Berkshire Telephone Corporation   Leaf 44
d/b/a Fairpoint Communications   Revision 0
PSC No. 1 - Telephone   Superseding Revision:
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GENERAL AND LOCAL EXCHANGE SCHEDULE

SECTION 4 - COMPANY SPECIFIC SERVICES

4.1   Voice Mail Service

    4.1.1   General

        Voice Mail Service (VMS) is a central office based service that provides customers with the
        capability to receive, send, store and retrieve voice and data messages over the telephone network.

        VMS answere incoming calls places to the customer's telephone line when the called number is
        busy and/or when it is not answered, or when it is programmed to deliver a pre-recorded messages
        to all incoming calls. VMS provides a pre-recorded greeting to the caller. It then receives and
        saves the caller's message for review by the customer. Customers can retrieve their messages from
        any telephone.

        VSM can forward unanswered call waiting calls to a mailbox. A VMS customer has the option of
        either responding to a call when the Call Waiting tone is heard or ignoring the tone and allowing
        the VMS to prompt the caller for a message. Call Waiting is not offered as part of VMS; it must be
        ordered spearately.

        Telephone Compnay VMS customer lines are equipped with Call Forward-Busy Line, Call
        Forward-No Answer and Call forward-After Call Waiting as part of their Voice Mail Service.
        There is no extra charge. The call forwrading features are programmed and controlled by the
        Telephone Company. VMS customers who are located out of othe Telephone Company service
        area must obtain the Call Forwarding functions from their local telephone service provoder. Only
        customers who are within the Telephone Company service area must obtain the Call Forwarding
        functions from their local telephone service provider. Only customers who are within the
        Telephone Company exchanges can receive stutter dial-tone or message lamp notification.

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