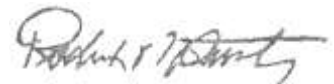


**Oxford County Telephone and Telegraph Company d/b/a Oxford Long Distance
Intrastate - Maine**

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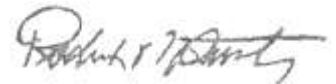
Issued Date: June 28, 2004
Proposed Effective Date: July 1, 2004
Effective Date: **Feb 25, 2007**
Docket No.: **06-761**

Roderick N. Anstey
President & C.E.O.

Terms and Conditions

Definitions

1. "Carrier, "Company" or "Utility" refers to Oxford County Telephone and Telegraph.
2. "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.
3. "Customer" means any person, firm, corporation or governmental division who has applied for and is granted service or who is responsible for payment of service.
4. "Residential" customer is a customer who has telephone service at a dwelling and the service is used primarily for domestic or social purposes. All other customers are non-residential customers.
5. "Service" means any telecommunications service(s) provided by the carrier under these schedules.
6. "Station" is a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.
7. "Time period" means the interval of hours that distinguish day, evening, night, and weekend rate periods. Day is from 8 a.m. up to but not including 5 p.m. local time Monday through Friday. Evening is from 5 p.m. up to but not including 11 p.m. local time Monday through Friday. Night is from 11 p.m. up to but not including 8 a.m. local time Monday through Friday. Weekend is from 11 p.m. Friday through the weekend hours up to 8 a.m. on Monday. The company charges weekend rates on the following federal holidays: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.



Issued Date: June 21, 2001
Proposed Effective Date: July 16, 2001
Effective Date: **Feb 25, 2007**
Docket No.: **06-761**

Roderick N. Anstey
President & C.E.O.

**Oxford County Telephone and Telegraph Company d/b/a Oxford Long Distance
Intrastate - Maine**

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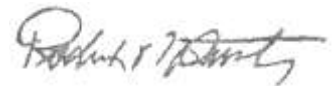
Terms and Conditions

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 is the State of Maine. Company services are available 24 hours per day, 7 days a week.
3. Company services are available for residential and business customers.

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.
3. Upon customer request, the Company will automatically apply a 70% rate reduction for intrastate toll calls made from lines used by certified deaf, hard-of-hearing or speech-impaired persons who must rely on teletypewriters for residential 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 Department of Human Services, stating that due to one of the aforementioned conditions, he or a member of the household must rely on a teletypewriter for telephone communications, and that the equipment is connected or acoustically coupled to his 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.



Issued Date: March 8, 1999
Proposed Effective Date: April 15, 1999
Effective Date: **Feb 25, 2007**
Docket No.: **06-761**

Roderick N. Anstey
President & C.E.O.

Terms and Conditions

Credit, Collection, and Dispute Resolution Procedures

1. Residential Customers: Application for service, billing, payment, deposit, disconnection, dispute resolution and other credit and collection procedures for residential customers are governed by Chapter 292 of the Maine Public Utilities Commission's Rules and Regulations.
 2. Nonresidential Customers: Application for service, billing, payment, deposit, disconnection, dispute resolution and other credit and collection procedures for nonresidential customers are governed by Chapters 292 of the Maine Public Utilities Commission's Rules and Regulations.
 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 per minute plan charges monthly in arrears. The company bills Residential OPTIONS Unlimited Plans monthly in advance. (C)
(C)
 6. The Company does not charge a fee to restore service that was disconnected for non-payment of bills, violation of the Terms and Conditions, or fraudulent use of the Company's services.
 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 to the company, not to exceed \$18.00 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. (I)
- (I) Oxford Networks received a waiver from Chapter 870 (Docket No. 2011-48) to allow Oxford to charge a fee not to exceed \$18.00 for returned checks.



Terms and Conditions

Credit, Collection, and Dispute Resolution Procedures (Cont'd)

9. All customer bills are due and payable when presented. The bill becomes past due no less than 25 days after postmarked. Once a bill is past due, the carrier may proceed with credit and collection activities per Chapter 292, and a late payment calculated as updated annually by the Commission's Director of Finance, on the undisputed past due amount.
10. Customer complaints are handled by a full service customer service department. Customers may call 207 333-6900 from 8:00 a.m. to 5:00 p.m., Monday through Friday or submit a written complaint to:

Customer Service Manager

491 Lisbon Street

Lewiston, Maine 04240-7418

(T)
|
|
|
(T)

If the customer is not satisfied with the Company's response, the customer may contact the Consumer Assistance Division of the Maine Public Utilities Commission, 242 State Street, Augusta, ME 04333-0018. Telephone: 1-800-452-4699 or (207) 287-3831.

11. Application can be made orally or in writing. In an effort to comply with the Federal Trade Commission's Red Flag Rules which required the Company to create an Identity Theft Prevention Program, the Company will require that the applicant provide their social security number prior to obtaining service. Oxford will then conduct a social security number verification or credit check to verify the customer's identity.

12. Maine Telecommunications Education Access Fund (MTEAF)

A Maine Telecommunications Education Access Fund (MTEAF) surcharge as provided in 35-A M.R.S.A. § 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.

13. 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 on or after September 1, 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.

14. Service Provider Tax Surcharge

Consistent with 36MRSA c.35B, Section 2552, a Service Provider Tax surcharge will be applied monthly bill on the value of telecommunications services sold, and identified as such beginning with bills rendered on or after July 1, 2004. The amount of the surcharge is an equivalent passthrough of charges assessed to Oxford Long Distance pursuant to Title 36MRSA chapter 358, Section 2552.



Oxford County Telephone and Telegraph Company d/b/a Oxford Long Distance
Intrastate - Maine

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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.
6. OPTIONS Unlimited Long Distance (N)

OPTIONS Unlimited Long Distance Service is a residential service offered for reasonable, personal, non-commercial USE ONLY. The terms and conditions for OPTIONS Unlimited Long Distance Service can be found at (N)
WWW.OXFORDNETWORKS.COM/AUP.ASP. (N)



Issued Date: December 20, 2006
Proposed Effective Date: February 25, 2007
Effective Date: **Feb 25, 2007**
Docket No.: **06-761**

Craig S. Gunderson
President & C.E.O.

Oxford County Telephone and Telegraph Company d/b/a Oxford Long Distance
Intrastate - Maine

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5th Revision
Cancels 4th Revision

Rate Schedule

General

The following services are provided by the Company under terms and conditions specified within this tariff. Rates for services are also included in this section.

1. Direct Dialed Message Telecommunications Service - Residential

1.1 Service Description

Dialed Domestic Message Telecommunications Services are measured use, full time services. The Company may selectively (by serving territory) permit the use of alternative access arrangements (i.e., casual dialing) via a 101XXXX Code or through the use of 700 based access numbers (700-xxx-xxxx where the seven digit number following the 700 access code is within the calling party's originating NPA).

1.2 Application of Rates

The initial period for the billing of Direct Dialed Message Telecommunications Service calls is thirty (30) seconds. Additional billing periods are measured in six (6) second increments.

1.3 Rates

Usage Rate:

\$.08 per minute

1.4 OPTIONS Residential Unlimited Long Distance

Available in all services territories

Available in all services territories

Minutes:

Unlimited

Monthly Rate:

\$17.95

Under this toll calling plan, subscribers are provided an un-limited calling plan, per the Acceptable Use Policy (N) which provides toll services for both intra & inter-state calling destinations. The cost of this service is \$10.77 | State calling \$7.18 for Out-of State. These services are not sold separately and must be purchased as an un-lit | bundle at the rate of \$17.95 per month. Please refer to the Acceptable Use Policy for additional details. |

Unlimited Plan's toll detail will be suppressed on all subscriber bills. (N)

Unlimited Plan's toll detail is available upon request.

Optional Toll Detail Monthly Rate:
\$ 2.00

(N) Additional information added to fully explain terms and conditions of Unlimited Long Distance Service. (N)



Issued Date: January 1, 2012
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Docket No.: **07-352**

Craig S. Gunderson
President & C.E.O.

Rate Schedule Cont.

2. Direct Dialed Message Telecommunications Service - Business

2.1 Service Description

Dialed Domestic Message Telecommunications Services are measured use, full time services. The Company may selectively (by serving territory) permit the use of alternative access arrangements (i.e., casual dialing) via a 101XXXX Code or through the use of 700 based access numbers (700-xxx-xxxx where the seven digit number following the 700 access code is within the calling party's originating NPA).

2.2 Application of Rates

The initial period for the billing of Direct Dialed Message Telecommunications Service calls is thirty (30) seconds. Additional billing periods are measured in six (6) second increments.

2.3 Usage Rates

Rates will range from \$0.07 to \$0.023 per minute dependant upon individual plan chosen.

2.4 OPTIONS Businessl Unlimited Long Distance

(N)

Available in all services territories

<u>Minutes:</u>	<u>Monthly Rate:</u>
Unlimited	\$22.00

Under this toll calling plan, subscribers are provided an un-limited calling plan, per the Acceptable Use Policy, which provides toll services for both intra & inter-state calling destinations. The cost of this service is \$16.95 + State calling \$5.05 for Out-of State. These services are not sold separately and must be purchased as an un-lim bundle at the rate o \$22.00 per month. Please refer to the Acceptable Use Policy for additional details.

Unlimited Plan's toll detail will be suppressed on all subscriber bills.

Unlimited Plan's toll detail is available upon request.

Optional Toll Detail	<u>Monthly Rate:</u>
	\$ 2.00

(N) Additional information added to fully explain terms and conditions of Unlimited Long Distance Service.

(N)



Rate Schedule Cont.

3. Calling Card Service - Residential

3.1 Service Description

The Company issues the Oxford Long Distance Calling Card. Calling Card Service permits Customers which have arranged for a Company-issued travel card to make travel card calls throughout the domestic United States through the use of a specific "1-800," "1-855," "1-866," "1-877" or "1-888" telephone number provided by the Company. (N)
The rates for this service are provided for in Section 3.3 herein.

3.2 Application of Rates

The initial period for the billing of Calling Card Service calls is sixty (60) seconds. Additional billing periods are billed in sixty (60) second increments.

3.3 Surcharge for Calling Card Service

(a) In addition to the charges listed in 3.3 (b) below, a surcharge is assessed for calls billed to calling cards including Directory Assistance calls, as follows:

Oxford Long Distance Calling Card

Operator Assisted	\$1.50 per call
Originated from pay phones	\$0.55 per call
Directory Assistance	\$1.25 per call

(b) Calling Card Usage Rate Schedule

Initial	\$0.195 per increment
Additional	\$0.195 per increment

(N)

(N) Added 855 & 866 to Inbound Toll Free Service.



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Effective Date: **Feb 1, 2012**
Docket No.: **06-761**

Craig S. Gunderson
President & C.E.O.

Rate Schedule Cont.

4. Calling Card Service - Business

4.1 Service Description

The Company issues the Oxford Long Distance Calling Card. Calling Card Service permits Customers which have arranged for a Company-issued travel card to make travel card calls throughout the domestic United States through the use of a specific "1-800," "1-855," "1-866," "1-877" or "1-888" telephone number provided by the Company. The rates for this service are provided for in Section 4.3 herein.

(N)

4.2 Application of Rates

The initial period for the billing of Calling Card Service calls is sixty (60) seconds. Additional billing periods are billed in sixty (60) second increments.

4.3 Surcharge for Calling Card Service

(a) In addition to the charges listed in 4.3 (b) below, a surcharge is assessed for calls billed to calling cards including Directory Assistance calls, as follows:

Oxford Long Distance Calling Card

Operator Assisted	\$1.50 per call
Originated from pay phones	\$0.55 per call
Directory Assistance	\$1.25 per call

(b) Calling Card Usage Rate Schedule

Initial	\$0.195 per increment
Additional	\$0.195 per increment

(N) Added 855 & 866 to Inbound Toll Free Service.

(N)



Rate Schedule Cont.

5. In Bound Toll Free Service - Residential

5.1 Service Description

In Bound Toll Free Service is a one-way inbound service provided by the Company which terminates on a regular telephone line. The customer is responsible for payment of all charges associated with calls terminated through this service, rather than the calling party. In Bound Toll Free Service is offered by dedicated service.

5.2 Application of Rates

Unless otherwise waived for promotional purposes, a one time fee may apply per In Bound Toll Free Service line assigned at request of the customer.

The initial period for the billing of In Bound Toll Free Service calls is thirty (30) seconds. Additional billing periods are measured in six (6) second increments.

5.3 (a) Non-Recurring Installation Charge

In addition to the Monthly Recurring Charge and the Usage Charge described in this Section, an installation charge of \$00.00 per line for each 800/855/866/877/888 Service terminating line shall be assessed. (N)

(b) Monthly Recurring Charge

In addition to the usage charge described in this section, there shall be assessed a monthly charge of \$2.00 per line for each in Bound Toll Free Service terminating number. (I)

(c) Usage Charge

Initial	\$0.0725 per increment
Additional	\$0.0145 per increment

(d) 800 Directory Listing

Subscribers to the Company's 800 Service(s) may include assigned 800 number (s) in the 800 Directory Listing Service (800-555-1212).

Rate per month per number listed	\$20.50
Non-recurring Installation Charge for 800 Directory Listing	\$20.00

(N) Add 855 & 866 to Inbound Toll Free Service (N)

(I) Increase monthly fee for 800,855,866,877,888 to \$2.00. (I)



Issued Date: January 1, 2012
Proposed Effective Date: February 1, 2012
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Docket No.: **06-761**

Craig S. Gunderson
President & C.E.O.

Rate Schedule Cont.

5. In Bound Toll Free Service - Residential (Cont.)

(e) Reserved for Future Use

5.4 Surcharge for In Bound Toll Free Service

All calls originated from payphones \$0.65 per call (I)

6. In Bound Toll Free Service - Business

6.1 Service Description

In Bound Toll Free Service is a one-way inbound service provided by the Company which terminates on a regular telephone line. The customer is responsible for payment of all charges associated with calls terminated through this service, rather than the calling party. In Bound Toll Free Service is offered by dedicated service.

6.2 Application of Rates

Unless otherwise waived for promotional purposes, a one time fee may apply per In Bound Toll Free Service line assigned at request of the customer.

The initial period for the billing of In Bound Toll Free Service calls is thirty (30) seconds. Additional billing periods are measured in six (6) second increments.

6.3 (a) Non-Recurring Installation Charge

In addition to the Monthly Recurring Charge and the Usage Charge described in this Section, an installation charge of \$00.00 per line for each 800/855/866/877/888 Service terminating line shall be assessed. (N)

(b) Monthly Recurring Charge

In addition to the usage charge described in this section, there shall be assessed a monthly charge of \$2.00 (I) per line for each in Bound Toll Free Service terminating number.

(c) Usage Charge

Rates will range from \$0.099 to \$0.023 per minute dependant on each individual plan chosen.

(N) Add 855 & 866 to Inbound Toll Free Service (N)

(I) Increase monthly fee for 800,855,866,877,888 to \$2.00. (I)



Rate Schedule Cont.6.

6. In Bound Toll Free Service - Business (Cont.)

(d) 800 Directory Listing

Subscribers to the Company's 800 Service(s) may include assigned 800 number (s) in the 800 Directory Listing Service (800-555-1212).

Rate per month per number listed	\$20.50
Non-recurring Installation Charge for 800 Directory Listing	\$20.00

6.4 Surcharge for In Bound Toll Free Service

All calls originated from payphones \$0.65 per call (I)

7. Directory Assistance Service for Direct Dialed Residential and Business

Directory Assistance Service will be provided to Direct Dial Business, Residential, and Options Plans at the following rate: (If the customer does not use 4-1-1 or 555-1212 to place the call.)

Directory Service \$1.25 per listing

Please refer to 3.3.a and 4.3.a for Calling Card Directory Assistance Service rates.

(D) Deleted Pre-Paid Card Service originally located on Page 10.

(I) Increased surcharge on all In-Bound Toll Free calls originating from payphones (I)

