

# NOTICE CONCERNING ALL TERMS AND CONDITIONS and RATES

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Original

## Metropolitan Telecommunications of Maine LLC

The State of Maine Public Utilities Commission (MPUC) requires that each telephone utility's Terms and Conditions comply with and not conflict with requirements of Maine Statutes (primarily in Title 35-A) and MPUC rules. Any provision in these Terms and Conditions or rate schedules that conflicts with a Maine statute or MPUC rule, unless otherwise exempted, is inapplicable and will not be enforceable. The following rules apply to telephone utilities and contain provisions that affect matters that commonly appear in telephone utility Terms and Conditions:

Chapter 204 - Basic-Service Calling Areas

Chapter 214 – Exemption of Telephone Utilities from Certain Filing and Approval Requirements

Chapter 230 - Installation, Maintenance and Ownership of Customer Premises Wire

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Chapter 280 - Provision of Competitive Telecommunications Services

Chapter 291 - Standards for Billing, Credit and Collection, and Customer Information for Non Eligible Telecommunications Carriers

Chapter 292 - Chapter 292, Standards for Billing, Credit and Collection, and Customer Information For Interexchange Carriers

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Chapter 296 - Selection of Primary Interexchange and Local Exchange Carriers

Chapter 870 - Late Payment Charges, Interest Rates to Be Paid on Customer Deposits, and Charges for Returned Check Fees

In addition, the following provisions (the first two of which are required by statute) are part of this utility's Terms and Conditions:

### 1. FOR INTEREXCHANGE SERVICE:

Discount for Hearing-Impaired Customers. Upon customer request, the Company will

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Effective Date: March 1, 2014

Docket No.: 2007-234

Name: Andoni Economou  
Title: COO & EVP

**Metropolitan Telecommunications of Maine LLC**

Notice Concerning All Terms and Conditions and Rates (continued)

automatically apply a 70% reduction for intrastate toll calls made from line used by certified deaf, hard-of-hearing or speech-impaired persons who must rely on teletypewriters for telephone communications, and others as provided in 35-A M.R.S.A. §7302. To qualify for an automatic reduction, the customer must submit an affidavit to the Company on a form approved by the Maine Public Utilities Commission, stating that due to one of the conditions, the customer must rely on a teletypewriter for telephone communications, and that the equipment is connected or acoustically coupled to their telephone. Upon request, customers making calls to certified persons are eligible for a 70% rate reduction for relevant billed calls made during each billing period. (C)

2. FOR LOCAL EXCHANGE SERVICE:

Enhanced Universal Emergency Number Service - E911 - Surcharge. An Enhanced Universal Emergency Number Service (E911) surcharge, as provided in 25 M.R.S.A. § 2927(1-A), applies per month to each business access line, including PBX trunks, Centrex access lines, semipublic coin lines, and public access lines, in addition to the monthly rates for these lines specified elsewhere in these schedules. The surcharge shall not be imposed upon more than 25 lines per customer billing account. (C)

3. FOR BOTH LOCAL AND INTEREXCHANGE SERVICES:

A surcharge for the Maine Universal Service Fund (MUSF) applies to all intrastate services billed to a retail customer. 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.

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Effective Date: January 1, 2024

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Name: Andoni Economou  
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Notice Concerning All Terms and Conditions and Rates (continued)

4. FOR BOTH LOCAL AND INTEREXCHANGE SERVICES:

A surcharge for the Maine Telecommunications Education Access Fund (MTEAF) applies to all intrastate services billed to a retail customer. The surcharge shall not apply to surcharges such as those for Enhanced 911, the Maine Universal Service Fund, or similar funds. The surcharge shall be equal to the percentage of revenues established by the Maine Public Utilities Commission pursuant to Chapter 285, § 2(B) of the Commission's Rules.

5. FOR BOTH LOCAL AND INTEREXCHANGE SERVICES:

Any provisions in these Terms and Conditions that limit liability or damages do not apply to the extent they conflict with 11 M.R.S.A. §2-316(5) of the Maine Revised Statutes, Exclusion or Modification of Warranties.

6. FOR BOTH LOCAL AND INTEREXCHANGE SERVICES:

Chapter 214: EXEMPTION OF TELEPHONE UTILITIES FROM CERTAIN FILING AND APPROVAL REQUIREMENTS

SUMMARY: This rule exempts certain telephone utilities, with respect to certain services, from the filing requirements of Title 35-A M.R.S.A. §§ 304, 307, and 310 and establishes conditions under which the Commission may grant additional exemptions.

Telephone Utilities that are not ILECs. Unless otherwise revoked pursuant to Section 5 - Revocation of Exemptions, all telephone utilities that are not ILECs are granted detariffed status with respect to all retail services they provide, in all geographic areas they serve. This subsection is applicable to telephone utilities that are affiliates of ILECs, provided the affiliate is not an ILEC itself.

Filing Requirements. If a telephone utility has obtained detariffed status with respect to some or all of its services, in some or all of the geographic locations it serves, it is exempt from the filing requirements of 35-A M.R.S.A. §§ 304 and 307 for those services, in those locations, and it shall not file tariffs for those services, in those locations, with the Commission.

This utility agrees that it is responsible for complying with all applicable rules of the Maine Public Utilities Commission and with the Maine Revised Statutes. It understands that if it applies or enforces any provision of these Terms and Conditions that is in conflict with a rule of the Maine Public Utilities Commission, or the Maine Revised Statutes, the rule or statute will govern; and the utility may be subject to action by the Consumer Assistance Division of the Maine Public Utilities Commission or an investigation by the Commission pursuant to 35-A M.R.S.A. §1303.

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Effective Date: March 1, 2014

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Title: COO & EVP

Terms and Conditions

Definitions

1. "Access Line" is an arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to the Carrier's location or switching center.
2. "Carrier" or "Company" refers to Metropolitan Telecommunications of Maine LLC.
3. "Completed call" is a call which the Company's network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other mechanical answering device.
4. "Customer" is the person, firm, corporation or other legal entity which orders the services of the Company and is responsible for the payment of charges and for compliance with the Company's tariff regulations.
5. "Dedicated Access" is when the Customer gains entry to the Company's services by a direct path from the Customer's location to the company's point of presence.
6. "Business customer" is a customer engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of the service is primarily or substantially of a business, professional or occupational nature. (C) | (C)
7. "Service" is any telecommunications service(s) provided by the carrier under these schedules.
8. "Station" is a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.
9. "Switched Access" is when the Customer gains entry to the Company's services by a transmission line that is switched through the local exchange carrier to reach the Company's point of presence.
10. "Time period" when used throughout this tariff to mean the interval of hours that distinguish day, evening, night, and weekend and holiday rate periods.
  - (a) Time Period - 9 AM to 9 PM, Monday – Friday. Rate - Peak
  - (b) Time Period – 9 PM to 9 AM Monday – Friday, Weekends, Holidays. Rate - Off Peak.

For the purposes of this tariff recognized holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

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Effective Date: January 1, 2024

Docket No.: 2007-234

Name: Andoni Economou  
Title: COO & EVP

**Metropolitan Telecommunications of Maine LLC**

Terms and Conditions

General Description of Services Offered

1. These Terms and Conditions and Rate Schedules govern Company services originating and terminating at points within Maine. Specific services and rates are described in the Rate Schedules.
2. The Company's intrastate service territory consists of the entire state of Maine. Company services are available 24 hours per day, 7 days a week.
3. Company services are available for business customers only. (C)

Calculation of Rates

1. Rates for service are based on airline mileage between rate centers of the calling and called stations. The location of Rate Centers is based on information provided by Bell Operating Companies. Mileage is calculated using the Vertical and Horizontal (V&H) coordinate system from the National Exchange Carriers Association Tariff F.C.C. No. 4.
2. The chargeable time of a call is timed and measured by the underlying carrier. Timing of calls begins when the call is answered at the called station. Different rates may apply depending on the time of day or day of week the call is made. Calls originating in one time period and terminating in another time period will be billed according to the rates in effect during each portion of the call.

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Effective Date: January 1, 2024

Docket No.: 2007-234

Name: Andoni Economou  
Title: COO & EVP

Terms and Conditions

Credit, Collection, and Dispute Resolution Procedures

1. Reserved for Future Use. (D)  
|  
(D)
2. **Business Customers**: Application for service, billing, payment, deposit, disconnection, dispute resolution and other credit and collection procedures for business customers are governed by Chapters 291 and 292 of the Maine Public Utilities Commission's Rules. (C)  
(C)
3. The Company **does not charge a fee** to establish service.
4. For billing purposes, service is established on the date the customer's local exchange carrier switches the customer's service to the reselling Company's network.
5. The Company bills charges monthly in arrears. For billing purposes, a month consists of thirty (30) days.
6. The Company **charges \$41 to Business customers** to restore service that was disconnected for nonpayment of bills, violation of the Terms and Conditions, or fraudulent use of the Company's services. (C)  
(C)
7. All state and local taxes (i.e., sales tax) are listed as separate line items and are not included in the rates quoted in the Rate Schedules.
8. As provided in Chapter 870 of the Maine Public Utilities Commission's Rules, the Company charges \$5.00 per account to which the check is applied or the amount of the bank charges the company, not to exceed \$15.00 for each check returned for nonpayment by a bank. If the company charges more than \$5.00, the company shall furnish the customer with proof of the bank charge.

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Terms and Conditions

Credit, Collection, and Dispute Resolution Procedures (Continued)

9. All customer bills are due and payable when presented. The bill becomes past due no less than 30 days after postmarked. Once a bill is past due, the carrier may proceed with collection activities per Chapter 291 or 292, and a late payment shall be charged on the undisputed past due amount, calculated at the maximum monthly rate specified in Chapter 870 as updated in November of each year by the Commission's Director of Finance.
10. Customer complaints are handled by a full service customer service department. Customers may call **1-877-638-8351** from 9 a.m. to 5 p.m., Monday through Friday, or submit a written complaint to:

**Metropolitan Telecommunications of Maine LLC**  
**55 Water Street**  
**Floor 32**  
**New York, New York, 10041**

If the customer is not satisfied with the Company's response, the customer may contact the Consumer Assistance Division, Maine Public Utilities Commission, 18 State House Station, 242 State Street, Augusta, ME 04333-0018. Telephone: 800-452-4699 or 207-287-3831. Facsimile: 207-287-1039.

Terms and Conditions

Interruption of Service/Liability

1. The Company will attempt to provide continuous and uninterrupted service. When the Company schedules a service interruption for maintenance or repairs, the Company will notify customers of the cause and expected duration of the interruption at least 24 hours in advance, when possible.
2. The Company's liability for damages arising out of mistakes, interruptions, omission, delays, errors, or defects in the transmission occurring in furnishing service or in Company facilities, and not caused by the negligence of its employees or agents, will not exceed the amount that the Company would have charged the customer for service for the period the aforementioned faults occur.
3. Upon customer request, the Company will credit a customer's account for service interruptions which are not due to the Company's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer. Before requesting a credit, the customer will take reasonable steps to verify that the trouble could not have been prevented by the customer and is not in the customer's wiring or equipment. For purposes of computing a credit for leased facilities, a month consists of 720 hours. The Company will credit the customer's account at the rate of 1/720th of the monthly charge for the facilities affected for each full hour of the interruption.
4. The Company is protected against customer claims for libel, slander, or copyright infringement arising from the material, data, information, or other content transmitted using Company services. The Company is protected against all other claims arising from any act or omission of the customer while using Company services.
5. Any provisions that limit liability or damages do not apply to the extent they conflict with Maine Statute, 11 M.R.S.A. 2-316(5), Exclusion or Modification of Warranties.

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**RATE SCHEDULES**

(D)

(D)

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Docket No.: 2007-234

Name: Andoni Economou  
Title: COO & EVP

**RATE SCHEDULES**

**4. Local Service - Business**

**4.1 Business Unlimited Line – Premium** provides subscribers of the service with basic switched access to the network, as well as unlimited calling within their designated call area and their extended call area. (The Company mirrors the call areas and extended call areas as defined in the Consolidated Communications of Northern New England Catalog for Exchange and Network Services, Part A Section 5).

Premium Line, per month \$81.25\* (I)

**4.2 Business Unlimited Line – Economy** provides subscribers of the service with basic switched access to the network, as well as unlimited calling within their designated call area. (The Company mirrors the call areas and extended call areas as defined in the Consolidated Communications of Northern New England Catalog for Exchange and Network Services, Part A Section 5).

Economy Line, per month 49.28<sup>#</sup>

**4.3 Business Measured Rate Line** is available as Foreign Exchange service, only. It is a message sensitive offer, which includes a 85 Message Unit Allowance. (The Company mirrors the call areas and extended call areas as defined in the Consolidated Communications of Northern New England Catalog for Exchange and Network Services, Part A Section 5).

Per line, per month 35.21\*

**4.4. PBX Trunk Unlimited Service – Premium** provides PBX and Key System subscribers with either inbound, outbound or combo service between their switch and the network, as well as unlimited calling within their designated call area and their extended call area. (The Company mirrors the call areas and extended call areas as defined in the Consolidated Communications of Northern New England Catalog for Exchange and Network Services, Part A Section 5).

Premium Trunk, per month 62.46\*

**4.5 PBX Trunk Unlimited Service – Economy** provides PBX and Key System subscribers with either inbound, outbound or combo service between their switch and the network, as well as unlimited calling within their designated call area and their extended call area. (The Company mirrors the call areas and extended call areas as defined in the Consolidated Communications of Northern New England Catalog for Exchange and Network Services, Part A Section 5).

Economy Trunk, per month 62.46<sup>#</sup>

\* Service Discount Plans are available for a commitment period of 12, 24 and 36 months. The length of the period is selected by the customer and termination liability applies if service is terminated during the selected commitment period. The discount plans apply only to the monthly rate for channel termination and interoffice channels. Nonrecurring charges and optional feature monthly rates are not included. A service Discount Plan provides that the applicable monthly rates, as set forth herein, are reduced by a fixed percentage. The amount of the discount percentage differs based on the length of the selected commitment as follows: 12 months @ 19% (I) discount, 24 months @ 24% (I) discount, 36 months @ 28% (I) discount.

<sup>#</sup> Rates are grandfathered and available to existing customers only and will not be provided to new installations.

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**RATE SCHEDULES**

**4. Local Service – Business (continued)**

**4.5 Hunting** provides forwarding of inbound calls from lines/stations that are busy to be routed to an available line/station.

Hunting, set up charge only (no monthly) 24.00

**4.6 Remote Call Forwarding (RCF)** is a service offering for business customers. The service provides the automatic routing, or forwarding, of calls to a predetermined telephone line / number. The subscriber of the service is responsible for the prevailing rate of the call forwarded from the RCF to the predetermined telephone line / number.

Remote Call Forwarding, per path  
Per month \$36.00 (I)

**4.7 PBX Trunk DID/IOD Ports** are specially designed central office facilities. Direct Inward Dial (DID) provide inbound, direct dialed calls to be routed from the central office to a specific PBX extension. Identified Outbound Dialing provides call detail to be recorded against a specific station or trunk.

A.	First 10 Trunks each		
	Per DID Port, monthly	105.00	(I)
B.	Over 10 Trunks each		
	Per DID Port, monthly	52.50	
C.	All Trunks		
	Per IOD Port, monthly	30.63	(I)

**4.8 PBX DID Numbers** are available to PBX customers in blocks of consecutive 100.

Each Block of 100 Numbers  
Per month 34.50

(M) Material previously appearing on this page has been moved to page 12.

**RATE SCHEDULES**

**4. Local Service – Business (continued)**

**4.9 Subscriber Intrastate Access Service**

**4.9.1 General Description**

The Subscriber Intrastate Access Service provides interconnected access to the local public switched telephone network so that local exchange customers can make and receive calls to and from the customers of other carriers within the state.

**4.9.2 Limitations**

- (A) A telephone number is not provided with Subscriber Intrastate Access Service.
- (B) Detail billing is not provided with Subscriber Intrastate Access Service.
- (C) Directory listings are not included with Subscriber Intrastate Access Service.
- (D) Intercept arrangements are not included with Subscriber Intrastate Access Service

**4.9.3 Undertaking of the Company**

The Company will provide Subscriber Intrastate Access Service to each Customer that subscribes to its local exchange service.

**4.9.4 Term of Service**

Subscriber Intrastate Access Service shall be coterminous with the Company's local exchange service, and the Subscriber Access Charge shall apply for each telephone line or service as defined herein for all periods in which Customer subscribes to local exchange service from the Company.

**4.9.5 Rate Regulations**

- (A) If Customer is eligible to receive prorated credit for their associated local exchange service, such as for network outages or suspension or termination of service, the Subscriber Access Charge will be prorated or credited in the same manner consistent with the terms of this tariff and any contract. No other credits are available for Subscriber Intrastate Access Service.

**RATE SCHEDULES**

**4. Local Service – Business (continued)**

**4.9 Subscriber Intrastate Access Service (continued)**

**4.9.5 Rate Regulations (continued)**

- (B) When Customer is provided more than one local business exchange service in a state, the Subscriber Access Charge Multi-line Business Subscriber rates are assessed for each line.
- (C) The Subscriber Access Charge, as set forth in 4.9.6 following, will be billed to the end user subscriber of the associated local exchange service, including, where applicable, a reseller of the associated local exchange service, in which case the reseller shall be deemed an end user for purposes of application of such charges.
- (D) For each local exchange service provided as remote call forwarding business service under the Local Exchange Service Tariff or Product Guide, the Subscriber Access Charge does not apply.

**4.9.6 Rates**

<b>Business Customer Service Type</b>	<b>ILEC AREA / OCN</b>
	Consolidated / 5111
Single Line Local Exchange Service	7.50
Multi-line Local Exchange Service	10.20
Centrex	10.20
Trunk	10.20
PRI	51.00
T-1/Digital PBX	(D)
BRI	8.00

**RATE SCHEDULES**

**Local Service Business (continued)**

(C)

**4.10 Local Telecom Surcharge**

**4.10.1 Rate Regulations,**

- (A) Telecommunications rules and regulations allows Incumbent Local Exchange Carriers to increase rates to wholesale providers in the form of a surcharge per line. As a result of these rate increases, the Company will assess the Local Telecom Surcharge on all local exchange service lines provided by the Company. See table in paragraph 4.15 following for rates.

**4.11 Carrier Access Recovery Charge**

**4.11.1 Rate Regulations,**

- (A) Customers assessed a Subscriber Intrastate Access Charge as specified in paragraph 4.9.6 preceding will be assessed a flat-rated, monthly Carrier Access Recovery Charge (CARC). CARCs will be billed to the associated end user or reseller of the local exchange services except for those customers who participate in the Lifeline Assistance Program. See table in paragraph 4.15 following for rates.

**4.12 Regulatory Recovery Fee-State**

**4.12.1 Rate Regulations,**

- (A) Regulatory Recovery Fee-State (RRF-S) is a charge assessed to recover the costs of state and local regulatory activities, including costs associated with compliance filings, payments to industry organizations for required services, legal expenses and employee salaries related to those Company regulatory activities. See table in paragraph 4.15 following for rates.

**4.13 End User Port Charges**

**4.13.1 Rate Regulations,**

Certain local exchange services provided under the general and/or local exchange service tariffs are subject to End User Port Charges. These services include:

- Integrated Services Digital Network (ISDN) – Basic Rate
- Integrated Services Digital Network (ISDN) – Primary Rate
- PBX Trunks

See table in paragraph 4.16 following for rates

**RATE SCHEDULES**

**Local Service Business (continued)**

**4.14 Local Portability Charge**

**4.14.1 Rate Regulations,**

- (A) Telecommunications rules and regulations require all local phone companies to provide "service provider number portability," which allows customers to retain their local phone number when switching companies to provide their local phone service. The Local Portability Charge (LPC) is used by telephone companies to recover the costs associated with the development, implementation, and operability of service provider number portability.
- (B) The Company will assess the Local Portability Charge (LPC) on all local exchange services. The LPC, as set forth below applies to all local exchange service lines provided by the Company.

**4.15 Rate Table (LTS, CARC, RRF-S and LPC) applies to all Service Areas**

Monthly Per Line or Per Trunk\*

Services	(D)				Business			
	(D)	(D)	(D)	(D)	Local Telecom Surcharge	Carrier Access Recovery Charge	Regulatory Recovery Fee-State	Local Portability Charge
Single Line Local Exchange Svc.	(D)	(D)	(D)	(D)	\$5.00	\$4.50	\$4.99 (I)	\$1.99 (I)
Multi-line Local Exchange Svc.	(D)	(D)	(D)	(D)	\$5.00	\$4.50	\$4.99 (I)	\$1.99 (I)
Lifeline customer	-	-	-	-	-	-	-	-
ISDN BRI	-	-	-	(D)	\$5.00	\$4.50	\$4.99 (I)	\$1.99 (I)
ISDN PRI (rates per svc.)	-	-	-	-	-	\$22.50	\$24.95 (I)	\$89.55 (I)
Foreign Exchange—Single Line	(D)	(D)	(D)	(D)	5.00	\$4.50	\$4.99 (I)	\$1.99 (I)
Foreign Exchange—Multi-Line	(D)	(D)	(D)	(D)	\$5.00	\$4.50	\$4.99 (I)	\$1.99 (I)
Remote Call Forward	-	-	-	-	\$5.00	-	\$4.99 (I)	\$1.99 (I)
Centrex	-	-	-	-	\$5.00	\$4.50	\$4.99 (I)	\$1.99 (I)
Trunks	-	-	-	-	\$5.00	\$4.50	\$4.99 (I)	\$17.91 (I)
T-1/Digital PBX (rates per svc.)	-	-	-	-	-	\$22.50	\$24.95 (I)	\$89.55 (I)

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**RATE SCHEDULES**

**Local Service Business (continued)**

(C)

**4.16 End User Port Charge Rate Table**

Monthly Per Line or Per Trunk\*

Services	End User Port Charge	
	(D)	Business
Single Line Local Exchange Svc.	-	-
Multi-line Local Exchange Svc.	-	-
Lifeline customer	-	-
ISDN BRI	(D)	\$1.90
ISDN PRI (rates per svc.)	-	\$46.01
Foreign Exchange–Single Line	-	-
Foreign Exchange–Multi-Line	-	-
Remote Call Forward	-	-
Centrex	-	-
Trunks	-	\$1.21
T-1/Digital PBX (rates per svc.)	-	\$29.04

\*Unless otherwise noted

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**RATE SCHEDULES**

**5. Local Calling Rates - Business**

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**5.1 Premium Area Calls** – Calls made from an Economy Line placed to a Premium Area.

Call Rates - Economy per minute 0.0500 (I)

**5.2 Business Measured Rate Foreign Exchange** – The subscriber of this service is permitted an allowance of 85 Message Units. Each message unit is 5 minutes, or fraction thereof. All other calls are billed at the following rate.

Call Rates - Business Measured per Message Unit \$0.1280 (I)

**5.3 RCF Message Unit Rate** – The subscriber of this service is not permitted an allowance of Message Units. Each call local forwarded from the subscribers RCF to the terminating/receiving phone line is billed the following rate. Each message unit is 5 minutes, or fraction thereof. All other calls are billed at the following rate.

RCF Message Unit per Message Unit 0.1280 (I)

**6. Regional and In-State Calling Rates - Business**

**6.1 Smart Cents Plan** – A monthly plan for calls outside of the subscribers designated local call and/or extended call areas.

Smart Cents Plan Any time, per minute \$0.059 – 0.069

**6.2 Exact Rate Plan** – A term plan for calls outside of the subscribers designated local call and/or extended call areas. 12, 24 and 36 month plans are available.

Exact Rate Plan Any time, per minute – all term plans \$0.049 – 0.069

(M) Material appearing on this page previously appeared on page 11.

**RATE SCHEDULES**

**7. Directory Services**

**7.1 Directory Assistance\*** - A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except for calls from coin telephones, including Customer Owned Coin Operated Telephones (COCOTs), requests for telephone numbers of nonpublished service, request in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit, Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory.

Local \$ 4.99

**7.2 National 411\*** - National Directory Assistance Service is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the state of Maine and is furnished subject to the availability of facilities. There are no call allowances for National Directory Assistance. A maximum of two (2) requested telephone numbers are allowed per call. N-411 is available only on a direct dialed basis and may not be alternately billed. Charges for N-411 service are not applicable to calls placed by those customers with visual, or physical handicaps as described in 7.1.

National 411 4.99

**7.3 Directory Assistance Call Completion\*** - Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.

Per Completed Call 2.25

**8. Listings**

**8.1 Primary Directory Listings** - One (1) primary listing is provided without extra charge for each main service or for the first number in a group, when two (2) or more main station lines are consecutively operated.

**8.2 Additional Directory Listings** - Charges for additional listings begin on the date the information records are posted and are payable annually in advance.

Additional Listing - Business, each 5.50

(D)

\* Directory Assistance and Operator Services are no longer provided by the Company, effective October 1, 2019.

**RATE SCHEDULES**

**8. Listings (continued)**

**8.3 Non-Published Telephone Number Service** - Non-Published Telephone Number Service provides for the omission or deletion of a Customer's telephone number listing from the directory and is not given out upon request.

Non-Published Number – Business, each	\$6.45
	(D)

**8.4 Non-Listed Telephone Number Service** - A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request. A Service Connection Charge applies to the establishment or change of non-listed telephone numbers.

Non Directory Listed Service – Business, each	\$4.50
	(D)

**9. Gold Number Service** – Gold (preferred or “vanity”) numbers are furnished subject to the availability of numbers in the customer's serving central office, is provided to customers requesting a specific telephone number or type of telephone number, such as one with repeating digits or other specific numerical combination. Customer's may request, in order of preference, up to three specific telephone numbers. The Company will then verify the availability of the requested numbers. If the initial numbers requested are not available, customers may request other specific telephone numbers.

Gold Number Set-up	\$20.00
	(D)
Gold Number – Business, Monthly each	8.00

**10. Reserved for Future Use**



**RATE SCHEDULES**

**11. Features continued**

**Call Forwarding Busy/No Answer** - Combines, packages the feature functionality of Call Forwarding Busy and Call Forwarding No Answer (see definitions contained within this section.)

Business, monthly \$6.00  
(D)

**Call Intercept** - Call Intercept is an optional enhancement to Caller ID that provides subscribers with options for responding to unidentified calls. Call Intercept routes unidentified incoming calls to an announcement.

Business, monthly \$5.50  
(D)

**Speed Dialing (8)** - Speed Dialing allows a customer to store up to 8 frequently dialed numbers from their telephone line. The stored numbers are retrieved via a simple access code.

Business, monthly 5.00  
(D)

**Speed Dialing (30)** - Speed Dialing allows a customer to store up to 30 frequently dialed numbers from their telephone line. The stored numbers are retrieved via a simple access code.

Business, monthly 7.50  
(D)

**Three-Way Calling** - Three-way Calling permits an existing call to be held and a second call to be established and added to the connection for conferencing.

Business, monthly 7.75  
(D)  
Per Use, Business (C) 1.00  
Three Way Call Usage Cap at 10 10.00

**RATE SCHEDULES**

**11. Features continued**

**Caller ID** - This feature will enable the Customer to receive the number of the caller, the time, date, and the calling number on an incoming call. The name number will be delivered to the called party in the interval between the first and second ring.

Business, monthly \$9.50  
(D)

**Caller ID with Name** - This feature will enable the Customer to receive the name of the caller, the time, date, and the calling number on an incoming call. The name and number will be delivered to the called party in the interval between the first and second ring. The displayed name is the name associated with the calling party number.

Business, monthly \$9.50  
(D)

**Call Waiting ID** - Call Waiting ID is an enhancement of the Call Waiting feature offered to business customers that allows the “called” party to control the treatment of a second incoming call. (C)

Business, monthly \$9.50  
(D)

**Call Waiting ID with Name** - Call Waiting ID Deluxe is an enhancement of the Call Waiting feature offered to business customers that allows the “called” party to control the treatment of a second incoming call. (C)

Business, monthly \$9.50  
(D)

**Call Trace** - Customer Originated Trace allows customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to Company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting Company the customer can use this application to combat nuisance calls.

Business, per activation \$4.00  
(D)

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Effective Date: January 11, 2024

Docket No.: 2007-234

Name: Andoni Economou  
Title: COO & EVP

**RATE SCHEDULES**

**11. Features continued**

**\*69 Call Return** -This feature allows the Customer to place a call to the telephone number of the calling party should the call be unanswered or unknown by dialing a code to activate this feature.

Business Unlimited, monthly	\$4.50
	(D)
Per Use, Business (C)	1.00

**\*66 Repeat Dialing** - The Automatic Redial feature allows a customer to automatically redial the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the customer.

Business Unlimited, monthly	\$4.50
	(D)
Per Use, Business (C)	1.00

**Unlimited Call Return & Repeat Dialing** - (See description above)

Business, monthly	\$4.75
	(D)
Activation Cap, at 11, Business (C)	
Monthly	11.00

**Automatic Redial** - The Automatic Redial feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Redial feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the customer is notified of the connected call via a distinctive ring.

Business, monthly	\$4.50
	(D)



**RATE SCHEDULES**

**12. Service Connection Charges**

**New Line Installation** - New Line Installation charges apply for each new or additional telephone access line or trunk placed by the Customer with the Company.

Business, 1<sup>st</sup> and each additional line installed                      \$200.00 (I)  
(D)

**Move Service-Different Premises** - Move Service - Different Premises charges apply when the Customer requests the move of their service, in whole or in part, to a location other than their primary or existing premise.

Business, 1<sup>st</sup> and each additional line moved                              200.00 (I)  
(D)

**Telephone Number Change** - Telephone Number Change charges apply for each request placed by the Customer to the Company for the change of a telephone number.

Business, 1<sup>st</sup> and each additional line changed                              44.00  
(D)

**Restore Service for Non-Payment** - Restore Service for Non-Payment applies whenever a customer has been disconnected from the Company for reasons of non-payment. The charge will apply at when the customer's service is restored.

Business    41.00  
(D)

**Feature Change** - A charge will apply when a customer requests new or additional features to be added to their telephone line.

Business, per order    24.00  
(D)

**RATE SCHEDULES**

**12. Service Connection Charges continued**

**Change of Service** – A charge will apply when a customer requests a change in the type or grade of their service.

Business	\$50.00 (I) (D)
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**Maintenance Charge** - A Maintenance Charge will apply whenever the Company is required to dispatch a service technician for reasons that are deemed to be unrelated to a technical failure on the part of the Company.

- A. No Trouble Found (Dispatch to Central Office)  
Business \$250.00  
(D)
  
- B. No Trouble Found (Dispatch to Customer Premises)  
Business 350.00 (I)  
(D)
  
- C. No Trouble Found (No Access to Network Interface per Dispatch)  
Business 350.00 (I)  
(D)

**13. Complex Business Services**

**PBX DID Service** - DID Analog Trunk Service provides for inward dialing from the telecommunications network directly to stations associated with switching equipment located on the customer's premises.

**RATE SCHEDULES**

**13. Complex Business Services continued**

**Centrex Services** - Centrex is central office based system for business customers. The service combines central office switching for calls within the system, as well as calls placed to and from the public switched network. Centrex also provides customers with a variety of line and system related features for call management.

<u>Contract Length</u>	<u>Monthly</u> <sup>1</sup>
12 months	\$58.69
36 months	57.44

<sup>1</sup>Rates include Centrex Exchange Access Charge (CEAC), but exclude FCC End User Common Line (EUCL)

**ISDN BRI Services** - Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) provides a customer with the capability for simultaneous voice and data transmittal in compliance with industry standards for two (2) Bearer Channels at 64Kbps each and one (1) Data Channel at 16Kbps. It is a digital service offering available to business customers. (C)

ISDN Basic, per Line or Centrex Line	\$12.50
Circuit Switched Data, Digital Centrex Service	7.00
Circuit Switched Data Service, Digital Centrex	17.00
Alternate Circuit Switched Voice or Data, Exchange Service	7.00
Alternate Circuit Switched Voice or Data, Digital Centrex	17.00
Low Speed Packet Switched Data-POTS	6.00
Low Speed Packet Switched Data Centrex	8.00
Secondary Number, each	2.00
Secondary Number digital Centrex, each	1.00

<sup>1</sup> ISDN BRI rates are in addition to Business Message Rate or Centrex Line

**13. Complex Business Services continued**

**ISDN PRI Services** - Integrated Services Digital Network Primary Rate Interface (ISDN PRI) Service provides a customer with the capability for simultaneous voice and data and for inward and outward dialing from the telecommunications network directly to lines associated with switching equipment located on the customer's premises. The service complies with industry standards for twenty-three (23) Bearer Channels at 64Kbps each and one (1) Data Channel at 64Kbps. It is a digital service offering available to business customers.

MetPath™ ISDN PRI with Unlimited Local Calling (includes PRI Digital Port, Transport Facility, PRI/DID Trunk Package and Calling Line ID. Does not include FCC End User Line or Port Charge.) Monthly

Each PRI, 12 Months	ICB		T
Each PRI, 24 Months	ICB		
Each PRI, 36 Months	ICB		
	<u>NRC 1<sup>st</sup></u>	<u>NRC Additional</u>	
Each PRI, 12 Months	ICB	ICB	
Each PRI, 24 Months	ICB	ICB	
Each PRI, 36 Months	ICB	ICB	T

A. MetPath™ ISDN PRI and DS1 with Unlimited Local Calling and Bundled LD (PRI Port, 23B+D with 24 Channels and DS1 Digital Transport Facility, incl Inbound Calling Line ID-Name and Number and Call-by-Call Selection. DS1 with 24 Channels – DID, DOD and/or 2 Way Trunks and DS1 Digital Transport Facility. Does not include FCC End User Line or Port Charge.)

	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	
Unlimited Local and 5,000 Toll/LD MOUs	ICB	ICB	ICB	T
Unlimited Local and 10,000 Toll/LD MOUs	ICB	ICB	ICB	
Unlimited Local and 30,000 Toll/LD MOUs	ICB	ICB	ICB	
Unlimited Local and 50,000 Toll/LD MOUs	ICB	ICB	ICB	
Unlimited Local and 100,000 Toll/LD MOUs	ICB	ICB	ICB	T

**Digital PBX Service** – Customers are provided T1 connection that combines a Digital Port and DS1 Digital Transport Facility. The Digital Port provides 24 individual trunks.

- C. MetPath™ Digital PBX Service with Unlimited Local Calling (includes a DS1Port with 24 Channels – DID, DOD or 2 Way Trunks and DS1 Digital Transport Facility. Does not include FCC End User Line or Port Charge.)

	<u>Monthly</u>		
Each PRI, 12 Months	ICB		T
Each PRI, 24 Months	ICB		
Each PRI, 36 Months	ICB		T
	<u>NRC 1<sup>st</sup></u>	<u>NRC Additional</u>	
Each PRI, 12 Months	ICB	ICB	T
Each PRI, 24 Months	ICB	ICB	
Each PRI, 36 Months	ICB	ICB	T

13.

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**Metropolitan Telecommunications of Maine LLC**

**SPECIAL ARRANGEMENTS**

1. Individual Case Billing (ICB)

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis. ICB will be filed with the Communications Division of the Commission.

2. Special Promotions

From time-to-time without further approval by the Public Utilities Commission, the Company may elect to offer promotional programs which shall waive, for a specified period of time not to exceed six (6) months, in whole or in part: (1) any installation fee; and/or (2) any recurring or non-recurring fees for any services other than local exchange service or intrastate toll service. A promotional program may not waive any surcharge the Company is required to assess by Rule or by Statute. Promotional programs offered under this tariff shall not alter any term or condition of any service except with regard to the rate charged for the service. Descriptions of specific promotional programs, including the effective dates of the promotion and the rates to be charged under the promotion shall be provided to the Commission on or before the offering date of the promotional program. These descriptions shall be kept with the terms and conditions maintained by the Company.

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Effective Date: March 1, 2014

Docket No.: 2007-234

Name: Andoni Economou  
Title: COO & EVP