

TOLL SERVICE

Index

	<u>Page No.</u>
Classes of Service	3
Collection of Charges	5
General	2
Grandfathered Calling Plan	10
Message Toll Telephone Service For Disabled Persons	8
Rates	13
Regulations	6
Responsibility of the Customer	5

TOLL SERVICE

1 General

- A. These Rates, Terms, & Conditions apply to Toll Service furnished or made available by the Telephone Company over facilities, wholly within or partly within and partly without the State of Maine Local Access and Transport Area (LATA), between two or more points within the State of Maine LATA where the respective rate centers of such points are also located in said state and to mobile telephone service.
- B. Toll Service is that of furnishing facilities for telephone communications between Local Service Areas in accordance with the regulations and system of charges specified herein.
- C. Toll Service is provided in accordance with Maine Public Utilities Commission rules.
- D. The provision of Toll Service is subject to the General Regulations and Definitions contained in the Schedule of Lincolnton Telephone Company and Tidewater Telecom, Inc. which is on file at the Maine Public Utilities Commission.
- E. A Toll Message is a Message between Stations in different Exchange Areas and furnished under the provisions of these Rates, Terms, & Conditions.
- F. Service is offered for each of the following classes of calls.
 - 1. Coin Paid Station-to-Station
 - 2. Customer Dialed Calling Card
 - 3. Dial Station-to-Station
 - 4. Operator Station-to-Station
 - 5. Person-to-Person

TOLL SERVICE

2 Classes of Service

- A. Dial Station-to-Station Service rates apply to a call that is dialed and completed by a Customer without the assistance of an operator.
1. The services of an operator are not used to complete such a call or to furnish any information or assistance relating to billing or charges for such a call, except for the following circumstances.
 - a. An operator will place a call for a calling party who is self-identified as being handicapped and unable to dial the call because of the handicap.
 - b. An operator will record the originating telephone number where automatic recording equipment is not available to record the number.
 - c. An operator will re-establish a call that was interrupted after the call number was reached.
 - d. An operator will reach the called telephone number where facilities are not available for Customer dialed completion.
 2. Municipal Calling Service – With Municipal Calling Service, dial station-to-station service is allowed within a municipality without the application of Toll charges, except for calls originated by or terminating to a Foreign Exchange line which is supplied dial tone from a Central Office other than that which serves the address at which the Foreign Exchange line service is located.
- B. Customer Dialed Calling Card Service rates apply to a call that is dialed by a Customer in accordance with standard dialing instructions and billed to a calling card number. The services of an operator are not used to dial the called party, other than as excepted in Section 2.1.
- C. Person-to-Person Service rates apply to a call where the person originating the call dials the called number and specifies to the operator a particular person to be reached, a particular mobile station to be reached through a miscellaneous common carrier operator, or a particular station, department, or office to be reached through a Private Branch Exchange (PBX) attendant.

TOLL SERVICE

2 Classes of Service (Cont'd)

1. If, after the telephone, miscellaneous common carrier mobile radio system, or PBX system called is reached, and while the connection remains established, the person originating the call requests, or agrees to talk to, any person other than the person specified, or to any other person or mobile unit to be reached through a miscellaneous common carrier operator, or to any other station, department, or office to be reached through a PBX attendant, the classification of the call remains person-to-person.
 2. When a person originating a call wishes arrangements made in accordance with a particular party or station for the establishment of a connection at specified time (appointment call), the call is classified as person-to-person.
 3. If it is necessary to employ a messenger or other means to bring the called party to a telephone, the call is classified as person-to-person and a charge applies for the exact amount expended, if any, for messenger service in addition to the charges for the Message.
- D. Coin Paid Station-to-Station Service rates apply to a station-to-station call where the money for the initial period is deposited in a paystation coin box.
- E. Operator Station-to-Station Service rates apply to a station-to-station call where the completion of the call, or request for any information or assistance relating to the billing of such call requires the assistance of an operator. However, this class of service does not apply for operator services used with dial station-to-station or Customer dialed calling card services or for coin paid station-to-station service.

TOLL SERVICE

3 Collection of Charges

- A. Charges (including messenger charges) for all classes of service are generally billed against or collected from the calling number. Upon request, Toll Service calls may be billed against or to the following telephone number.
 - 1. Against or collected from the called telephone (i.e., charges may be reversed) if the charges are accepted at the called telephone.
 - 2. To a calling card number.
 - 3. To a third telephone number (i.e., billed to a telephone number other than the calling or called number).
- B. A Toll Service charge may not be billed to a paystation.

4. Responsibility of the Customer

A. Customer Equipment

Customer provided terminal equipment and multi-line terminating systems may be used in connection with Toll Service subject to the regulations specified in Section 9 of the Schedule of Lincolnton Telephone Company and Tidewater Telecom, Inc. Rates, Terms, & Conditions which is on file at the Maine Public Utilities Commission.

TOLL SERVICE

5. Regulations

A. Timing of Messages

1. Except as specified herein, on all station-to-station calls, chargeable time begins when the connection is established between the calling telephone and the called telephone miscellaneous common carrier mobile radio system, or PBX system.
2. On person-to-person calls, chargeable time begins when connection is established between the calling person and the particular person or stations specified or an agreed alternative.
3. When Exchange Service used for Toll Service is directly connected (i.e., not connected through a multi-line terminating system or terminal equipment) at a Customer's Premises to a communications system not subject to Part 68 of the FCC's Rules and Regulations, chargeable time for all classes of service begins when a call from the telecommunications network terminates in or passes through the first multi-line terminating system or terminal equipment on that communications system not subject to Part 68. It is the Customer's responsibility to furnish appropriate answer supervision to the point of connection with the Exchange Service so that chargeable time may begin.
4. Chargeable time ends when the calling telephone hangs up thereby releasing the network connection. If the called telephone hangs up but the calling party does not, chargeable time ends when the network connection is released, either by automatic timing equipment in the telecommunications network or by an operator.

TOLL SERVICE

5. Regulations (Cont'd)

B. Incremental Charges – An incremental charge applies in addition to the appropriate rate per minute for the classes of service listed below. When more than one class of service is involved, only the higher incremental charge is applicable.

1. Coin Paid Station-to-Station
2. Customer Dialed Calling Card
3. Operator Station-to-Station
4. Person-to-Person

TOLL SERVICE

6. Message Toll Service For Disabled Persons

A. General

1. Reduced Message Toll Service charges apply where a Residence Service Customer or a member of a Residence Customer's household has been certified as having a disability that requires the use of a Telecommunications Device for the Deaf (TDD/TYY) for communication over the telephone network.
2. TDD is a generic term describing keyboard devices specifically designed or modified for the purpose of assisting deaf people in communicating with others over the telephone network. These include such devices as teleprinters or other keyboard units, which use cathode ray tubes (CRTs) or light emitting diodes (LEDs) to display messages. These devices may also be used by persons who, because of other disabilities, e.g., impaired speech, require a keyboard and visual display to communicate with others over the telephone network.
3. Certification of the disability requires the completion of an application form approved by the Maine Public Utilities Commission. An application must be renewed every two years.

TOLL SERVICE

6. Message Toll Service For Disabled Persons (Cont'd)

B. Application of Charges

1. A 70% rate reduction will be applied to intrastate Toll Messages made on lines, or via credit cards assigned to lines, used for making calls to and from certified deaf, hard-of-hearing or speech-impaired persons who must rely on Teletypewriters for residential telephone communications. In addition, the 70% rate reduction will apply to all calls using the state telecommunications relay service. This reduction will also apply to intrastate Toll Messages made by agencies, certified by the Division of Deafness of the State of Maine Department of Human Services as eligible to receive a discount, while providing vocal relay services to deaf, hard-of-hearing or speech-impaired person, as well as community service centers serving deaf, heard-of-hearing or speech-impaired persons, certified by the Division of Deafness as eligible to receive a discount.
2. Customer dialed Station-to-Station and Customer dialed Credit Card calls to a Customer who is certified as having a disability, as previously specified in this section, will receive a 70% discount on the applicable charges upon request to the Company or billed and identified calls made during each billing period.

TOLL SERVICE

7 Grandfathered Calling Plan

The following calling plan is grandfathered and is available only to Customers currently subscribing to the plan at the same Premises and associated with the same Local Exchange Line. Customers subscribing to any grandfathered calling plan shall be charged the Verizon New England Inc. d/b/a Verizon Maine MTS rates as of January 1, 2005 for any Message Toll Service calls completed by that customer, regardless of whether such calls are included in the grandfathered plan. Grandfathered plans may not be combined by a Customer in any manner other than the manner in which they are currently combined for that Customer.

TOLL SERVICE

7 Grandfathered Calling Plan (Cont'd)

A. Maine State Service

1. General

- a. Maine State Service is offered, subject to availability of facilities, as a supplement to one-party Residence main telephone Exchange Service.
- b. This service provides for one hour per month of cumulative Message time on Customer-dialed calls placed to any Message Telecommunications Service point within the State of Maine, seven (7) days per week, 24 hours per day for a monthly flat fee of \$5.40. Message time in excess of the one hour allowance is charged for at the rate of \$0.08 per minute.
- c. This provision applies only to Customer-dialed Station-to-Station sent-paid calls and to those operator-completed Station-to-Station sent-paid calls when facilities are not available for Customer dial completion. These provisions also apply to operator-completed Station-to-Station sent-paid calls for handicapped persons unable to dial calls because of their handicap.

2. Limitations of Service

Maine State Service is not available on or with the following services or types of calls:

- a. Charge to a Third Telephone Number
- b. Charge to Calling Card Number
- c. Collect
- d. Conference
- e. Foreign Exchange
- f. Person-to-Person
- g. Discretionary Calling
- h. Other calls that normally require an operator.

TOLL SERVICE

7 Grandfathered Calling Plan (Cont'd)

A. Maine State Service (Cont'd)

3. Application of Rates and Charges

- a. The initial one hour monthly rate applies whether or not any calls are made.
- b. Accumulation of Message time is done on a whole minute basis. Individual Messages with fractional totals are rounded to the next higher minute.
- c. Maine State Service rates are in addition to the rates and charges for the associated services and the Secondary Service Order Charge located in Section 6 of the Schedule of Lincolnton Telephone Company and Tidewater Telecom, Inc. Rates, Terms & Conditions on file with the Maine Public Utilities Commission.

TOLL SERVICE

8. Rates

A. Toll usage per minute or fraction thereof	\$0.05
B. Directory Assistance	
1. Directly dialed calls in excess of call allowance* – per call	\$0.40
2. Calls via operator in excess of call allowance* – per call	\$0.55
3. 411 Service – per direct dialed call	\$0.95
C. Incremental Charges , per call	
1. Coin Paid Station-to-Station	\$0.65
2. Customer Dialed Calling Card	\$0.58
3. Operator Station-to-Station	\$1.30
4. Person to Person	\$3.70
D. Individual Case Basis	

Individual case basis pricing may be developed and used for special circumstances and services that are not listed in these Rates, Terms & Conditions or are not included in the Company's normal service offerings. Such rates for similarly situated customers shall be offered on a fair, equitable and nondiscriminatory basis.

*Call allowance is 3 directory assistance calls per month.