

OXFORD WEST TELEPHONE COMPANY  
SCHEDULES OF  
RATES, TOLLS & CHARGES  
AND  
TERMS & CONDITIONS  
FOR  
PROVIDER OF LAST RESORT RETAIL SERVICE  
WITHIN  
THE STATE OF MAINE

Cancels Sections 1 – Sections 9  
of the Oxford West Telephone Company  
and Oxford Telephone Company Tariff.

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Craig S. Gunderson  
President & CEO

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**DEFINITIONS**

**Access Line** - The facilities from the Telephone Company's Central Office up to and including the Company-provided Network Interface or First Point of Connection located on the Customer's Premises.

**Authorized User** - The term "Authorized User," as used in connection with retail Provider of Last Resort Service, denotes those individuals authorized by the Telephone Company to use a Customer's telephone service. It includes the members of the same household, employees or agents of the Customer, and residential tenants of hotels, clubs, etc.

**Central Office** - A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting Customer lines and Trunks or Trunks only. There may be more than one Central Office in a building or Exchange.

**Class of Service** - The various categories of service generally available to the Customer, such as Business or Residential service.

**Commission** – The Maine Public Utilities Commission

**Company** – Oxford West Telephone Company, as applicable, corporations engaged in the business of furnished telephone service to the public under the jurisdiction of the Maine Public Utilities Commission.

**Connection Charge** - See "Service Connection Charge."

**Continuous Property** - The plot of ground, together with any buildings thereon, occupied by the Customer, which is not divided by public highways or separated by property occupied by others. Where a Customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as Continuous Property provided local wire or cable facilities are used and the Customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

**Contract** - Refers to the agreement, either written or verbal, between a Customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of the Schedules as approved by the Maine Public Utilities Commission.

**Customer** - The individual, partnership, association, corporation or other entity which contracts for telephone service and is responsible for the payment of charges and compliance with the terms and conditions of the Company.

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**Demarcation Point** - The point of interconnection or demarcation between Telephone Company communication facilities and customer-premises wire or Terminal Equipment at a Subscriber's Premises. The demarcation point between Company facilities and Customer premise wire on the Subscriber's side of the Company's protector (or the equivalent thereof in cases where a protector is not employed) at the Network Interface, or if there is no Network Interface, at, but not including, the protector or equivalent.

**Exchange** - A basic geographical unit established for the administration of telephone service in a specific area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may consist of one or more Central Offices, together with the associated plant, equipment, and facilities used in furnishing communication service within the area.

**Exchange Area** - The territory served by an Exchange.

**Home Exchange** - The Exchange in which the customer is located and service is provided.

**Initial Service Period** - The minimum length of time for which a Customer is obligated to pay for service, facilities, and equipment, whether or not retained by the Customer for such minimum length of time.

**Installation Charge** - See Service Connection Charge.

**Local Service Area** - The area within which telephone service is furnished under a specific schedule of rates without the application of specific charges for each Message.

**Message** - A completed communication between two telephone numbers.

**Minimum Contract Period** - The minimum length of time for which a Customer is obligated to pay for service, facilities and equipment, whether or not retained by the Customer for such minimum length of time.

**Move Charge** - Service charges a Customer is required to pay when, at the Customer's request, the Customer's service is continued under the same or superseding Contract at a different location on the same Premises.

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**Network Interface** - A specifically designated standard FCC Registration Program jack that is installed by the Telephone Company as part of the Access Line on a Customer's Premises at a location determined by the Company which is accessible to the Customer; or similar device provided by the Customer on the Customer's side of the protector in the vicinity of the protector and accessible to the Customer. The Network Interface is located on the Customer's Premises and serves as the point of connection for all Premises services to the telecommunications network.

**Premises** - The buildings, portion or portions of a building or buildings on Continuous Property used and/or occupied at one time by the Customer in the conduct of this business or as a residence.

**Provider of Last Resort Retail Service** - A retail service taken by a customer of the Company that consists of Residential Economy Service, Residential Premium Service, Business Economy Service, or Business Premium Service as set forth in this Schedule.

**Schedule** - The rates, charges, rules, regulations, and separately filed franchise area maps adopted and filed by the Company and approved by the Maine Public Utilities Commission.

**Service Connection Charge** - The charge or charges that apply to the establishment of telephone service or subsequent modifications to that service. For example, Service Connection Charges include: 1) Initial Connection Charge, 2) Secondary Service Order Charge, 3) Telephone Number Charge, 4) Interface/Drop Relocation Charge, and 5) Additional Line Connection Charge (see Section 3).

**Serving Exchange** -The Exchange in which the serving Central Office is located.

**Subscriber** - See Customer.

**Switch** - A unit of dial switching equipment which provides interconnection between Station lines or Trunks.

**Tariff** – See Schedule.

**Telephone Company**-See Company.

**Termination Charge** - A charge applied under certain conditions, when a Contract for service is terminated by the Customer before the expiration of the Minimum Contract Period.

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**GENERAL PROVISIONS**

**2.1 Compliance With Commission Rules**

Oxford West Telephone Company agrees to comply with all Rules of the Maine Public Utilities Commission to the extent they apply to Provider of Last Resort service, including but not limited to:

- Chapter 110: Rules of Practice and Procedure;
- Chapter 120: Filing Requirements for Rates, Terms and Conditions;
- Chapter 130: Safety and Accident Reporting;
- Chapter 140: Utility Service Area and Infrastructure Maps;
- Chapter 200: Reporting Requirements for Telecommunications Carrier's Service Outages;
- Chapter 210: Uniform System of Accounts for Telephone Utilities;
- Chapter 285: Maine Telecommunications Education Access Fund;
- Chapter 288: High Cost Universal Service Fund;
- Chapter 290: Standards for Billing, Credit and Collection and Customer Information;
- Chapter 296: Selection of Preferred Telecommunications Carriers and the Imposition of Preferred Carrier Freezes;
- Chapter 297: Anti-Cramming Rule;
- Chapter 870: Late Payment Charges, Interest Rates to be Paid on Customer Deposits, and Charges for Returned Checks;
- Chapter 880: Attachment to Joint-Use Utility Poles; Determination and Allocation of Costs; Procedure;
- Chapter 89: Confidentiality of Customer Records;
- Chapter 895: Underground Facility Damage Prevention Requirements.

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**2.2 Application of Terms and Conditions.**

- A. The terms and conditions set forth herein apply to intrastate retail provider of last resort service furnished within the State of Maine by Oxford West Telephone Company hereinafter referred to as the Company, subject to the jurisdiction of the Maine Public Utilities Commission.

Exchanges Served by Oxford West Telephone Company

Andover	392
Bethel	824
Bryant Pond	665
Hebron	966
Locke Mills	875
No. Norway	527
Roxbury Pond	545
Upton	533
West Bethel	836

- B. When services are provided in part by Company and in part by other companies, the terms and conditions of the Company apply to that portion of the service furnished by the Company.

**2.3 Equipment Provision**

- A. Company shall own the Network Interface and any associated facilities for provisioning service to a customer location.
- B. No equipment, apparatus, Circuit, or device not furnished by the Company shall be directly attached or connected electrically with the facilities furnished by the Company, except as provided in this Schedule, or otherwise authorized in writing by the Maine Public Utilities Commission. In no event may any equipment, apparatus, or device be connected in any manner with the facilities furnished by the Company unless the connection of such equipment, apparatus, or device complies with the provisions of Part 68 of the Rules of the Federal Communications Commission. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, or to terminate the service.

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- C. The provisions of the preceding shall not be construed or applied to bar a Customer from using devices which serve the Customer's convenience in the Customer's use of the facilities of the Company provided any such device so used does not:
1. Endanger the safety of the Company employees or the public;
  2. Damage, require change in or alteration of, or involve direct electrical connection to, the equipment or other facilities of the Company, unless as provided for elsewhere in this Schedule;
  3. Interfere with the proper functioning of such equipment or facilities;
  4. Impair the operation of the communication system;
  5. Otherwise injure the public in its use of the Company's services.
- D. Except as otherwise provided in this Schedule, nothing herein shall be construed to permit the use of a recording device, or of a device to interconnect any line or Channel of the Company with any other communication line or Channel of the Company or of any other person.

**2.4 Minimum Contract Period**

- A. Except as specified elsewhere in this Schedule, the Minimum Contract Period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purposes of rate administration each month is considered to have 30 days.
- B. The Company may require a Contract period longer than one month at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service.

**2.5 Abuse or Fraudulent Use of the Service**

- A. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:
1. The use of service or facilities of the Company to transmit a Message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for such service;
  2. The obtaining, or attempting to obtain, or assisting another to obtain or to

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attempt to obtain service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;

3. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
  4. The use of the service in such manner as to interfere unreasonably with the use of the service by one or more other Customers; and/or
  5. The impersonation of another.
- B. Service may be discontinued if there is abuse or fraudulent use of service as outlined in 2.5.A.

## **2.6 Use of the Service for Unlawful Purposes**

The service is furnished subject to the condition that it shall not be used for any unlawful purposes. If Company determines that customer is using service provided by the Company for unlawful purposes, Company reserves the right to disconnect Customer's service. Any Customer whose service is to be discontinued will be notified by the Company of that Customer's or applicant's right to bring a complaint before the Maine Public Utilities Commission to determine whether or not such service is being used in violation of this rule. Upon complaint to the Commission by any applicant or Customer who is affected by the refusal of discontinuance of service in accordance with this rule, such service shall be provided, continued or restored if the Commission shall determine that the service has not been used in violation of this rule.

## **2.7 Telephone Numbers**

- A. Customer has no ownership right for, or property right to, the telephone number associated with the service provided pursuant to this Schedule nor any right to continuance of service through any particular Central Office.
- B. Company reserves the right to change the Customer's telephone number or the Central Office associated with such number, or both, upon 30 days written notice, as may be required for the proper conduct of its business.

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## **2.8 Maintenance and Repair Obligations**

- A. Whenever it is determined that the Customer is responsible for damage to or loss of Telephone Company-provided equipment, the Customer will be billed for the Cost of such equipment. Customer shall not be deemed responsible for acts of God or unavoidable accidents.
- B. Access to Customer's Premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

## **2.9 Directory Listings**

If the Company publishes a telephone directory, the Company will include a single listing within the published directory indicating the name, address, and telephone number of each Provider of Last Resort Retail Service customer. Customers who do not wish to be listed in the Company's published directory or who wish to be listed in a manner other than the standard format provided by the Company may obtain a modification of their directory listing by entering into an alternate listing agreement with the Company pursuant to the Rates, Terms and Conditions set forth on the Company's publicly accessible web site.

## **2.10 Line Extensions**

In the event a customer location requires a line extension to connect the customer location to the public switched telephone network, Company shall provide such a line extension pursuant to the Rates, Terms and Conditions for Line Extensions set forth on the Company's publicly accessible web site.

## **2.11 Interest Rates**

Company shall charges the maximum interest rate authorized pursuant to Chapter 870 of the Commission's Rules for any Deposits, Late Payments, or Returned Checks associated with a customer's Provider of Last Resort Retail Service.

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**2.12 Limitation of Liability**

- A. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the Customer shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur, based upon these factors being reported to the Company's Repair Department and allowance of 24 hours for repairs.
- B. The Customer indemnifies and saves the Company harmless against the following:
1. Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
  2. Any defacement or damage to the Customer's Premises resulting from the existence of the Company's instruments, apparatus and associated wire on such Premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.
  3. Any accident, injury or death occasioned by its equipment or facilities, when such is not due to negligence of the Company.
  4. Claims for libel, slander, or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the Customer; and against all other claims arising out of any act or omission of the Customer in connection with facilities provided by the Company.
  5. Liability for failure to provide service (as per Section 2.12.A).

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**2.13 Intrastate Surcharges and Taxes**

Company shall charge and collect all applicable taxes and surcharges on intrastate retail services offered pursuant to this Schedule, including but not limited to the following:

A. Enhanced Universal Emergency Number Service

E911 Surcharge as provided in 25 MRSA Section 2927 applies per month on each Residence and Business provider of last resort service accounts.

B. Maine Telecommunications Education Access Fund Surcharge

A Maine Telecommunications Education Access Fund (MTEAF) surcharge as provided in 35-A MRSA section 7104-B applies per month as a percentage, established by the Commission, of each Residence and Business Customer's bill for all intrastate retail charges for telecommunications service.

C. Maine Universal Service Fund (MUSF) Surcharge

A surcharge for the Maine Universal Service Fund (MUSF) applies to all intrastate services billed to a retail Customer for bills rendered after May 15, 2003. The surcharge shall not apply to surcharges such as those for Enhanced 911, the Maine Telecommunications Education Access Fund, or similar funds. The surcharge shall be equal to the Revenue Percentage established quarterly by the Administrator of the MUSF.

D. Service Provider Tax Surcharge

Consistent with Title 36MRSA c. 358, Section 2552, a Service Provider Tax surcharge will be applied monthly on the value of telecommunications services billed, and identified as such beginning with bills rendered on or after July 1, 2004. The amount of the surcharge is an equivalent pass-through of the charges assessed to the Company pursuant to Title 36MRSA c. 358, Section 2552.

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E. ConnectME Surcharge

The Connect ME surcharge applies to retail Customer bills rendered after September 15, 2007. The surcharge shall be equal to a percentage, established by the Connect ME Fund Administrator, of communications services as defined by Chapter 101 of the Rules of the Connect ME Authority.

**2.14 Payment for Service**

The Customer is responsible for payment to the Company for all charges in conjunction with the services furnished by the Company to the Customer in accordance with this schedule of Rates, Terms and Conditions.

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**SERVICE CHARGES**

**3.1 General**

- A. Service Charges apply to services or equipment ordered or connected into service at the Customer's request including initial connections, moves, and restoration of service. Certain items of equipment in this Tariff are listed with an Installation Charge. This Installation Charge is applied in addition to the appropriate Service Charges listed below.
- B. Service charges apply in addition to, but not in lieu of charges which may be incurred in installations of a temporary or speculative nature.
- C. Service charges are comprised of the following work functions, one or more of which is applicable based upon the service or equipment requested by a Customer.
  - 1. Initial Connection Charge - Applicable for work performed by the Telephone Company in connection with the Initial establishment of or restoration of provider of last resort retail service.
  - 2. Secondary Service Order Charge - Applicable for work performed by the Telephone Company in association with connections, moves or changes to an established provider of last resort retail service
  - 3. Telephone Number Change Charge - Applicable for work performed by the Telephone Company in connection with changing telephone numbers at the customer's request
  - 4. Network Interface/Drop Relocation Charge - Applicable for work performed by the Telephone Company for the relocation of the Network Interface device or aerial/buried drop.
  - 5. Additional Line Connection Charge - is applicable for work performed by the Telephone Company in connection with the installation of additional line(s) at the time of initial establishment of service. Applies when a customer is adding more than one access line at a time (Initial Connection Charge of \$38.00 applies for the first line).

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3.2 Rates

		<u>Nonrecurring Charge</u>	
		<u>Business</u>	<u>Residence</u>
A.	Initial Connection Charge	\$38.00	\$38.00
B.	Secondary Service Order Charge	\$ 5.00	\$ 5.00
C.	Telephone Number Change Charge	\$15.00	\$15.00
D.	Network Interface/Drop Relocation Charge	\$20.00	\$20.00.
E.	Additional Line Connection Charge	\$20.00	\$20.00

3.3 Application of Service Charges

- A. The Initial Connection Charge is applicable for requests for:
1. Initial connection of provider of last resort retail service
  2. Transfer of provider of last resort retail service involving a request for a final bill or, if a final bill is not requested, a refusal of the future Customer to accept full responsibility for the former Customer's account.
- B. The Secondary Service Order Charge is applicable for subsequent Customer requests for connections, moves or changes to an established provider of last resort retail service.
- C. The Initial Connection Charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the Initial Connection Charge and secondary service order charge would otherwise be applied, only the Initial Connection Charge is applicable.
- D. Discontinuance of Service Charge An Initial Connection Charge will apply for restoration of service following disconnection for nonpayment.

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- E. In the case of equipment for which the initial Contract (termination agreement) period is more than one month at the same location, the Subscriber may arrange for the change of location on the same or to different Premises in the same Exchange area by one of the following methods:
1. By terminating the Contract for service at the old location, and signing a new application. In this case the Subscriber is required to pay the sum of any Termination Charges which may be applicable plus the Installation Charges which would apply in the case of a new installation.
  2. By paying the Cost of making the change in location including the Cost of removing all the equipment from the old locations and the Cost of installing the equipment at the new locations. In this case the Contract period is not affected.

### **3.4 Exceptions**

- A. Service Charges do not apply for the following:
1. Visits to a Customer's Premises solely for the purpose of repair, maintenance or disconnection of Telephone Company provided service and equipment.
  2. Changes from Premium to Economy service or changes from any service other than Provider of Last Resort Retail Service to Provider of Last Resort Retail Service.
  3. Service reestablished after the destruction of the residential Customer's Premises by fire, flood, or other similar causes beyond the Customer's control, where the same amount of service is reestablished within a reasonable period of time at the same or different location. If, under the preceding conditions, service is installed at another location and then subsequently reestablished at the original location, Service Charges will apply for the subsequent installation.

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4. A change of telephone number when initiated by the Company.
  5. Any work functions required not due to Customer's request.
- B. To the extent the Commission requires application of a discount to installation charges for customers who have complied with the certification requirements and qualified for Lifeline service pursuant to Part 54 of the Rules of the Federal Communications Commission, Company shall apply such Commission ordered discounts to the installation charges associated with an initial connection of provider of last resort retail service.

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### Residential Economy Service

#### 4.1 Eligibility

- A. Residential service rates shall apply if the service is primarily for domestic purposes and the telephone number associated with the service is not included in any form of advertising for any business purpose.
- B. Business rates shall apply for any service that does not qualify for residential service rates as set forth in Section 4.1.A. Customers to whom business rates apply are not eligible to take Residential Economy Service.

#### 4.2 Definitions

- A. Basic Service Calling Area – (BSCA) is the local (non-interexchange) calling area of the “home exchange” of a customer of Oxford West Telephone Company. The BSCA includes all exchanges that were in the BSCA prior to the amendments effective in December 2002 plus all exchanges that are contiguous to the home exchange that were not included prior to the December 2002 amendments. Within a BSCA, there may be Economy and Premium calling options with flat-rate and per-minute pricing as specified in the definitions of those options. For all options, the BSCA includes all of the exchanges that are included in the calling option with the largest flat-rate calling area.
- B. Home Exchange – is the Exchange of the Company where the Customer receives dial tone.
- C. Economy Calling Area is the Customer’s basic-service calling area that has a flat monthly rate for unlimited calling within the Customer’ Home Exchange and the list of Exchanges identified in connection with the particular Home Exchange in Section 4.4.A and a per-minute rate for calling to the list of Exchanges identified in connection with the Home exchange in Section 4.4.C of this Tariff.

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**Residential Economy Service (cont.)**

- D. Provider of last resort service – is a flat- rate service with voice grade access to the public switched telephone network; local usage within the basic service calling areas of incumbent local exchange carriers as of January 1, 2012; dual-tone multi-frequency signaling or its functional equivalent; single-party service or its functional equivalent; access to emergency services; access to operator services; access to interexchange service; access to directory assistance; toll limitation for qualifying low-income customers; and the capacity to maintain uninterrupted voice service during a power failure, either through the incorporation into the network or network interface devices of suitable battery backup or through electric current. For purposes of this Schedule, all terms included within the definition of provider of last resort service have the same meanings as set forth in 35-A MRSA § 7201.
- E. Residential Economy Service – is provider of last resort service offered to residential customers on a retail basis with the Economy Service Area as the Customer’s Basic Service Calling Area.

**4.3 Regulations Concerning Residential Economy Service.**

- A. Calls Outside the Economy Calling Area – Residential Economy Service customers may make local calls from their Home Exchange to the additional Exchanges included in Section 4.4.C at a per-minute rate. The per-minute rate for such calls is set forth in Section 4.4.D of this Tariff. Calls made from the Home Exchange to locations within the State of Maine, other than those listed in Section 4.4 are billed to the Customer at the applicable intrastate toll rates of the carrier used to provide Customer’s intrastate toll service.
- B. Municipal Calling Service – Customer shall receive toll free calling to any other customer of a Provider of Last Resort within the municipality in which Customer resides where practicable so long as Customer is utilizing an intralata toll provider for whom Company provides billing to the Customer. In the event Customer is charged by an intralata toll provider for whom Company provides billing to the Customer for a call to a Provider of Last Resort customer within the municipality in which Customer resides, Company shall remove any charges associated with any such municipal calling from the customer's bill when notified by the customer.
- C. Changes in Calling Areas – The Customer’s initial selection of either the Economy Calling Area Service offering or the Premium Calling Area Service offering is without charge. Subsequent changes by the Customer

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**Residential Economy Service (cont.)**

are subject to the applicable Service Order Charge as identified in this Tariff. If only one Calling Area Service offering is available for an Exchange, the Customer will automatically be classified under the available service offering and no charge will apply.

- D. Rates – The applicable rates for the Company’s Residential Economy Service are listed in Sections 4.4.B and 4.4.D of this Tariff.
- E. Lifeline – Company complies with all provisions set forth in Part 54 of the Rules of the Federal Communications Commission and shall offer all applicable State and Federal discounts to customers who have been properly certified as qualifying for Lifeline service pursuant to Part 54 of the Rules of the Federal Communications Commission.

**4.4 Calling Area Rates and List of Exchanges**

- A. List of Exchanges Where Flat-Rated Calling Applies

<b>Home Exchange</b>	<b>Unlimited Flat-Rated Calling to the Following Exchanges</b>
Andover	Andover, Roxbury Pond
Bethel	Bethel, Locke Mills, West Bethel,
Bryant Pond	Bryant Pond, West Paris
Hebron	Hebron
Locke Mills	Locke Mills, Bethel, West Bethel
No. Norway	No. Norway, Norway
Roxbury Pond	N/A
Upton	Upton
West Bethel	Bethel. Locke Mills, West Bethel

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**Residential Economy Service (cont.)**

B. Monthly Rates for Unlimited Flat-Rated Calling

<b>Home Exchange</b>	<b>Rate</b>
Andover	\$11.85 Residential Economy
Bethel	\$11.85 Residential Economy
Bryant Pond	\$11.85 Residential Economy
Hebron	\$11.85 Residential Economy
Locke Mills	\$11.85 Residential Economy
No. Norway	\$11.85 Residential Economy
Roxbury Pond	\$11.85 Residential Economy
Upton	\$11.85 Residential Economy
West Bethel	\$11.85 Residential Economy

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**Residential Economy Service (cont.)**

C. List of Exchanges Where Per-Minute Charges Apply

<b>Home Exchange</b>	<b>Per-Minute Rated Calling to the Following Exchanges</b>
Andover	Rumford, Upton, Bethel
Bethel	Bryant Pond, Upton, Andover, No. Norway, Rumford, Harrison, North Lovell
Bryant Pond	Bethel, Locke Mills, Sumner, Dixfield, Rumford
Hebron	Lewiston, No. Turner, Turner, Buckfield, Mechanic Falls, Norway, Oxford
Locke Mills	Bryant Pond, No. Norway, West Paris, Rumford
No. Norway	Bethel, Locke Mills, West Paris, Harrison
Roxbury Pond	N/A
Upton	Andover, Bethel, West Bethel, Wilson's Mills
West Bethel	Upton, North Lovell

D. The per-minute rate for calls made from Customer's Home Exchange to the applicable Exchanges listed in Section 4.4.C above is \$0.05 per minute.

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### Residential Premium Service

#### 5.1 Eligibility

- A. Residential service rates shall apply if the service is primarily for domestic purposes and the telephone number associated with the service is not included in any form of advertising for any business purpose.
- B. Business rates shall apply for any service that does not qualify for residential service rates as set forth in Section 5.1.A. Customers to whom business rates apply are not eligible to take Residential Premium Service.

#### 5.2 Definitions

- A. Basic Service Calling Area – (BSCA) is the local (non-interexchange) calling area of the “home exchange” of a customer of Oxford West Telephone Company. The BSCA includes all exchanges that were in the BSCA prior to the amendments effective in December 2002 plus all exchanges that are contiguous to the home exchange that were not included prior to the December 2002 amendments. Within a BSCA, there may be Economy and Premium calling options with flat-rate and per-minute pricing as specified in the definitions of those options. For all options, the BSCA includes all of the exchanges that are included in the calling option with the largest flat-rate calling area.
- B. Home Exchange – is the Exchange of the Company where the Customer receives dial tone.
- C. Premium Calling Area is the Customer’s basic-service calling area that has a flat monthly rate for unlimited calling within the Customer’ Home Exchange and the list of Exchanges identified in connection with the particular Home Exchange in Section 5.4.A of this Tariff.
- D. Provider of last resort service – is a flat- rate service with voice grade access to the public switched telephone network; local usage within the basic service calling areas of incumbent local exchange carriers as of January 1, 2012; dual-tone multi-frequency signaling or its functional equivalent; single-party service or its functional equivalent; access to emergency services; access to operator services; access to interexchange service; access to directory assistance; toll limitation for qualifying low-income customers; and the capacity to maintain uninterrupted voice service during power failure, either through the incorporation

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**Residential Premium Service (cont.)**

into the network or network interface devices of suitable battery backup or through electric current. For purposes of this Schedule, all terms included within the definition of provider of last resort service have the same meanings as set forth in 35-A MRSA § 7201.

- E. Residential Premium Service – is provider of last resort service offered to residential customers on a retail basis with the Premium Service Area as the Customer’s Basic Service Calling Area.

**5.3 Regulations Concerning Residential Premium Service.**

- A. Calls Outside the Premium Calling Area – Calls made from the Home Exchange to locations within the State of Maine, other than those listed in Section 5.4 are billed to the Customer at the applicable intrastate toll rates of the carrier used to provide Customer’s intrastate toll service.
- B. Municipal Calling Service – Customer shall receive toll free calling to any other customer of a Provider of Last Resort within the municipality in which Customer resides where practicable so long as Customer is utilizing an intralata toll provider for whom Company provides billing to the Customer. In the event Customer is charged by an intralata toll provider for whom Company provides billing to the Customer for a call to a Provider of Last Resort customer within the municipality in which Customer resides, Company shall remove any charges associated with any such municipal calling from the customer's bill when notified by the customer.
- C. Changes in Calling Areas – The Customer’s initial selection of either the Economy Calling Area Service offering or the Premium Calling Area Service offering is without charge. Subsequent changes by the Customer are subject to the applicable Service Order Charge as identified in this Tariff. If only one Calling Area Service offering is available for an Exchange, the Customer will automatically be classified under the available service offering and no charge will apply.

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**Residential Premium Service (cont.)**

- D. Rates – The applicable rates for the Company’s Residential Premium Service are listed in Section 5.4.B of this Tariff.
- E. Lifeline – Company complies with all provisions set forth in Part 54 of the Rules of the Federal Communications Commission and shall offer all applicable State and Federal discounts to customers who have been properly certified as qualifying for Lifeline service pursuant to Part 54 of the Rules of the Federal Communications Commission.

**5.4 Calling Area Rates and List of Exchanges**

- A. List of Exchanges Where Flat-Rated Calling Applies

<b>Home Exchange</b>	<b>Unlimited Flat-Rated Calling to the Following Exchanges</b>
Andover	Andover, Roxbury Pond, Rumford, Upton, Bethel
Bethel	Bethel, Locke Mills, West Bethel, Bryant Pond, Upton, Andover, No. Norway, Rumford, Harrison, North Lovell
Bryant Pond	Bryant Pond, West Paris, Bethel, Locke Mills, Sumner, Dixfield, Rumford
Hebron	Hebron, Lewiston, Turner, No. Turner, Buckfield, Mechanic Falls, Norway, Oxford
Locke Mills	Locke Mills, Bethel, West Bethel, Bryant Pond, No. Norway, West Paris, Rumford
No. Norway	No. Norway, Norway, Bethel, Locke Mills, West Paris, Harrison
Roxbury Pond	Roxbury Pond, Andover, Rumford
Upton	Upton, Andover, Bethel, West Bethel, Wilson’s Mills
West Bethel	West Bethel. Bethel, Locke Mills, Upton, North Lovell

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**Residential Premium Service (cont.)**

B. Monthly Rates for Unlimited Flat-Rated Calling

<b>Home Exchange</b>	<b>Rate</b>
Andover	\$16.89 Residential Premium
Bethel	\$16.89 Residential Premium
Bryant Pond	\$16.89 Residential Premium
Hebron	\$16.89 Residential Premium
Locke Mills	\$16.89 Residential Premium
No. Norway	\$16.89 Residential Premium
Roxbury Pond	\$16.89 Residential Premium
Upton	\$16.89 Residential Premium
West Bethel	\$16.89 Residential Premium

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### Business Economy Service

#### 6.1 Eligibility

- A. Residential service rates shall apply if the service is primarily for domestic purposes and the telephone number associated with the service is not included in any form of advertising for any business purpose. Customers to whom residential rates apply are not eligible to take Business Economy Service.
- B. Business rates shall apply for any service that does not qualify for residential service rates as set forth in Section 6.1.A.

#### 6.2 Definitions

- A. Basic Service Calling Area – (BSCA) is the local (non-interexchange) calling area of the “home exchange” of a customer of a Oxford West Telephone Company. The BSCA includes all exchanges that were in the BSCA prior to the amendments effective in December 2002 plus all exchanges that are contiguous to the home exchange that were not included prior to the December 2002 amendments. Within a BSCA, there may be Economy and Premium calling options with flat-rate and per-minute pricing as specified in the definitions of those options. For all options, the BSCA includes all of the exchanges that are included in the calling option with the largest flat-rate calling area.
- B. Home Exchange – is the Exchange of the Company where the Customer receives dial tone.
- C. Economy Calling Area is the Customer’s basic-service calling area that has a flat monthly rate for unlimited calling within the Customer’ Home Exchange and the list of Exchanges identified in connection with the particular Home Exchange in Section 6.4.A and a per-minute rate for calling to the list of Exchanges identified in connection with the Home exchange in Section 6.4.C of this Tariff.
- D. Provider of last resort service – is a flat- rate service with voice grade access to the public switched telephone network; local usage within the

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**Business Economy Service (cont.)**

basic service calling areas of incumbent local exchange carriers as of January 1, 2012; dual-tone multifrequency signaling or its functional equivalent; single-party service or its functional equivalent; access to emergency services; access to operator services; access to interexchange service; access to directory assistance; toll limitation for qualifying low-income customers; and the capacity to maintain uninterrupted voice service during a power failure, either through the incorporation into the network or network interface devices of suitable battery backup or through electric current. For purposes of this Schedule, all terms included within the definition of provider of last resort service have the same meanings as set forth in 35-A MRSA § 7201.

- E. Business Economy Service – is provider of last resort service offered to business customers on a retail basis with the Economy Service Area as the Customer’s Basic Service Calling Area.

**6.3 Regulations Concerning Business Economy Service.**

- A. Calls Outside the Economy Calling Area – Business Economy Service customers may make local calls from their Home Exchange to the additional Exchanges included in Section 6.4.C at a per-minute rate. The per-minute rate for such calls is set forth in Section 6.4.D of this Tariff. Calls made from the Home Exchange to locations within the State of Maine, other than those listed in Sections 6.4 are billed to the Customer at the applicable intrastate toll rates of the carrier used to provide Customer’s intrastate toll service.
- B. Municipal Calling Service – Customer shall receive toll free calling to any other customer of a Provider of Last Resort within the municipality in which Customer resides where practicable so long as Customer is utilizing an intralata toll provider for whom Company provides billing to the Customer. In the event Customer is charged by an intralata toll provider for whom Company provides billing to the Customer for a call to a Provider of Last Resort customer within the municipality in which Customer resides, Company shall remove any charges associated with any such municipal calling from the customer's bill when notified by the customer.

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**Business Economy Service (cont.)**

- C. Changes in Calling Areas – The Customer’s initial selection of either the Economy Calling Area Service offering or the Premium Calling Area. Service offering is without charge. Subsequent changes by the Customer are subject to the applicable Service Order Charge as identified in this Tariff. If only one Calling Area Service offering is available for an Exchange, the Customer will automatically be classified under the available service offering and no charge will apply.
- D. Rates – The applicable rates for the Company’s Business Economy Service are listed in Sections 6.4.B and 6.4.D of this Tariff.

**6.4 Calling Area Rates and List of Exchanges**

- A. List of Exchanges Where Flat-Rated Calling Applies

<b>Home Exchange</b>	<b>Unlimited Flat-Rated Calling to the Following Exchanges</b>
Andover	Andover, Roxbury Pond
Bethel	Bethel, Locke Mills, West Bethel,
Bryant Pond	Bryant Pond, West Paris
Hebron	Hebron
Locke Mills	Locke Mills, Bethel, West Bethel
No. Norway	No. Norway, Norway
Roxbury Pond	N/A
Upton	Upton
West Bethel	Bethel, Locke Mills, West Bethel

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**Business Economy Service (cont.)**

B. Monthly Rates for Unlimited Flat-Rated Calling

<b>Home Exchange</b>	<b>Rate</b>
Andover	\$22.91 Business Economy
Bethel	\$22.91 Business Economy
Bryant Pond	\$22.91 Business Economy
Hebron	\$22.91 Business Economy
Locke Mills	\$22.91 Business Economy
No. Norway	\$22.91 Business Economy
Roxbury Pond	\$22.91 Business Economy
Upton	\$22.91 Business Economy
West Bethel	\$22.91 Business Economy

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**Business Economy Service (cont.)**

C. List of Exchanges Where Per-Minute Charges Apply

<b>Home Exchange</b>	<b>Per-Minute Rated Calling to the Following Exchanges</b>
Andover	Rumford, Upton, Bethel
Bethel	Bryant Pond, Upton, Andover, North. Norway, Rumford, Harrison, No. Lovell
Bryant Pond	Bethel, Locke Mills, Sumner, Dixfield, Rumford
Hebron	Lewiston, North Turner, Turner, Buckfield, Mechanic Falls, Norway, Oxford
Locke Mills	Bryant Pond, North Norway, West Paris, Rumford
No. Norway	Bethel, Locke Mills, West Paris, Harrison
Roxbury Pond	N/A
Upton	Andover, Bethel, West Bethel, Wilson's Mills
W Bethel	Upton, North Lovell

D. The per-minute rate for calls made from Customer's Home Exchange to the applicable Exchanges listed in Section 6.4.C above is \$0.05 per minute.

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### Business Premium Service

#### 7.1 Eligibility

- A. Residential service rates shall apply if the service is primarily for domestic purposes and the telephone number associated with the service is not included in any form of advertising for any business purpose. Customers to whom residential rates apply are not eligible to take Business Premium Service.
- B. Business rates shall apply for any service that does not qualify for residential service rates as set forth in Section 7.1.A.

#### 7.2 Definitions

- A. Basic Service Calling Area – (BSCA) is the local (non-interexchange) calling area of the “home exchange” of a customer of Oxford West Telephone Company. The BSCA includes all exchanges that were in the BSCA prior to the amendments effective in December 2002 plus all exchanges that are contiguous to the home exchange that were not included prior to the December 2002 amendments. Within a BSCA, there may be Economy and Premium calling options with flat-rate and per-minute pricing as specified in the definitions of those options. For all options, the BSCA includes all of the exchanges that are included in the calling option with the largest flat-rate calling area.
- B. Home Exchange – is the Exchange of the Company where the Customer receives dial tone.
- C. Premium Calling Area is the Customer’s basic-service calling area that has a flat monthly rate for unlimited calling within the Customer’ Home Exchange and the list of Exchanges identified in connection with the particular Home Exchange in Section 7.4.A of this Tariff.
- D. Provider of last resort service – is a flat- rate service with voice grade access to the public switched telephone network; local usage within the basic service calling areas of incumbent local exchange carriers as of January 1, 2012; dual-tone multifrequency signaling or its functional equivalent; single-party service or its functional equivalent; access to emergency services; access to operator services; access to interexchange service; access to directory assistance; toll limitation for qualifying low-income customers; and the capacity to maintain uninterrupted voice service during a power failure, either through the

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**Business Premium Service (cont.)**

incorporation into the network or network interface devices of suitable battery backup or through electric current. For purposes of this Schedule, all terms included within the definition of provider of last resort service have the same meanings as set forth in 35-A MRSA § 7201.

- E. Business Premium Service – is provider of last resort service offered to business customers on a retail basis with the Premium Service Area as the Customer's Basic Service Calling Area.

**7.3 Regulations Concerning Business Premium Service.**

- A. Calls Outside the Premium Calling Area – Calls made from the Home Exchange to locations within the State of Maine, other than those listed in Section 7.4 are billed to the Customer at the applicable intrastate toll rates of the carrier used to provide Customer's intrastate toll service.
- B. Municipal Calling Service – Customer shall receive toll free calling to any other customer of a Provider of Last Resort within the municipality in which Customer resides where practicable so long as Customer is utilizing an intralata toll provider for whom Company provides billing to the Customer. In the event Customer is charged by an intralata toll provider for whom Company provides billing to the Customer for a call to a Provider of Last Resort customer within the municipality in which Customer resides, Company shall remove any charges associated with any such municipal calling from the customer's bill when notified by the customer.
- C. Changes in Calling Areas – The Customer's initial selection of either the Economy Calling Area Service offering or the Premium Calling Area Service offering is without charge. Subsequent changes by the Customer are subject to the applicable Service Order Charge as identified in this Tariff. If only one Calling Area Service offering is available for an Exchange, the Customer will automatically be classified under the available service offering and no charge will apply.
- D. Rates – The applicable rates for the Company's Business Premium Service are listed in Section 7.4.B of this Tariff.

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**Business Premium Service (cont.)**

**7.4 Calling Area Rates and List of Exchanges**

A. List of Exchanges Where Flat-Rated Calling Applies

<b>Home Exchange</b>	<b>Unlimited Flat-Rated Calling to the Following Exchanges</b>
Andover	Andover, Roxbury, Rumford, Upton, Bethel
Bethel	Bethel, Locke Mills, West Bethel, Bryant Pond, Upton, Andover, No. Norway, Rumford, Harrison, No. Lovell
Bryant Pond	Bryant Pond, West Paris, Bethel, Locke Mills, Sumner, Dixfield, Rumford
Hebron	Hebron, Lewiston, Turner, No. Turner, Buckfield, Mechanic Falls, Norway, Oxford
Locke Mills	Locke Mills, Bethel, West Bethel, Bryant Pond, No. Norway, West Paris, Rumford
No. Norway	No. Norway, Norway, Bethel, Locke Mills, West Paris, Harrison
Roxbury Pond	Roxbury Pond, Andover, Rumford
Upton	Upton, Andover, Bethel, West Bethel, Wilson's Mills
W Bethel	West Bethel, Bethel, Locke Mills, Upton, North Lovell

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**Business Premium Service (cont.)**

B. Monthly Rates for Unlimited Flat-Rated Calling

<b>Home Exchange</b>	<b>Rate</b>
Andover	\$32.04 Business Premium
Bethel	\$32.04 Business Premium
Bryant Pond	\$32.04 Business Premium
Hebron	\$32.04 Business Premium
Locke Mills	\$32.04 Business Premium
No. Norway	\$32.04 Business Premium
Roxbury Pond	\$32.04 Business Premium
Upton	\$32.04 Business Premium
West Bethel	\$32.04 Business Premium

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