

Union River Telephone

P.O. Box 100
Aurora, Maine 04408-0100
Tel. 207-584-9911 Fax 207-584-9997
Toll Free 1-800-944-5404
Office Hours: 7:30 a.m. – 4:00 p.m.

Union River Telephone Company is a telecommunications carrier committed to providing high quality basic and enhanced services at reasonable rates to all subscribers throughout its service territory. Basic services are offered at the following monthly rates:

Single Party Residence-Economy	\$ 17.58
Single Party Residence-Premium	\$ 19.08
Single Party Business-Economy	\$ 35.17
Single Party Business-Premium	\$ 38.28
Emergency 911 Service Fee	\$ 0.45
Tone Dialing Service-Residence	\$ 1.00
Tone Dialing Service-Business	\$ 1.25

As a part of its service commitment to subscribers, Union River Telephone Company continually provides voice grade access to the public switched network, interexchange carriers, telecommunications relay service and 911 emergency services. Union River Telephone Co. also provides access to operator services and directory assistance. Each local exchange access line comes with a primary directory listing at no charge and each subscriber automatically receives a directory covering our service territory annually. Furthermore, customers can report service trouble to the Company twenty-four hours a day, seven days a week.

Basic services are offered to all customers in the Company's service territory at the rates, terms and conditions specified in the Company's Provider of Last Resort Tariff on file with the Maine Public Utilities Commission and through this [link](#).

Union River Telephone understands the importance of consumers having access to quality local telephone service. To help consumers obtain and keep their local service, Union River Telephone offers Lifeline Service, which is a government assistance program that is available to eligible consumers, is non-transferable and is limited to one discount per household. Qualifying low-income individuals subscribing to residential service that are eligible for the Lifeline telephone assistance program will receive discounts off basic local charges and are eligible for toll blocking at no charge. In order to qualify for Lifeline, a member of the household must be enrolled in at least one of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Income-based eligibility
- Veteran's Pension or Survivor's Pension Benefit

or the combined household income must be at or below 135% of the Federal Poverty Guideline.

Additional information may be obtained by contacting the Union River Telephone Company business office during business hours.