

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

Leaf 45  
Revision 0  
Superseding Revision:

---

GENERAL AND LOCAL EXCHANGE SCHEDULE

---

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

4.1 Voice Mail Service, (Cont'd.)

4.1.2 Description of Rudimentary Services

A. Basic Voice Mailbox

The mailbox is the component of the VMS used for storage of voice messages. When a call to a VMS customer line is busy or not answered within a company-defined number of rings, the call is forwarded to the customer's VMS mailbox. VMS answers the call with the mailbox's recorded greeting and prompts the caller to leave a message. An optional service gives the caller the ability to revert to personal assistance.

VSM notifies the customer that their mailbox contains a message. The customer can access their mailbox from a telephone to hear the stored message. When using a telephone equipped with tone service, the customer has the ability to erase, forward or retain the message in the mailbox. An optional service gives the customer the ability to place calls from within their mailbox.

B. Divided Voice Mailbox

A Divided Mailbox has all the capability of a basic mailbox, but it is compartmentalized into five sections. Each section receives and stores messages. Each section is accessed with an individual access code. A Divided Mailbox permits multiple users of one telephone line to share one mailbox while maintaining privacy. Only one announcement greeting is provided to a Divided Mailbox.

C. Announcement-Only Mailbox

An Announcement-Only Mailbox stores one three-minute greeting. A call placed to the customer's number is immediately forwarded to the mailbox and the greeting is delivered. Announcement-Only boxes do not store messages and are not capable of handling outbound calls. The voice mail customer enables/disables the announcement with their phone keypad.

---

Issued By:

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