



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 Tidewater Telecom!

We at Tidewater Telecom 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 offered through our sister company Lincolnville Communications. OPEN™ is an **O**ptical **P**remises **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! With OPEN™ we are also offering IPTV (Internet Protocol Television) the most reliable, highest quality television service available!

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)563-9911. 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

## TIDEWATER TELECOM, INC.

Tidewater Telecom, Inc. provides local telephone service to the exchanges of Bremen, Damariscotta, New Harbor, South Bristol, Sheepscot and Union. 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		
Bremen (529)	Premium \$19.29 Economy \$17.79	Premium \$38.49 Economy \$35.38
Damariscotta (563)	Premium \$19.29 Economy \$17.79	Premium \$38.49 Economy \$35.38
New Harbor (677)	Economy \$17.79	Economy \$35.38
South Bristol (644)	Economy \$17.79	Economy \$35.38
Sheepscot (586)	Premium \$19.29 Economy \$17.79	Premium \$38.49 Economy \$35.38
Union (785)	Premium \$19.29 Economy \$17.79	Premium \$38.49 Economy \$35.38
FCC Subscriber Line	\$6.50	\$6.50/\$9.20-multi line
Touch Calling Service	No Charge	No Charge
Access to 911	State Mandated	State Mandated
MTEAF	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 Tidewater Telecom, 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 Tidewater Telecom, 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.
- Tidewater Telecom, Inc. through its affiliate Lincolnville 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. Tidewater Telecom 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 Tidewater Telecom, Inc. Tidewater Telecom, 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 Tidewater Telecom 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 Tidewater Telecom, Inc. Other services not listed above are available from Tidewater Telecom, Inc. by contacting our Business office at 207-563-9911, 7:30 a.m. – 4:00 p.m. Monday through Friday. If calling from Union, please call 207-785-9911.

## **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 (MaineCare)

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

- Supplemental Security Income (SSI)

- Federal Public Housing Assistance

- Veterans Pension & Survivors Pension Benefit

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 207-563-9911.

## Local Calling Area

Your calling area is:

See important note below regarding exceptions

### **BREMEN 529**

Bremen 529  
Damariscotta 563, 682  
New Harbor 677  
Sheepscot 586  
South Bristol 644  
**Waldoboro 718\*, 790\*, 832\***

### **DAMARISCOTTA 563**

**Boothbay Harbor 315\*, 350\*, 579\*, 633\*, 886\***  
Bremen 529  
Damariscotta 563, 682  
New Harbor 677  
**North Whitefield 549\***  
Sheepscot 586  
South Bristol 644  
**Waldoboro 718\*, 790\*, 832\***  
**Wiscasset 380\*, 687\*, 882\***

### **NEW HARBOR 677**

Bremen 529  
Damariscotta 563, 682  
New Harbor 677  
Sheepscot 586  
South Bristol 644

### **SHEEPSCOT 586**

Bremen 529  
Damariscotta 563, 682  
**North Whitefield 549\***  
New Harbor 677  
**Richmond 737\***  
Sheepscot 586  
South Bristol 644  
**Wiscasset 380\*, 687\*, 882\***

### **SOUTH BRISTOL 644**

Bremen 529  
Damariscotta 563, 682  
New Harbor 677  
Sheepscot 586  
South Bristol 644

### **UNION / HOPE 785**

**Camden 230\*, 236\*, 470\*, 706\***  
**Liberty 589\***  
**Lincolnville 763\***  
**Lincolnville Beach 789\***  
**Morrill 342\***  
**Rockland 226\*, 542\*, 593\*, 594\*, 596\*, 691\*, 701\*, 975\***  
Union 785  
**Waldoboro 718\*, 790\*, 832\***  
**Warren 273\***  
**Washington 845\***

\*These exchanges are billed at \$0.05 per minute for Economy customers and are only considered local calls for Premium customers.

## **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 207-563-9911. If calling from Union, please call 207-785-9911.

## TIDEWATER 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*

<b>Assistance Service</b>	<b>R=\$.89 B=\$1.89</b>	Just by taking or knocking the telephone handset off the hook, the emergency number of your choice will be dialed automatically.
<b>Call Forwarding</b>	<b>\$2.00</b>	Forward your calls to a number of your choice.
<b>Call Forward-No ans</b>	<b>\$2.00</b>	This will forward unanswered calls to a number of your choice.
<b>Call Forward-Busy</b>	<b>\$2.00</b>	Forward your calls to another line when yours is busy.
<b>Call Trace</b>	<b>\$3.50 per use</b>	Helps put an end to obscene & harassing calls by tracing the last incoming call.
<b>Call Return</b>	<b>\$1.50</b>	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.
<b>Call Waiting</b>	<b>\$2.00</b>	You can receive another incoming call while you are on the line.
<b>Caller ID # only</b>	<b>\$4.00</b>	Learn who is calling you before you answer the telephone.
<b>Caller ID Name &amp; #</b>	<b>\$6.50</b>	Caller identification displays the telephone number, date and time of each incoming call; add the name for just \$2.50 more!
<b>Cancel Call Waiting</b>	<b>R=\$.79 B=\$1.79</b>	Selectively deactivate your call waiting.
<b>Line Blocking</b>	<b>n/c</b>	Automatically prevents your # from appearing on caller ID boxes.
<b>Per Call Blocking</b>	<b>n/c</b>	Allows you to block your # from caller ID boxes on a per call basis.
<b>#900 Block</b>	<b>n/c</b>	No 900 numbers may be directly dialed from your line.
<b>Repeat Dialing</b>	<b>\$1.50</b>	If you call a number that is busy, this feature will automatically monitor and redial the number when it becomes idle.
<b>Speed Dialing</b>	<b>\$2.00</b>	Allows you to dial frequently called numbers by using a one or two digit code.
<b>Teen Line Package</b>	<b>R=\$1.70</b>	Discounted package - 3-way calling & toll block for your teen's line.
<b>Teen Line Plus</b>	<b>R=\$2.70</b>	A package of 3-way calling, toll block, & user transfer.
<b>3-Way Calling</b>	<b>\$2.00</b>	Allows you to talk to more than one person at a time.
<b>Toll Restriction</b>	<b>\$2.00</b>	No long distance charges may be billed to this line, including collect and third party calls.
<b>User Call Transfer</b>	<b>\$2.00</b>	You can transfer the person to whom you are speaking to any local number. Must have 3 way calling
<b>Wire Maintenance</b>	<b>\$1.50</b>	Providing the inside wiring meets telephone company standards, we will repair your inside wires & jacks.
<b>Seasonal Service</b>	<b>\$4.40</b>	If you have less than a 12 month need for telephone service, you may apply for discounted rates for a maximum of 6 months.
	<b>Reconnect Fee</b>	
<b>Distinctive Ringing</b>	<b>\$2.50 each</b>	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 cannot 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 14 days after they are listened to. New messages are stored for 14 days. Stores a maximum of 20 messages at a duration of 2 minutes each.

## **MULTI USER MESSAGE SERVICE**

### **\$11.95 per month**

All features of Basic Voicemail Service are available. You may have up to 5 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.

# **TIDEWATER TELECOM 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 competitive rates outside the Continental United States and our International rates are impressive! Please ask your service representative for details or call our business office at 207-563-9911, from Union please call 207-785-9911.

(Plans must be added per line.)





**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



**Coastal  
Telco  
Services**



## The Lincolnville Telephone Family of Companies

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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:

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- 1000 Minutes Long Distance within Maine
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\* 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 number is 207-563-9909 to schedule a conference or for further information.