

Berkshire Telephone Corporation
d/b/a Fairpoint Communications
PSC No. 1 - Telephone
Effective Date: June 14, 2012

Leaf 48
Revision 0
Superseding Revision:

GENERAL AND LOCAL EXCHANGE SCHEDULE

SECTION 4 - COMPANY SPECIFIC SERVICES, (CONT'D.)

4.1 Voice Mail Service, (Cont'd.)

4.1.3 Description of Basic and Divided Features, (Cont'd.)

F. Dial-Out

Dial-Out enables a VMS customer to place calls while in the VMS system. After retrieving a message, the customer can utilize the VMS's automatic callback capabilities provided that the system was able to capture the call ANI. The customer can also call out by dialing telephone numbers.

G. Operator Revert

Operator Revert provides callers an opportunity to connect to a personal assistant rather than leave a voice message. By dialing a specified key, the VSM system dials out to telephone number of the customer's pre-determined "operator".

H. Customer Search

Customer Search puts a caller "on hold" while the VMS system attempts to find the VMS customer. The VSM system dials out to numbers assigned to up to three devices. If the VMS customer answers one of the calls, the system provides them with ability to accept the call or to transfer the caller to voice mail.

Issued By:

Michael T. Skrivan, Vice President-Regulatory
1 Davis Farm Road, Portland ME 04103