



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 Communications!

We at Lincolnville Communications 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**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 that we have 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, 785-9911 or 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

LINCOLNVILLE COMMUNICATIONS, INC.

Lincolnvile Communications, Inc. provides local telephone & Internet services. 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
Premium	\$18.29	\$29.95
Touch Calling Service	No Charge	No Charge
Access to 911	State Mandated	State Mandated
MTEAF	State Mandated	State Mandated

- Access to operator services – there is no charge from Lincolnvile Communications, 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 Lincolnvile Communications, 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.
- Lincolnvile Communications, Inc., through its affiliate Lincolnvile 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. Lincolnvile Communications, 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 Lincolnvile Communications, Inc. Lincolnvile Communications, 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 Lincolnvile Communications, 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 Lincolnvile Communications, Inc. Other services not listed above are available from Lincolnvile Communications, Inc. by contacting our Business Office at 207-763-9911, 7:30 a.m. – 4:00 p.m. Monday through Friday.

Local Calling Area	
From Bath (371, 386, 389, 442, 443) your local calling area is	
Bath	371, 389, 442, 443
Bowdoinham	666
Brunswick	208, 319, 373, 406, 449, 504, 522, 607, 720, 721, 725, 729, 751, 798, 837, 841, 844, 921
Richmond	656, 737
Wiscasset	380, 687, 882
From Belfast (323, 218, 322, 338, 505, 930) your local calling area is	
Belfast	218, 322, 323, 338, 505, 930
Brooks	722
Liberty	589
Lincolntonville	763
Lincolntonville Beach	789
Monroe	525
Morrill	342
Searsport	548
Stockton Springs	567
Winterport	223
From Boothbay Harbor (315, 350, 633, 886) your local calling area is	
Boothbay Harbor	315, 350, 579, 633, 886
Damariscotta	563, 682
Wiscasset	380, 687, 882
From Camden (230, 236, 470, 706) your local calling area is	
Dark Harbor	734
Lincolntonville	763
Lincolntonville Beach	789
Rockland	701, 226, 542, 593, 594, 596, 691, 921, 975
Union	785
Warren	273, 810
From Rockland (226, 390, 542, 593, 594, 596, 691, 701, 921, 975) your local calling area is	
Camden	230, 236, 470, 706
Frenchboro	334
Isle Au Haut	335
Matinicus	366
North Haven	867
Rockland	226, 390, 542, 593, 594, 596, 691, 701, 921, 975
Swans Island	526
Tenants Harbor	372
Thomaston	354
Union	785
Vinalhaven	863
Warren	273, 810
Washington	845
From Waldoboro (790, 832) your local calling area is	
Bremen	529
Damariscotta	563, 682
North Whitefield	549
Thomaston	354
Union	785
Warren	273, 810
Washington	845
Waldoboro	718, 790, 832
From Wiscasset (380, 687, 882) your local calling area is	
Bath	371, 386, 389, 442, 443
Boothbay Harbor	315, 350, 579, 633, 886
Damariscotta	563, 682
Richmond	656, 737
Sheepscot	586
Wiscasset	380, 687, 882

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.

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

Call Forwarding	\$2.00	Forward your calls to a number of your choice.
Call Forward-No answer	\$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	\$4.00	Learn who is calling you before you answer the telephone.
Caller ID with name and number	\$6.50	Caller identification displays the telephone number, date and time of each incoming call, or choose to have the name also.
Cancel Call Waiting	R=\$.79 B=\$1.79	Selectively deactivate your call waiting.
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.
Line Blocking	n/c	Automatically prevents your # from appearing on caller ID boxes.
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.
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.
Distinctive Ringing	\$2.50 each	Allows you to have 3 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.

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. Stores a maximum number of 20 messages of 2 minutes' duration each.

MULTI USER MESSAGE SERVICE

\$11.95 per month

All features of Basic Voicemail Service are available. Up to five mailboxes on a single phone line.

PAGER MESSAGE WAITING NOTIFICATION OPTION

\$2.00 per month

Pager must be toll free

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.