

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Table of Contents
Thirteenth Revised Sheet 1
Cancels Twelfth Revised Sheet 1

TABLE OF CONTENTS

	<u>Sheet</u>	
SECTION 1: GENERAL REGULATIONS		
1.1 Application of Tariff	1	
1.2 Limitations and Use of Service	1	
1.3 Power Supply	1	
1.4 Classification of Service	1	
1.5 Payment for Service	1	
1.6 Termination of Service and Minimum Charges	1	
1.7 Change in Telephone Numbers	1	
1.8 Service Interruptions	1	
1.9 Promotional Sales Campaign (Special Promotions)	1	
1.10 Bundled Service Tariff	1	
SECTION 2: MAIN TELEPHONE EXCHANGE SERVICE		
2.1 Basic Calling Area for Local Service	1	
2.2 Economy Area Calling Rates and List of Exchanges	3	
2.3 Premium Calling Area Rates and List of Exchanges	3	
2.4 Low-Income Assistance Programs	4	
2.5 Line Hunting	4	
2.6 Maine Telecommunications Education Access Fund (MTEAF)	4	
2.7 Maine Universal Service Fund (MUSF) Surcharge	4	
2.8 Reserved For Future Use	5	
2.9 Service Provider Tax	5	
2.10 Smart Pack Lite	6	
2.11 ConnectME Fund Assessment	6	
2.12 Safety Line Service	6	
2.13 Business Safety Line Service	6	
2.14 Security Line Service	6	
2.15 STAR Packages	7	(T)
2.16 STAR Business Bundles	7	
2.17 Basic & Unlimited Phone Bundles	8	
2.18 TDS Business Voice Bundle	8	(T)
2.19 Basic 24 & Unlimited 24 Phone Bundles	8	(N)
SECTION 3: SPECIAL DIAL-TONE SERVICE ARRANGEMENTS		
3.1 Paystation	1	
3.2 Integrated Services Digital Network Services		
A. Basic Rate Interface (ISDN-BRI)	2	
B. Primary Rate Interface (ISDN-PRI)	3	
3.3 Dedicated DS1 Service	4	
3.4 Digital Transport Service	5	
3.5 Centrex	6	
SECTION 4: OPTIONAL SERVICES		
4.1 Call Blocking Services	1	
4.2 Custom Calling Services	2	
4.3 Advanced Calling Services	4	
4.4 Voice Mail Service (Grandfathered)	6	
4.5 Voice Mail Service	6	

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Table of Contents
Eighth Revised Sheet 2
Cancels Seventh Revised Sheet 2

TABLE OF CONTENTS

	<u>Sheet</u>	
SECTION 5: NONRECURRING CHARGES		
5.1 Service Connection Charges	1	
SECTION 6: DIRECTORY SERVICES		
6.1 Directory Listings	1	
6.2 Non-Published and Non-Listed Numbers	1	
6.3 Directory Assistance Service	1	
SECTION 7: CONSTRUCTION CHARGES		
7.1 Construction Charges	1	
SECTION 8: MISCELLANEOUS SERVICES		
8.1 Connection with Customer Provided Terminal Equipment and Communication Systems	1	
8.2 Direct Inward Dialing (DID)	1	
8.3 Reserved For Future Use	1	
8.4 Reserved For Future Use	1	
8.5 Reserved for Future Use	2	(T) (D)
8.6 Dedicated Ethernet Service	2	
8.7 Miscellaneous Circuits, Extension and Tie Lines	2	
8.8 Off Premise Extension	2	
8.9 Public Emergency Call Receiving Service	2	
8.10 Suspension of Service	3	
8.11 Universal Emergency Number Service – 911	3	
8.12 Relocation Forwarding Service	3	
8.13 Reserved For Future Use	3	
8.14 Radio Telephone Service	3	
8.15 Account Retention	3	
8.16 Customized 911 (C911) Service	3	
8.17 Intercept Service	4	
SECTION 9: RESERVED FOR FUTURE USE		
SECTION 10: INTRASTATE ACCESS TARIFF	1	

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 1
Second Revised Sheet 1
Cancels First Revised Sheet 1

GENERAL REGULATIONS

CONCURRENCE

Hampden Telephone Company hereby assents to, adopts and concurs in the rates, rules and regulations governing the services listed below as they are set forth in Section 1 of Somerset Telephone Company's Terms of Service, and makes itself a party thereto and obligates itself to observe the provisions therein with the exceptions listed below.

SERVICES AND EXCEPTIONS

- 1.1 Application of Tariff – No Exceptions
- 1.2 Limitations and Use of Service – No Exceptions
- 1.3 Power Supply – No Exceptions
- 1.4 Classification of Service – No Exceptions
- 1.5 Payment for Service – No Exceptions
- 1.6 Termination of Service and Minimum Charges – No Exceptions
- 1.7 Change in Telephone Numbers – No Exceptions
- 1.8 Service Interruptions – No Exceptions
- 1.9 Promotional Sales Campaign – No Exceptions
- 1.10 Bundled Service Tariff – No Exceptions

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 2
Twelfth Revised Contents Sheet 1
Cancels Eleventh Revised Contents Sheet 1

MAIN TELEPHONE EXCHANGE SERVICE

Contents

	<u>Sheet</u>	
2.1	1	BASIC SERVICE CALLING AREA
2.2	3	ECONOMY AREA CALLING RATES AND LIST OF EXCHANGES
2.3	3	PREMIUM CALLING AREA RATES AND LIST OF EXCHANGES
2.4	4	LOW-INCOME ASSISTANCE PROGRAMS
2.5	4	LINE HUNTING
2.6	4	MAINE TELECOMMUNICATIONS EDUCATION ACCESS FUND
2.7	4	MAINE UNIVERSAL SERVICE FUND (MUSF) SURCHARGE
2.8	5	TOTAL TALK PACK
2.9	5	SERVICE PROVIDER TAX
2.10	6	SMART PACK LITE
2.11	6	CONNECTME FUND ASSESSMENT
2.12	6	SAFETY LINE SERVICE
2.13	6	BUSINESS SAFETY LINE SERVICE
2.14	6	SECURITY LINE SERVICE
2.15	7	STAR PACKAGES
2.16	7	STAR BUSINESS BUNDLES
2.17	7	BASIC & UNLIMITED PHONE BUNDLES (T)
2.18	7	TDS BUSINESS VOICE BUNDLE (T)
2.19	8	BASIC 24 & UNLIMITED 24 PHONE BUNDLES (N)

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 2
Third Revised Sheet 1
Cancels Second Revised Sheet 1

MAIN TELEPHONE EXCHANGE SERVICE

2.1 **BASIC SERVICE CALLING AREA**

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The Basic Service Calling Area can be found in Hampden Telephone Company's Provider of Last Resort (POLR) Tariff No. 6, which is located on TDS Telecom's website.

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 2
First Revised Sheet 2
Cancels Original Sheet 2

MAIN TELEPHONE EXCHANGE SERVICE

EFFECTIVE: August 30, 2012

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 2
Third Revised Sheet 3
Cancels Second Revised Sheet 3

MAIN TELEPHONE EXCHANGE SERVICE

2.2 **ECONOMY AREA CALLING RATES AND LIST OF EXCHANGES**

The Economy Area Calling Rates and List of Exchanges can be found in Hampden Telephone Company's Provider of Last Resort (POLR) Tariff No. 6, which is located on TDS Telecom's website.

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2.3 **PREMIUM CALLING AREA RATES AND LIST OF EXCHANGES**

The Premium Calling Area Rates and List of Exchanges can be found in Hampden Telephone Company's Provider of Last Resort (POLR) Tariff No. 6, which is located on TDS Telecom's website.

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 2
Third Revised Sheet 4
Cancels Second Revised Sheet 4

MAIN TELEPHONE EXCHANGE SERVICE

2.4 **LOW-INCOME ASSISTANCE PROGRAMS**

Hampden Telephone Company hereby assents to, adopts and concurs in the rates, rules and regulations governing Low Income services as they are set forth in Section 2 of Somerset Telephone Company’s Terms of Service, and makes itself a party thereto and obligates itself to observe the provisions therein.

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2.5 **LINE HUNTING**

A. General

Line Hunting provides customers with more than one line the ability to have incoming calls automatically directed to the next vacant line. The Line Hunting selection process starts at a particular line or directory number and continues in a fixed sequence, until an idle line is found or arrives at the end of the sequence. The service is available with Residential and Business one-party rates.

<u>B. Rates and Charges</u>	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
Per Line	\$3.00	(1)

(1) Service Connection Charges do not apply when ordered with initial service installation. When ordered separate from initial installation, Service Connection Charges, as found in Section 5, apply.

2.6 **MAINE TELECOMMUNICATIONS EDUCATION ACCESS FUND (MTEAF)**

Information on the Maine Telecommunications Education Access Fund (MTEAF) surcharge can be found in Hampden Telephone Company’s Provider of Last Resort (POLR) Tariff No. 6, which is located on TDS Telecom’s website.

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2.7 **MAINE UNIVERSAL SERVICE FUND (MUSF) SURCHARGE**

Information on the Maine Universal Service Fund (MUSF) surcharge can be found in Hampden Telephone Company’s Provider of Last Resort (POLR) Tariff No. 6, which is located on TDS Telecom’s website.

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 2
Seventh Revised Sheet 5
Cancels Sixth Revised Sheet 5

MAIN TELEPHONE EXCHANGE SERVICE

2.8 TOTAL TALK PACK

Not Available

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2.9 SERVICE PROVIDER TAX

Information on the Service Provider Tax surcharge can be found in Hampden Telephone Company's Provider of Last Resort (POLR) Tariff No. 6, which is located on TDS Telecom's website.

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 2
Sixth Revised Sheet 6
Cancels Fifth Revised Sheet 6

MAIN TELEPHONE EXCHANGE SERVICE

2.10 **SMART PACK LITE**

Hampden Telephone Company hereby assents to, adopts and concurs in the rates, rules and regulations governing the Smart Pack Lite as they are set forth in Section 2 of ME P.U.C. No. 5 for Somerset Telephone Company, on file with the Maine Public Utilities Commission and makes itself a party thereto and obligates itself to observe the provisions therein.

2.11 **CONNECTME FUND ASSESSMENT**

Hampden Telephone Company shall include on customer bills, a line item called "ConnectME Fund Assessment" which shall be equal to a percentage, as established by the ConnectME Fund Administrator, of communications service charges appearing on the customer's bill. For purposes of this section, communications service charges shall include charges for "communications services" as defined by Chapter 101 of the Rules of the ConnectME Authority.

2.12 **SAFETY LINE SERVICE**¹

Hampden Telephone Company hereby assents to, adopts and concurs in the rates, rules and regulations governing the Safety Line Service as they are set forth in Section 2 of ME P.U.C. No. 5 for Somerset Telephone Company, on file with the Maine Public Utilities Commission and makes itself a party thereto and obligates itself to observe the provisions therein.

¹ This service is grandfathered to existing customers effective August 1, 2012. This service is not available to new customers as of this date.

2.13 **BUSINESS SAFETY LINE SERVICE**

Hampden Telephone Company hereby assents to, adopts and concurs in the rates, rules and regulations governing the Business Safety Line Service as they are set forth in Section 2 of ME P.U.C. No. 5 for Somerset Telephone Company, on file with the Maine Public Utilities Commission and makes itself a party thereto and obligates itself to observe the provisions therein.

² This service is only available where facilities are available. As the Company upgrades to fiber and VoIP, this service will only be available to existing customers as of June 14, 2019, and to customers that do not have access to fiber-based services.

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2.14 **SECURITY LINE SERVICE**

Hampden Telephone Company, hereby assents to, adopts and concurs in the rates, rules and regulations governing the Security Line Service as they are set forth in Section 2 of ME P.U.C. No. 5 for Somerset Telephone Company, on file with the Maine Public Utilities Commission and makes itself a party thereto and obligates itself to observe the provisions therein.

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 2
Third Revised Sheet 7
Cancels Second Revised Sheet 7

MAIN TELEPHONE EXCHANGE SERVICE

2.15 **STAR PACKAGES**

Hampden Telephone Company, hereby assents to, adopts and concurs in the rates, rules and regulations governing STAR Packages as they are set forth in Section 2 of Somerset Telephone Company’s Terms of Service, and makes itself a party thereto and obligates itself to observe the provisions therein.

2.16 **STAR BUSINESS BUNDLES**

Hampden Telephone Company, hereby assents to, adopts and concurs in the rates, rules and regulations governing STAR Business Bundles as they are set forth in Section 2 of Somerset Telephone Company’s Terms of Service, and makes itself a party thereto and obligates itself to observe the provisions therein.

A. Exceptions

1. STAR Business Bundle-Expanded

This service is only available where facilities are available. As the Company upgrades to fiber and VoIP, this service will only be available to existing customers as of June 14, 2019, and to customers that do not have access to fiber-based services.

2. STAR Business Bundle Unlimited-Expanded

This service is only available where facilities are available. As the Company upgrades to fiber and VoIP, this service will only be available to existing customers as of June 14, 2019, and to customers that do not have access to fiber-based services.

2.17 **BASIC & UNLIMITED PHONE BUNDLES**

Hampden Telephone Company, hereby assents to, adopts and concurs in the rates, rules and regulations governing Basic & Unlimited Phone Bundles as they are set forth in Section 2 of Somerset Telephone Company’s Terms of Service, and makes itself a party thereto and obligates itself to observe the provisions therein.

2.18 **TDS BUSINESS VOICE BUNDLE**

Hampden Telephone Company, hereby assents to, adopts and concurs in the rates, rules and regulations governing TDS Business Voice Bundles as they are set forth in Section 2 of Somerset Telephone Company’s Terms of Service, and makes itself a party thereto and obligates itself to observe the provisions therein.

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MAINE TERMS OF SERVICE

Section 2
Original Sheet 8

HAMPDEN TELEPHONE COMPANY
Maine

MAIN TELEPHONE EXCHANGE SERVICE

2.19 **BASIC 24 & UNLIMITED 24 PHONE BUNDLES**

Hampden Telephone Company, hereby assents to, adopts and concurs in the rates, rules and regulations governing TDS Basic 24 & Unlimited 24 Phone Bundles as they are set forth in Section 2 of Somerset Telephone Company's Terms of Service, and makes itself a party thereto and obligates itself to observe the provisions therein.

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 3
Third Revised Sheet 1
Cancels Second Revised Sheet 1

SPECIAL DIAL-TONE SERVICE ARRANGEMENTS

CONCURRENCE

Hampden Telephone Company hereby assents to, adopts and concurs in the rates, rules and regulations governing the services listed below as they are set forth in Section 3 of Somerset Telephone Company's Terms of Service, and makes itself a party thereto and obligates itself to observe the provisions therein with the exceptions listed below.

3.1 PAYSTATION

¹ This service is only available where facilities are available. As the Company upgrades to fiber and VoIP, this service will only be available to existing customers as of June 14, 2019, and to customers that do not have access to fiber-based services.

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 3
First Revised Sheet 2
Cancels Original Sheet 2

SPECIAL DIAL-TONE SERVICE ARRANGEMENTS

3.2A **INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE- BUSINESS AND RESIDENCE BASIC RATE INTERFACE (BRI)** ⁽¹⁾

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No Exceptions

⁽¹⁾ This service is grandfathered to existing customers effective November 1, 2015. This service will not be available to new customers after this date.

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 3
Third Revised Sheet 3
Cancels Second Revised Sheet 3

SPECIAL DIAL-TONE SERVICE ARRANGEMENTS

3.2B **INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI)**

- ¹ This service is only available where facilities are available. As the Company upgrades to fiber and VoIP, this service will only be available to existing customers as of June 14, 2019, and to customers that do not have access to fiber-based services.

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 3
Second Revised Sheet 4
Cancels First Revised Sheet 4

SPECIAL DIAL-TONE SERVICE ARRANGEMENTS

3.3 DEDICATED DS1 SERVICE

- ¹ This service is only available where facilities are available. As the Company upgrades to fiber and VoIP, this service will only be available to existing customers as of June 14, 2019, and to customers that do not have access to fiber-based services.

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 3
Second Revised Sheet 5
Cancels First Revised Sheet 5

SPECIAL DIAL-TONE SERVICE ARRANGEMENTS

3.4 **DIGITAL TRANSPORT SERVICE**

- ¹ This service is only available where facilities are available. As the Company upgrades to fiber and VoIP, this service will only be available to existing customers as of June 14, 2019, and to customers that do not have access to fiber-based services.

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 3
Second Revised Sheet 6
Cancels First Revised Sheet 6

SPECIAL DIAL-TONE SERVICE ARRANGEMENTS

3.5 CENTREX¹

B. Rates and Charges

1. Centrex Line Rates

- a. **Monthly Centrex Line Rates:** The following per-line Centrex rates apply for contract periods ranging from month-to-month to 60 months. The customer is required to pay for the number of months in the service period selected:

CENTREX LINE RATE SCHEDULE FOR ETNA AND HAMPDEN EXCHANGES (For Premium Calling)						
Number of Centrex Lines	Monthly	12 Months	24 Months	36 Months	48 Months	60 Months
2*	25.10	24.40	23.80	23.20	22.60	22.80
3-5	22.90	22.30	21.70	21.10	20.50	19.90
6-15	20.70	20.10	19.50	18.90	18.30	17.70
16-25	18.50	17.90	17.30	16.70	16.10	15.50
26-50	16.40	15.80	15.20	14.60	13.90	13.30
51-100	14.20	13.60	13.00	12.40	11.80	11.20
101+	ICB	ICB	ICB	ICB	ICB	ICB

CENTREX LINE RATE SCHEDULE FOR ETNA EXCHANGE (For Economy Calling)						
Number of Centrex Lines	Monthly	12 Months	24 Months	36 Months	48 Months	60 Months
2*	21.30	20.80	20.30	19.80	19.30	18.80
3-5	19.70	19.20	18.70	18.20	17.70	17.10
6-15	18.10	17.60	17.10	16.50	16.00	15.50
16-25	16.40	15.90	15.40	14.90	14.40	13.90
26-50	14.80	14.30	13.80	13.30	12.80	12.30
51-100	13.20	12.70	12.20	11.70	11.10	10.60
101+	ICB	ICB	ICB	ICB	ICB	ICB

* Rate also applies to single-line off-premise extensions to primary-site Centrex group.

¹ This service is only available where facilities are available. As the Company upgrades to fiber and VoIP, this service will only be available to existing customers as of June 14, 2019, and to customers that do not have access to fiber-based services.

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 4
First Revised Sheet 1
Cancels Original Sheet 1

OPTIONAL SERVICES

CONCURRENCE

Hampden Telephone Company hereby assents to, adopts and concurs in the rates, rules and regulations governing the services listed below as they are set forth in Section 4 of Somerset Telephone Company's Terms of Service, and makes itself a party thereto and obligates itself to observe the provisions therein with the exceptions listed below.

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4.1 **CALL BLOCKING**

No Exceptions

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 4
Fifth Revised Sheet 2
Cancels Fourth Revised Sheet 2

OPTIONAL SERVICES

4.2 CUSTOM CALLING SERVICES

D. Rates and Discounts

1. Rates

The following monthly rates apply to Custom Calling Services and are in addition to basic local exchange service and any other service, equipment or facilities subscribed to by the customer.

<u>One Service Per Line</u>	<u>Rate</u> <u>Per Month</u>	<u>Trans</u> <u>Code</u>	<u>Activate</u> <u>Code</u>	<u>Deactivate</u> <u>Code</u>
a) Call Forwarding	\$2.00	CCCF	*72	*73
b) Call Forward – Busy (Customer Programmable)	\$2.00	CCFBV	*90	*91
c) Call Forward-Busy (Programmed by Telco)	\$2.00	CCFBF	N/A	N/A
d) Call Forward-No Answer (Customer Programmable)	\$2.00	CCFNV	*92	*93
e) Call Forward - No Answer (Programmed by Telco)	\$2.00	CCFNF	N/A	N/A
f) Call Forwarding - Remote Access ¹ (additive to Call Forwarding)	\$1.50	CCFM	N/A	N/A
g) Call Hold	\$2.00	CCCH	*52	N/A
h) 3-Way Calling	\$2.00	CCCC	N/A	N/A
i) 6-Way Calling	Not Available	CC6W	*41	N/A
j) Call Transfer ²	\$2.00	CCCT		
k) Call Waiting/Cancel Call Waiting	\$2.00	CWCCW	N/A/*70	N/A
l) Long Distance Call Waiting ¹ (additive to Call Waiting)	Not Available	CWLD	N/A	N/A
m) Home Intercom – Basic ²	\$1.50	CCHI	N/A	N/A
n) Home Intercom - Enhanced	Not Available	CCIE	*52, 53, 54, 55	N/A
o) Personal Ringing				
1) Second Directory Number	\$3.00	CPR2	N/A	N/A
2) Third Directory Number ¹	\$1.00 (Incremental)	CPR3	N/A	N/A
3) Fourth Directory Number ¹	\$1.00 (Incremental)	CPR4	N/A	N/A
p) Speed Call 8	\$2.00	CCSE	*74	N/A
q) Speed Call 30	\$2.50	CCST	*75	N/A
r) Do-Not-Disturb	\$2.00	CCDD	*78	*79
			(*48 for Override)	
s) Call Reminder (Business)	\$2.00	CCCR	*76	*77
t) Toll Restriction	\$2.50	CCTR	N/A	N/A
u) Toll Restriction With PIN Override ²	\$2.50	CCTO	N/A	N/A
v) Call Transfer Enhanced (Business)	\$5.00			

Non-recurring charges do not apply to the establishment of Custom Calling Services.

¹ Discounts do not apply to these services.

² This service is only available where facilities are available. As the Company upgrades to fiber and VoIP, this service will only be available to existing customers as of June 14, 2019, and to customers that do not have access to fiber-based services.

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 4
First Revised Sheet 3
Cancels Original Sheet 3

OPTIONAL SERVICES

4.2 CUSTOM CALLING SERVICES (Continued)

D. Rates and Discounts

2. Multi-Service Plan Discount, Per Line

<u>Per Service Credit</u>	<u>Credit Per Month</u>	<u>Trans Code</u>
a) Two Services	\$(0.50)	CFD2
b) Three Services	(1.00)	CFD3
c) Four Services	(1.50)	CFD4
d) Five Services	(2.00)	CFD5
e) Six Services	(2.50)	CFD6
f) Seven Services	(3.00)	CFD7
g) Eight Services	(3.50)	CFD8
h) Nine Services	(4.00)	CFD9
i) Ten Services and up	(4.50)	CFD1

E. Pay-Per Use Rates

	<u>Per Successful Activation</u>	<u>Monthly Cap</u>
a. Three-Way Calling	\$0.75	\$3.75
b. Call Forwarding	0.75	3.75

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 4
Second Revised Sheet 4
Cancels First Revised Sheet 4

OPTIONAL SERVICES

4.3 ADVANCED CALLING SERVICES

D. Rates, Discounts, and Pay-Per-Use Services

1. Rates

- a) The monthly rates and credits are in addition to basic local exchange service or any other services subscribed to by the customer.
- b) Activation and Deactivation codes listed below apply to touchtone telephones. (Rotary phones use the codes prefaced by a 11. For example, Call Return would be 1169.)
- c) The below rates apply to both residential and business customers.

<u>One Service Per Line</u>	<u>Rate Per Month</u>	<u>Trans Code</u>	<u>Activation Code</u>	<u>Deactivation Code</u>
1) Anonymous Call Rejection	\$2.25	ACSAC	*77	*87
2) Call Rejection	\$2.25	ACSRJ	*60	N/A
3) Call Return	\$2.25	ACSRT	*69	*89
4) Preferred Call Forwarding	\$2.25	ACSPF	*63	N/A
5) Priority Ringing	\$2.25	ACSPR	*61	N/A
6) Repeat Dialing ¹	\$2.25	ACSRP	*66	*86
7) Special Call Acceptance	\$2.25	ACSSC	*64	N/A
8) a. Caller ID - Basic	\$4.95	ACSZZ	N/A	N/A
b. Caller ID - Deluxe (both Name & Number)	\$6.95	ACSXX	N/A	N/A
9) Caller ID Blocking				
a. Per Call	No Charge		*67	
b. Per Line	No Charge	BLOCL		*82
10) Call Trace (Per Month)	Not Available			

Non-recurring charges do not apply to the establishment of Advanced Calling Services.

¹ This service is only available where facilities are available. As the Company upgrades to fiber and VoIP, this service will only be available to existing customers as of June 14, 2019, and to customers that do not have access to fiber-based services.

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MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 4
Second Revised Sheet 5
Cancels First Revised Sheet 5

OPTIONAL SERVICES

4.3 ADVANCED CALLING SERVICES (Continued)

D. Rates, Discounts, and Pay-Per-Use Services

2. Multiple Services Discount Plan, Per Line

A discount will apply to additional Advanced Calling Services subscribed to based on the following:

<u>Per Service Credit</u>	<u>Credit Per Month</u>	<u>Trans Code</u>
a) Two Services	(\$0.75)	ACSR2
b) Three Services	(\$1.50)	ACSR3
c) Four Services	(\$2.25)	ACSR4
d) Five Services	(\$3.00)	ACSR5
e) Six Services	(\$3.75)	ACSR6
f) Seven Services	(\$4.25)	ACSR7
g) Eight Services	(\$5.00)	ACSR8

Caller ID Blocking and Pay-Per-Use Services are not offered as part of the above discount package.

3. Privacy Pack¹

The Privacy Pack combines five (5) Advanced Calling Services into one package. The package includes the following services: Caller ID - Deluxe, Call Rejection, Anonymous Call Rejection, Preferred Call Forwarding, and Priority Ringing.

Rate Per Month
\$9.95

4. Pay-Per-Use Service

	<u>Successful Activation</u>	<u>Monthly Cap</u>	<u>Per Activation Code</u>	<u>Deactivation Code</u>
Call Trace	\$4.00	\$12.00	*57	N/A
Call Return	\$0.50	\$4.50	*69	N/A

(D)

¹ This service is grandfathered to existing customers effective February 15, 2007. The service will not be available to new customers after this date.

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 4
First Revised Sheet 6
Cancels Original Sheet 6

OPTIONAL SERVICES

4.4 **VOICE MAIL SERVICE** (Grandfathered) (T)

No Exceptions

4.5 **VOICE MAIL SERVICE** (N)

No Exceptions

(N)

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 5
First Revised Sheet 1
Cancels Original Sheet 1

NON-RECURRING CHARGES

Non-Recurring Charges can be found in Hampden Telephone Company's Provider of Last Resort (POLR) Tariff No. 6, which is located on TDS Telecom's website.

(C)

(C)

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 6
Sixth Revised Sheet 1
Cancels Fifth Revised Sheet 1

DIRECTORY LISTINGS

CONCURRENCE

Hampden Telephone Company hereby assents to, adopts and concurs in the rates, rules and regulations governing the services listed below as they are set forth in Section 6 of Somerset Telephone Company's Terms of Service, and makes itself a party thereto and obligates itself to observe the provisions therein with the exceptions listed below.

6.1 DIRECTORY LISTINGS

	<u>Monthly Rate</u>	
Additional Listings, each	\$0.80	(D)
Additional Lines	\$0.80	

6.2 DIRECTORY ASSISTANCE SERVICE

No exceptions

(T)
(T)

6.3 OPERATOR SERVICES

No exceptions

(T)

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 7
First Revised Sheet 1
Cancels Original Sheet 1

CONSTRUCTION CHARGES

CONCURRENCE

Hampden Telephone Company hereby assents to, adopts and concurs in the rates, rules and regulations governing the services listed below as they are set forth in Section 7 of Somerset Telephone Company's Terms of Service, and makes itself a party thereto and obligates itself to observe the provisions therein with the exceptions listed below.

(T)

7.1 **CONSTRUCTION CHARGES**

(T)

No Exceptions

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 8
Fifth Revised Sheet 1
Cancels Fourth Revised Sheet 1

MISCELLANEOUS SERVICES

CONCURRENCE

Hampden Telephone Company hereby assents to, adopts and concurs in the rates, rules and regulations governing the services listed below as they are set forth in Section 8 of Somerset Telephone Company's Terms of Service, and makes itself a party thereto and obligates itself to observe the provisions therein with the exceptions listed below.

8.1 CONNECTION WITH CUSTOMER PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

Not Available

8.2 DIRECT INWARD DIALING (DID)

¹ This service is only available where facilities are available. As the Company upgrades to fiber and VoIP, this service will only be available to existing customers as of June 14, 2019, and to customers that do not have access to fiber-based services.

(C)
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(C)

8.3 RESERVED FOR FUTURE USE

8.4 RESERVED FOR FUTURE USE

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 8
Fifth Revised Sheet 2
Cancels Fourth Revised Sheet 2

MISCELLANEOUS SERVICES

8.5 **RESERVED FOR FUTURE USE** (T) (D)
(D)

8.6 **DEDICATED ETHERNET SERVICE**

¹ This service is only available where facilities are available. As the Company upgrades to fiber and VoIP, this service will only be available to existing customers as of June 14, 2019, and to customers that do not have access to fiber-based services.

8.7 **MISCELLANEOUS CIRCUITS, EXTENSION AND TIE LINES**

Not Available

8.8 **OFF PREMISE EXTENSION**

Not Available

8.9 **PUBLIC EMERGENCY CALL RECEIVING SERVICE**

Not Available

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 8
Seventh Revised Sheet 3
Cancels Sixth Revised Sheet 3

MISCELLANEOUS SERVICES

8.10 **SUSPENSION OF SERVICE**

No Exceptions

8.11 **UNIVERSAL EMERGENCY NUMBER SERVICE –911**

Not Available

8.12 **RELOCATION FORWARDING SERVICE**

No Exceptions

8.13 **RESERVED FOR FUTURE USE**

8.14 **RADIO TELEPHONE SERVICE**

Not Available

8.15 **ACCOUNT RETENTION**

Not Available

8.16 **CUSTOMIZED 911 (C911)**

¹ This service is only available where facilities are available. As the Company upgrades to fiber and VoIP, this service will only be available to existing customers as of June 14, 2019, and to customers that do not have access to fiber-based services.

(C)
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(C)

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 8
Second Revised Sheet 4
Cancels First Revised Sheet 4

MISCELLANEOUS SERVICES

8.17 **INTERCEPT SERVICE**

(T)

A. General

1. Subject to the availability of facilities, intercept service provides for the transmission of a standard Company-prepared message to the calling party in the event that: 1) a customer's number is temporarily disconnected; 2) a customer's number is permanently disconnected; 3) revertive dialing within one customer's telephone line; 4) a customer's number is misdialed; 5) all circuits are busy; or 6) to announce a number change.
2. In addition, and subject to the availability of facilities, intercept service also permits a customer-prepared message to the calling party.

B. Rates

1. No charge applies for intercept service announcing that: 1) a customer's number is temporarily disconnected; 2) a customer's number is permanently disconnected; 3) revertive dialing within one customer's telephone line 4) a customer's number is misdialed; and 5) all circuits are busy.
2. No charge applies for the first three (3) months for intercept service announcing that the number has been changed and providing the new number. After this initial three (3) month period, a \$5.34 service charge per month will be applied for continuation of this service.
3. Subject to available facilities, if the customer provides the Company with his/her own message to be transmitted to the calling party a \$10.01 monthly charge will apply.

MAINE TERMS OF SERVICE

Section 8

HAMPDEN TELEPHONE COMPANY
Maine

Original Sheet 5

MISCELLANEOUS SERVICES

8.18 TELEPHONE NUMBER REFERRAL SERVICE

(N)

A. General

1. When customers move to a new location outside the Telephone Company's service territory, the Company provides, without a recurring charge, a message that informs the caller to a disconnected number that the number has been disconnected or changed, and that the caller should consult the directory or call the operator.

Telephone Number Referral Service will provide a service to customers whose telephone service is being disconnected and are moving to a new location outside the Company's service territory. Dialing the customer's former number results in a prerecorded message which announces the new number.

2. The non-recurring charge applies to a 90-day increment of service and can be continued for an additional 90-day period at the customer's request.
3. Customers moving to a new location outside the Company's service area will be billed in advance for this service.

B. Conditions

1. Telephone Number Referral Service will be offered where facilities and conditions permit.
2. Telephone Number Referral Service may be canceled by the customer at any time during the 90-day period.

C. Rates

	<u>Transaction Code</u>	<u>Non-recurring Charge</u>
1. Non-recurring charge per telephone number, per 90 days of service	TNRS	\$20.00

(N)

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 9
Third Revised Contents Sheet 1
Cancels Second Revised Contents Sheet 1

PROMOTIONS

	<u>Sheet</u>	(T)
Concurrence	1	(N)
Exceptions	1	(N)

MAINE TERMS OF SERVICE

HAMPDEN TELEPHONE COMPANY
Maine

Section 9
Ninth Revised Sheet 1
Cancels Eighth Revised Sheet 1

PROMOTIONS

CONCURRENCE

Hampden Telephone Company hereby assents to, adopts and concurs in the rates, rules and regulations governing the services listed below as they are set forth in Section 9 of Somerset Telephone Company's Terms of Service, and makes itself a party thereto and obligates itself to observe the provisions therein with the exceptions listed below.

EXCEPTIONS

9.1 STAR Business Unlimited Bundle Promotion

No Exceptions

(T) (D)

(T)

9.2 TDS Business Voice Bundle Promotion

No Exceptions

(N)

(D)

(N)

(D)

(D)