

**FILE**

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June 20, 2007

**VIA OVERNIGHT DELIVERY**

Renee J. Jenkins  
Director of Administration  
Public Utilities Commission of Ohio  
180 E. Broad St.  
Columbus, OH 43215-3793  
(614) 466-3016

Re: Norstar Telecommunications, LLC  
Case No. 07-642-TP-ACE

Dear Ms. Jenkins:

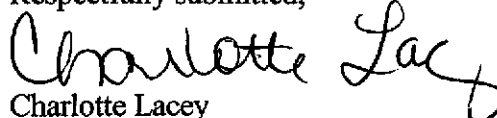
Pursuant to staff request, enclosed please find for filing an original and seven (7) copies of the following for Norstar Telecommunications, LLC:

- Revised Sheets 12, 20, 30 and 32
- Revised Sample Bill
- Revised Residential and Non-Residential Disconnection Notices; and
- Revised Letter of Agency

I have also enclosed an extra copy of this letter to be date stamped and returned to me in the enclosed, self-addressed, postage prepaid envelope.

If you have any questions, or if I may provide you with additional information, please do not hesitate to contact me. Thank you.

Respectfully submitted,



Charlotte Lacey  
Legal Assistant to Lance J.M. Steinhart  
Attorney for Norstar Telecommunications, LLC

Enclosures  
cc: Shaun Naghdi

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accurate and complete reproduction of a case file  
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2.3.6 The remedies set forth herein are exclusive and in lieu of all other warranties and remedies, whether express, implied, or statutory, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

2.3.7 Approval of limitation of liability language by the PUCO does not constitute a determination by the Commission that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a court's responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

**2.4 Responsibilities of the Customer**

2.4.1 The Customer is responsible for placing any necessary orders and complying with tariff regulations. The Customer is also responsible for the payment of charges for services provided under this tariff.

2.4.2 The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by the Company on the Customer's behalf.

2.4.3 If required for the provision of the Company's services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to the Company.

2.4.4 The Customer is responsible for arranging access to its premises at times mutually agreeable to the Company and the Customer when required for Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of the Company's services.

2.4.5 The Customer shall cause the temperature and relative humidity in the equipment space provided by Customer for the installation of the Company's equipment to be maintained within the range normally provided for the operation of microcomputers.

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**ISSUE DATE: May 29, 2007**

**EFFECTIVE DATE: June 29, 2007**

**Shaun Naghdi, President  
10025 Scenic View Road  
Vienna, Virginia 22182**

**Issued Under the Authority of the Public Utilities Commission of Ohio in Case No. \_\_\_\_-TP-  
ACE TRF No.**

**SECTION 3 - DESCRIPTION OF SERVICE**

**3.1 Computation of Charges**

- 3.1.1 The total charge for each completed call is dependent only on the duration of the call. The variable measured charge is specified as a rate per minute which is applied to each minute. All calls are measured in increments as set forth in the Rates Section of this tariff. Fractions of a billing increment are rounded up to a full billing increment on a per call basis. Fractions of a cent per minute are rounded up to a full cent on a per call basis.

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4.5 Directory Assistance

\$ .95

4.6 Returned Check Charge

\$25.00

4.7 Reserved for Future Use

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ACE TRF No.

**4.10 Reserved for Future Use****4.11 Operator Assisted Call Surcharges****General**

When a customer requests that a call be handled in such a manner that operator assistance in completion of the call is necessary, such as alternate billing, person-to-person service, or requests other special handling of the call, appropriate Operator Assisted Call Surcharges apply as follows.

**Rates and Charges**

	Per Call Charge
Automated Calling Card Station-to-Station	\$0.95
Customer Dialed - Operator Assisted - Calling Card Station-to-Station	\$1.95
Operator Handled - Station-to-Station	\$1.75
Operator Handled - Person-to-Person	\$2.75
Operator Handled - Third Number Billed	\$2.25

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## Sample Bill

**Customer:** [Insert Customer's Name]

**Address:** [Insert Address]

**Account No.:** [Insert account number or phone number]

Billing Date	Billing Period	Date Due

### NORSTAR TELECOMMUNICATIONS, LLC

10025 Scenic View Road

Vienna, Virginia 22182

FOR BILLING INQUIRIES: 1-XXX-XXX-XXXX

FOR SERVICE INQUIRIES: 1-XXX-XXX-XXXX

[www.norstartelecom.com](http://www.norstartelecom.com)

Description	Rate	Quantity	Amount
Current Month's Charges			
Credits applied to account:			
Unpaid charges from previous bill:			
Late payments:			
Charges for regulated competitive service:			
Non-Recurring, fractional or nonbasic service charges:			
Charges for nonregulated services or products:			
Taxes and surcharges: [include summary]			
9-1-1 charges:			
An itemization of local and/or toll charges is attached.			
Total Due	\$		

Please remit this bill via U.S. Mail to the address listed on this invoice.

If your complaint is not resolved after you have called Norstar Telecommunications, LLC, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or for TDD/TYY toll free at 1-800-686-1570 from 8:00 a.m. to 5:30 p.m. weekdays, or visit [www.puco.ohio.gov](http://www.puco.ohio.gov).

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit [www.pickocc.org](http://www.pickocc.org).

## ITEMIZATION OF CHARGES

Itemization of local service charges:

- Toll charge per call –

Itemization of toll service charges:

Date and time of placement	Destination (City, State)	Telephone Number Called	Total Charge per call (e.g., day, night / weekend, calling card)	Duration of Call	Total Toll Charges

Please note: Nonpayment of toll charges may result in the disconnection of toll service and may be subject to collection actions but will not result in the disconnection of local service.

## RESIDENTIAL DISCONNECTION NOTICE

Norstar Telecommunications, LLC

June 19, 2007

Customer Name

Account Number: xxxxxxxx

Address 1

**Amount Past Due: \$xxxx.xx**

Address 2

City, State, Zip

This will serve as notice that Norstar Telecommunications, LLC intends to disconnect your long distance telephone service. Norstar Telecommunications, LLC has decided to take this action, because it has not received payment for services since [insert date]. The total amount past due is [insert amount]. Failure to pay the amount required at the company's office or to one of its authorized agents by [insert date] may result in the disconnection of toll services. Payments to an unauthorized payment agent may result in the untimely or improper crediting of your account.

The reasons for disconnection of service are [insert reasons]. In order to avoid the disconnection, the subscriber must take the following action [insert action taken and amount of payment to be made which is not greater than past due balance, not including nonregulated services]. The earliest date when disconnection will occur is [insert date].

Please note that the total amount due for toll charges is [insert figure]. [If applicable – The total amount due for nonregulated charges is [insert figure]. However, nonpayment of nonregulated charges cannot result in the disconnection of local service or regulated toll service.]

If you wish to contact Norstar Telecommunications, LLC to discuss your account, please call or send all correspondence to:

Essie Sepahi, Customer Service Manager

Norstar Telecommunications, LLC

10025 Scenic View Road

Vienna, Virginia 22182

Phone: (888) 755-4589

Hours: 8:00 a.m. to 5:00 p.m. EST

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Norstar Telecommunications, LLC, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or for TDD/TYY toll free at 1-800-686-1570 from 8:00 a.m. to 5:30 p.m. weekdays, or visit [www.puco.ohio.gov](http://www.puco.ohio.gov).

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## NON-RESIDENTIAL DISCONNECTION NOTICE

Norstar Telecommunications, LLC

June 19, 2007

Customer Name

Account Number: xxxxxxxx

Address 1

**Amount Past Due: \$xxxx.xx**

Address 2

City, State, Zip

This will serve as notice that Norstar Telecommunications, LLC intends to disconnect your long distance telephone service. Norstar Telecommunications, LLC has decided to take this action, because it has not received payment for services since [insert date]. The total amount past due is [insert amount]. Failure to pay the amount required at the company's office or to one of its authorized agents by [insert date] may result in the disconnection of toll services. Payments to an unauthorized payment agent may result in the untimely or improper crediting of your account.

The reasons for disconnection of service are [insert reasons]. In order to avoid the disconnection, the subscriber must take the following action [insert action taken and amount of payment to be made which is not greater than past due balance, not including nonregulated services]. The earliest date when disconnection will occur is [insert date].

Please note that the total amount due for toll charges is [insert figure]. [If applicable – The total amount due for nonregulated charges is [insert figure]. However, nonpayment of nonregulated charges cannot result in the disconnection of local service or regulated toll service.]

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**Norstar Telecommunications, LLC**  
**10025 Scenic View Road**  
**Vienna, Virginia 22182**  
**Letter of Agency & Service Agreement**

For each of the telephone numbers listed herein, I appoint **Norstar Telecommunications, LLC**, to act as my agent in order to effectuate the collection of account information and/or carry out the changes authorized herein on my behalf. I understand that I may select a separate IntraLATA toll carrier and InterLATA carrier for any one telephone number.

I hereby authorize the change of my communications company(s) from that/those, which I am currently using, to **Norstar Telecommunications, LLC** for each of the service types I have designated below.

I understand that by signing this letter of agency my signature shall unblock my carrier of choice service protection to make the change in long distance service possible. I also understand that I may incur a fee to switch my telephone service to **Norstar Telecommunications, LLC**. I further understand that I may designate only one carrier per service for any one telephone number, and therefore revoke any previous appointments or selections concerning that telephone numbers listed below.

Please designate the telecommunications services for the telephone numbers listed below by making the appropriate boxes:

INTERLATA / INTERSTATE / INTERNATIONAL ☐  
INTRALATA ☐

<b>This agreement will remain in effect until revoked in writing by the customer or Norstar Telecommunications, LLC</b>
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I select **Norstar Telecommunications, LLC** to provide the communications service types indicated for each of the telephone numbers listed herein. (List ALL BTNs, lines and toll free numbers)


Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Contact \_\_\_\_\_ Phone \_\_\_\_\_

Your signature acknowledges that you understand and accept the terms and conditions of this L.O.A. and that YOU ARE  
DULY AUTHORIZED TO MAKE THE CHANGES(S) INDICATED BY EXECUTING THIS L.O.A

	Customer Acceptance	Norstar Telecommunications, LLC
Signature		
Printed Name		
Title		
Date		