.95 per month

Provides customers with a block of 1,000 long distance minutes for calls within Maine. If the customer exceeds 1,000 minutes in a month, the rate is \$.05 per additional minute.

Continental USA Plan

\$39.95 per month

Provides customers with a block of 1,000 long distance minutes for calls within the contiguous 47 states, including Maine. If the customer exceeds 1,000 minutes in a month, the rate is \$.05 per additional minute for calls within Maine and \$.08 per additional minute for interstate calls.

If neither plan fits your calling pattern, our toll rates without a monthly plan are \$.05 per minute for all calls in Maine and \$.08 per minute for calls to points outside of Maine in the 47 States. We also offer very competitive rates outside the Continental United States. Please ask your service representative for details or call our business office at 207-763-9911.

(Plans must be added per line.)

<u>CARRIER</u>	<u>PIC</u>	<u>TELEPHONE#</u>			
QWEST COMMUNICATIONS	40	800-860-1020			
LINCOLNVILLE COMMUNICATIONS	64	207-763-9911			
U S LONG DISTANCE INC	70				
BROADWING COMMUNICATIONS	71	800-422-1199			
GLOBAL CROSSING TELECOMM	86				
SPRINT COMMUNICATIONS CO	140	800-877-4646			
FRONTIER COMMUNICATIONS	211	800-639-2200			
TELECOM USA	220				
M C I	222	800-950-5555			
PRIMUS TELECOMMUNICATIONS	223	800-486-8686			
LONG DISTANCE U S A	252	800-877-4646			
LIFELINE COMMUNICATIONS	284	800-800-7550			
		800-864-4060			
AT&T	288	RES 800-222-0300	BUS	800-222-0400	
TELECOM U S A	321				
SPRINT	333	RES 800-877-4500	BUS	800-877-4020	
QWEST COMMUNICATIONS	358	800-860-1020			
PACIFIC BELL LONG DISTANCE	372	866-468-6924			
T D S TELECOM	417				
QWEST COMMUNICATIONS	432	800-860-1020			
WORLDCOM INC	442	800-370-6000			
GLOBAL CROSSING	444	800-783-2020			
EXCEL – DIAL & SAVE	457				
QWEST COMMUNICATIONS	462	800-860-1020			
GLOBAL CROSSING	515	800-639-2200			
GLOBAL CROSSING	516	800-639-2200			
QWEST COMMUNICATIONS	537	800-860-1020			
WORLDCOM INC	555	800-800-7550			
INCOMNET COMM CORP	603	800-569-4682			
WINSTAR COMMUNICATIONS LLC	643	214-672-4765			
CREDO	649	800-788-8588			
ONCOR COMMUNICATIONS	658				
QWEST COMMUNICATIONS	665				
QWEST COMMUNICATIONS	690	800-860-1020			
EXCEL COMMUNICATIONS INC	752	800-875-9235			
TELECOM USA (MCI)	771				
MATRIX TELECOM	780	800-282-0242			
WINSTAR COMMUNICATIONS LLC	810	206-628-6105			
POWERNET GLOBAL COMM	813	800-945-3344			
TELECOM USA	832	800-950-5555			
SPRINT	872	800-950-5555			
MCI/WORLDCOM	888	800-777-2321			
MCI/WORLDCOM	900				
BROADWING COMMUNICATIONS	948				
TELECOM U S A	987				
LINCOLNVILLE TELEPHONE CO	1000	207-763-9911			
ZONE TELECOM INC	5014	800-877-4646			
WILTEL COMMUNICATIONS LLC	5102				
BELL ATLANTIC COMMUNICATIONS	5110				
WILTEL COMMUNICATIONS LLC	5158				

<u>CARRIER</u>	<u>PIC</u>	<u>TELEPHONE #</u>
VERIZON SELECT SERVICES	5483	800-483-3737
ADELPHIA BUS SOLUTIONS	5485	
FUSION TELECOM	5513	800-742-5513
SOUTHWESTERN BELL TELEPHONE	5722	866-468-6924
S B C LONG DISTANCE	5792	
LIGHTYEAR NETWORK SOLUTIONS	5957	
A C N COMM SERVICES INC	6112	
ADVANCED TELECOMMUNICATNS	6286	
TRANSNATIONAL COMM – SPRINT	6398	
NORCOM INC	6624	
VERIZON LONG DISTANCE	6953	
VERIZON LONG DISTANCE	6963	800-483-3737



Coastal
Telco
Services



The Lincolnville Telephone Family of Companies

133 Back Meadow Rd., Nobleboro, ME 04555

207-563-9929, 207-785-9929, 207-763-9929



Residential DSL Internet

Five DSL Speeds

Available in Two Bundle Packages or without a Bundle

Packages	No Bundle	State of Maine	Continental	Download	Upload
Standard	\$37.95	\$69.95	\$79.95	768 Kbps	768 Kbps
Deluxe	\$42.95	\$74.95	\$84.95	3 Mbps	1 Mbps
Super	\$47.95	\$79.95	\$89.95	6 Mbps	1 Mbps
Power	\$57.95	\$89.95	\$99.95	10 Mbps	1 Mbps
Power Plus*	\$57.95	\$89.95	\$99.95	10 Mbps	2 Mbps*

State of Maine Bundle:

- Local Phone Service
- 1000 Minutes Long Distance within Maine
- Caller ID, Call Waiting & Call Forwarding
- Broadband High-Speed Internet

Continental Bundle:

- Local Phone Service
- 1000 Minutes Long Distance within the Continental US
- Caller ID, Call Waiting & Call Forwarding
- Broadband High-Speed Internet

The minimum requirements for using Broadband are:

IBM PC Compatible:

Windows XP, Vista, Win 7 & Win 8

Ethernet Network Interface

Macintosh:

Mac OS X

Ethernet Network Interface

Call 563-9911, 785-9911, 763-9911 today for more information **and start saving!**

** All services may not be available in all areas.

* Plus taxes, surcharges and fees for any additional services

* Price Subject to change

* Phone Service is required

* Distance Restrictions Apply



The Lincolnville Telephone Family of Companies

133 Back Meadow Rd., Nobleboro, ME 04555
207-563-9929, 207-785-9929, 207-763-9929



Business DSL Internet

Five DSL Speeds

Available in Two Bundle Packages or without a Bundle

Packages	No Bundle	State of Maine	Continental	Download	Upload
Standard	\$37.95	\$89.95	\$99.95	768 Kbps	768 Kbps
Deluxe	\$42.95	\$94.95	\$104.95	3 Mbps	1 Mbps
Super	\$47.95	\$99.95	\$109.95	6 Mbps	1 Mbps
Power	\$57.95	\$109.95	\$119.95	10 Mbps	1 Mbps
Power Plus*	\$57.95	\$109.95	\$119.95	10 Mbps	2 Mbps*

State of Maine Bundle:

- Local Phone Service
- 1000 Minutes Long Distance within Maine
- Caller ID, Call Waiting & Call Forwarding
- Broadband High-Speed Internet

Continental Bundle:

- Local Phone Service
- 1000 Minutes Long Distance within the Continental US
- Caller ID, Call Waiting & Call Forwarding
- Broadband High-Speed Internet

The minimum requirements for using Broadband are:

IBM PC Compatible:

Windows XP, Vista, Win 7 & Win 8

Ethernet Network Interface

Macintosh:

Mac OS X

Ethernet Network Interface

Call 563-9911, 785-9911, 763-9911 today for more information **and start saving!**

** All services may not be available in all areas.

* Plus taxes, surcharges and fees for any additional services

* Price Subject to change

* Phone Service is required

* Distance Restrictions apply

INTRODUCING COASTAL TELCO CONFERENCE SERVICE

Thank you for allowing us to introduce Coastal Telco Conference Service for all your teleconferencing needs. Teleconferencing is a great way to save time and money while sharing information with parties located in other offices, areas, even other states! Not only does teleconferencing maximize your travel budget, it is also environmentally friendly.

We can accommodate conferences from three to fifty two participants. The Conference Center is open 24 hours a day 7 days per week. Please call to schedule your conference during our business hours, Monday through Friday 7:30 am – 4:00 pm. Scheduling a conference on our conference bridge offers complete privacy and security. Duration can be as long or short a period of time as you deem necessary. You may extend the conference by contacting our office before the scheduled ending time during our regular business hours.



We always endeavor to exceed your expectations for a successful conference. In preparation for your conference, all necessary information is given to the conference coordinator to ensure your meeting goes smoothly. When scheduling the conference it is a good idea to review options to ensure a productive, worthwhile meeting.

The last step is scheduling your conference. We will need to know the number of participants and the date, time and duration of your call. You must choose a five-digit access code and a conference code; these codes may be the same. Coastal Telco Conference's service representatives will fax or email a confirmation of the particulars at least the day before your conference is to begin, if the timing allows.

Each participant will call the access telephone number provided and enter the Conference code. The Administrator must enter the Conference code and their Administrator code. In the event that the two codes are the same the Administrator will simply reenter the same code a second time.

We hope you will call us the next time you are in need of a teleconference. Our telephone numbers are 207-563-9909 or 1-800-266-4839, to schedule a conference or for further information.