

Large Filing Separator Sheet

Case Number : 08-266-TP-ATA
90-5039-TP-TRF

File Date : 3/19/2008

Section : 1 of 2

Number of Pages : 200

Description of Document : New Case

NC
FILE

March 18, 2008



250
RECEIVED-DOCKETING DIV

2008 MAR 19 AM 11:23

PUCO

Via Federal Express

Ms. Reneé J. Jenkins
Director of Administration
Secretary of the Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215

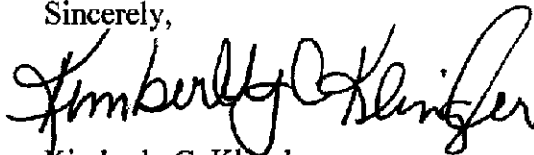
RE: In the Matter of the Application of Telephone Service Company to Detariff Certain Tier 2 Services in its' PUCO Tariff #5, PUCO Case # 08-266-TP-ATA

Dear Ms. Jenkins:

On behalf for Telephone Service Company (TSC), I am filing an Application to de-tariff all regulated nonresidential tier 2 services and to make other changes related to the implementation of Case No. 05-1345-TP-ORD. Included in the Application is the Commission's Telecommunications Application Form for Detariffing and Related Actions, Exhibit A (existing affected tariff pages), Exhibit B (proposed revised tariff pages, Exhibit C (narrative summarizing changes proposed in the Application), Exhibit D (explanation of website and customer notice), Exhibit E (copy of customer notice which as sent out via bill message on March 1), and Exhibit F (affidavit indicating that customer notice was sent to customers). The attached revised tariff completely replaces the current tariff on file with the PUCO; however, the tariff number was not changed.

This Application is made in order to conform TSC's Tariff PUCO No. 5 to the Commission's Competitive Retail Telephone Rules in Case No. 06-1345-TP-ORD. Certain tier 2 regulated services which are not required to be filed in TSC's filed tariff in accordance with Rule 4901:1-06-05(G) have been deleted with this filing but are included in a Competitive Telecommunications Services Guide which have been posted on TSC's website, www.telserco.com.

Sincerely,



Kimberly C. Klingler

Customer Care/Regulatory Supervisor

Enclosures

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
Technician _____ Date Processed 3.19.08

www.telserco.com

The Public Utilities Commission of Ohio
TELECOMMUNICATIONS APPLICATION FORM for
DETARIFFING AND RELATED ACTIONS

Per the Commission's 09/19/07 "Implementation Order" in Case No. 06-1345-TP-ORD
(Effective: 10/01/2007 through 04/01/2008)

In the Matter of the Application of Telephone Service)
Company to Detariff Certain Tier 2 Services and make other)
changes related to the Implementation of Case No. 06-1345-)
TP-ORD)

TRF Docket No. 90-5039-TP-TRF

Case No. 08 - 266 - TP - ATA

NOTE: Unless you have reserved a Case No. leave the "Case No." fields BLANK.

Name of Registrant(s) Telephone Service Company
DBA(s) of Registrant(s)
Address of Registrant(s) 2 Willipie Street, Wapakoneta, Ohio 45895
Company Web Address www.telserco.com
Regulatory Contact Person(s) Kimberly C. Klingler
Regulatory Contact Person's Email Address kimk@telserco.com
Contact Person for Annual Report Lonnie D. Pedersen
Address (if different from above)
Consumer Contact Information Kimberly C. Klingler
Address (if different from above)

Phone 419-739-2296 Fax 419-738-2299

Phone 419-739-2227

Phone 419-739-2296

Part I – Tariffs

Please indicate the Carrier Type and the reason for submitting this form by checking the boxes below.

NOTE: All cases are ATA process cases, tariffs are effective the day they are filed, and remain in effect unless the Commission acts to suspend.

Carrier Type	<input type="checkbox"/> ILEC	<input type="checkbox"/> CLEC	<input type="checkbox"/> CTS
Business Tier 2 Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residential & Business Toll Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Changes required by Rule (Describe in detail in Exhibit C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part II – Exhibits

Note that the following exhibits are required for all filings using this form.

Included	Identified As:	Description of Required Exhibit:
<input checked="" type="checkbox"/>	Exhibit A	The existing affected tariff pages.
<input checked="" type="checkbox"/>	Exhibit B	The proposed revised tariff pages.
<input checked="" type="checkbox"/>	Exhibit C	Matrix or narrative summarizing all changes proposed in the application, and/or other information intended to assist Staff in the review of the Application.
<input checked="" type="checkbox"/>	Exhibit D	Explanation of how the Applicant intends to comply with Rule 4901:1-6-05(G)(3) regarding disclosure of rates, terms, and conditions for detariffed services, including: <ul style="list-style-type: none"> • citation to the appropriate Web Page if any, in accordance with rule 4901:1-6-05(G)(4), and/or • copy of other materials and publications to be used to comply with 4901:1-6-05(G)(3).
<input checked="" type="checkbox"/>	Exhibit E	One-time customer notice of detariffing and related changes consistent with rule 4901:1-06-16(B) , including where customers may find the information regarding such services as required by rule 4901:1-6-05(G)(3).
<input checked="" type="checkbox"/>	Exhibit F	Affidavit that the Customer Notice described in Exhibit C has been sent to Customers.

Part III. – Attestation

Registrant hereby attests to its compliance with pertinent entries and orders issued by the Commission.

AFFIDAVIT

Compliance with Commission Rules and Service Standards

I am an officer/agent of the applicant corporation, Telephone Service Company, and am authorized to make this statement on its behalf.
(Name)

I attest that these tariffs comply with all applicable rules, including the Minimum Telephone Service Standards (MTSS) Pursuant to Chapter 4901:1-5 OAC for the state of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules, including the Minimum Telephone Service Standards, as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the state of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on (Date) March 18, 2008 at (Location) 2 Willipie St., Wapakoneta, Ohio 45895

*(Signature and Title) *James D. Nelson* C.O.O.

(Date) 3/18/08

- This affidavit is required for every tariff-affecting filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.

VERIFICATION

I, Kimberly C. Klingler

verify that I have utilized the Telecommunications Application Form for Detariffing and Related Actions provided by the Commission and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.

*(Signature and Title) *Kimberly C. Klingler* Customer Care / Reg. Sup

(Date) 3/18/08

*Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.

Send your completed Application Form, including all required attachments as well as the required number of copies, to:

**Public Utilities Commission of Ohio
Attention: Docketing Division
180 East Broad Street, Columbus, OH 43215-3793**

Or

Make such filing electronically as directed in Case No 06-900-AU-WVR

Exhibit A

P.U.C.O. No. 5
Tariff

TABLE OF CONTENTS

General Rules and Regulations	Section 1	
Miscellaneous Services and Equipment	Section 2	
Basic Telephone Assistance	Section 2A	
Centrex	Section 2B	
Extended Local Calling	Section 2C	
Advanced Calling Services (ACS)	Section 2D	
Advanced Digital Services		
Reserved for Future Use	Section 2E	(D)
Primary Rate Interface (PRI)	Section 2F	
Automatic Call Distribution (ACD)	Section 2G	
Concurrences	Section 3	
Exchange Rates	Section 4	
Surcharges	Section 5	
IntraLATA Presubscription	Section 6	
Expanded Service Area	Section 7	
Minimum Telephone Service Standards	Section 8	
FCC Designated N11 Service	Section 9	

P.U.C.O. No. 5
Tariff

EXPLANATION OF SYMBOLS

- (C) To signify changed regulations.
- (D) To signify discontinued rate or regulation.
- (I) To signify increased rates.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (S) To signify reissued matter.
- (T) To signify a change in text, but no change in rate or regulation.
- (M) To signify text has been moved from original location. (N)

P.U.C.O. No. 5
Tariff

ALPHABETICAL INDEX TO TOPICS

	<u>Classification*</u>	<u>Section</u>	<u>Sheet No.</u>	
Advanced Calling Services (ACS)	Multiple Tiers	2D	1	
Reserved For Future Use		2E	1	(D)
Advanced Digital Services (PRI)		2F	1	
Advance Payments		1	5	
Application for Service		1	4	
Application of Tariff		1	1	
Automatic Call Distribution (ACD)		2G	1	
Availability of Facilities		1	1	
Base Rate Area Maps		4	2, 5	
Boundaries of Telephone Company/Borderline Cases		1	10	
Buried Entrance		1	4	
Classification of Business and Residence Service		1	6	
Company Pay Stations		2	1	
Concurrences		3	1	
Construction Charges		2	2	
Consumer Complaints		1	2	
Custom Calling Services	Multiple Tiers	2	5	
Denial and Disconnection of Local and Toll Service		1	8	
Deposits		1	7	
Directory and Listing Services	Multiple Tiers	2	5	
Directory Error and Omissions		1	2	
Establishment and Furnishing of Service		1	4	
Exchange Area Maps		4	3, 6	
Exchange Rates	Multiple Tiers	4	1, 4, 6A, 6B	
Extended Service Area		7	1 - 4	
Federal Connection Assistance Plan		1	10	
Foreign Exchange Service (FX)		2	9	

P.U.C.O. No. 5
Tariff

ALPHABETICAL INDEX TO TOPICS

	<u>Classification*</u>	<u>Section</u>	<u>Sheet No.</u>	(C)
Guarantee Pay Stations		2	1	
Guarantors		1	7	
IntraLATA Presubscription		6	1	
Mileage Charges	Tier 1 Core	2	2	(C)
Minimum Telephone Service Standards (MTSS)		8	1 - 21	
Obligation and Liability of Telephone Company		1	1	
Optional Calling Plan		2C	5	
Ownership and Use of Equipment		1	2	
Returned Checks	Non-Specific	1	7C	(C)
Pay Stations		2	1	
Pay Station Charges		2	2	
Payment for Service		1	6 - 7	
Private Line Charge		2	2	
Private Right-of-Way Construction		2	2	
Service Connection Charges	Multiple Tiers	4	7	(C)(M)
Service Interruptions		1	1	
Special Assemblages		2	5	
Subscriber-Provided Terminal Equipment		1	3	
Surcharges		5	1	
Subscriber Billing Adjustments		1	1	
Suspension and Termination of Service for Cause		1	7	
Telephone Directories		1	8	
Toll Blocking Policy		1	7B	
Toll Blocking Service		2	6A	
Touch Tone Service		2	5	
Transmitting Messages		1	2	
Unauthorized Attachments		1	3	
Use of Service and Facilities		1	2	
Use of Subscriber Service		1	4	
Vacation Rates		2	1	

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS

Telephone Service Company will comply with all of the Commission's Minimum Telephone Service Standards set forth in Chapter 4901:1-5 of the Ohio Administrative Code (O.A.C.).

(N)

A. APPLICATION OF TARIFF

This tariff applies to exchange service furnished by Telephone Service Company, hereinafter referred to as the Telephone Company or Company, within the Wapakoneta and Cridersville exchanges and to toll service furnished by the Telephone Company over its facilities or made available by the Telephone Company over facilities of other telephone companies.

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Subscriber Billing Adjustments For Local Exchange Service

The Company will comply with the Commission's Minimum Telephone Service Standards regarding subscriber billing adjustments for local exchange service, set forth in O.A.C. 4901:1-5-16, and found in Section 8 of this Tariff.

(T)

(T)

2. Availability of Facilities

The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights-of-way for the construction and maintenance of the necessary pole lines, circuits and equipment.

3. Service Interruptions

The Company will comply with the Commission's Minimum Telephone Service Standards regarding interruption of service, set forth in O.A.C. 4901:1-5-16, and found in Section 8 of this Tariff.

(T)

(T)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS (Continued)

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

4. Directory Errors and Omissions

The Telephone Company assumes no liability whatsoever for damages accruing from errors or omissions in the making or printing of its directory. The Telephone Company will not be a party to controversies arising between subscribers or others as a result of listings published in the directory. Approval of the above tariff 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.

The Company will comply with the Commission's Minimum Telephone Service Standards regarding omission of a subscriber's listing from the white pages of the telephone directory or the listing of an incorrect telephone number, set forth in O.A.C. 4901:1-5-16, and found in Section 8 of this Tariff.

(T)

5. Transmitting Messages

- a. The Telephone Company does not transmit messages but offers the use of its facilities for communications between subscribers.
- b. No one employed by the Telephone Company, in any capacity, is authorized to receive or transmit verbal or written messages, unless it is solely as agent for the person desiring the same, and the Telephone Company will assume no responsibility for such service. Approval of the above tariff 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.

6. Handling of Consumer Complaints

(N)

The Company will comply with the Commission's Minimum Telephone Service Standards regarding the handling of consumer complaints, set forth in O.A.C. 4901:1-5-5, and found in Section 8 of this Tariff.

C. USE OF SERVICES AND FACILITIES

1. Ownership and Use of Equipment

The facilities necessary for the rendition of telephone service are furnished by the Telephone Company and placed in the subscriber's hands as custodian. The subscriber shall be responsible for the reasonable care and safekeeping of

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS (Continued)

C. USE OF SERVICES AND FACILITIES (Continued)

1. Ownership and Use of Equipment (Continued)

such facilities. The subscriber shall be required to reimburse the Telephone Company for the disappearance or destruction of such facilities from any cause other than ordinary usage or a casualty involving the subscriber's premises.

The telephone service rendered to a subscriber shall not be used for receiving, transmitting or delivering any message or communication in respect of which a consideration has been or is to be paid to any party other than the Telephone Company, except as may be permitted by the rules and regulations contained in this tariff, nor shall such service be used in any way in competition with the Telephone Company in its present or future service.

2. Unauthorized Attachments

No equipment, apparatus, circuits or devices shall be attached to, or connected with, facilities furnished by the Telephone Company, whether physically, by induction or otherwise, which will not meet the requirements of the Telephone Company. The Telephone Company shall have the right to disconnect any such unapproved attachment or connection, or to suspend the service during its continuance, or to terminate the service.

3. Subscriber-Provided Terminal Equipment

Subscriber-provided terminal equipment and communications systems may be used with facilities furnished by the Telephone Company for exchange and long distance message telecommunications service as specified in this section.

When the Telephone Company is requested to provide such service, the subscriber, at the option of the Telephone Company, should inform the Telephone Company as to the type of equipment requested to be interconnected to the Telephone Company's facilities and the proper interconnect device which is designed to properly function with the subscriber's equipment.

Charges for such service will be in accordance with recurring and non-recurring charges as set forth on other pages of this tariff.

Whenever equipment or facilities of the subscriber are connected to equipment or facilities of the Telephone Company,

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS (Continued)

it is contemplated that when trouble develops, the subscriber will make appropriate tests of his equipment or facilities to determine whether trouble is in his or the Telephone Company's equipment or facilities before reporting an out-of-service or other trouble condition to the Telephone Company.

The subscriber is liable and is required to maintain (including, but not limited to, repair, modify, replace, etc.) and bear all associated costs for maintenance of subscriber-provided terminal equipment that has connection to telecommunications services furnished by the Telephone Company. This liability includes the requirement that, when written notice is received from the Telephone Company, the subscriber alters or changes at his own expense all subscriber-provided terminal equipment:

- (1) if changes to communications facilities shall require alteration or change, and/or
- (2) if complaints from subscribers relate to another subscriber's subscriber-provided termination equipment, and/or
- (3) if test and dispatched trouble investigation results from subscriber-provided terminal equipment.

Failure to alter or change subscriber-provided terminal equipment upon written notice, may result in temporary denial or termination of subscriber's service.

4. Use of Subscriber Service

The use of subscriber service is restricted to the subscriber, persons residing in the subscriber's household, his employees or representatives. The Telephone Company may refuse to install service or permit service to remain on premises where the instrument is so located that it is accessible to the general public.

D. ESTABLISHMENT AND FURNISHING OF SERVICE

The Company will comply with the Commission's Minimum Telephone Service Standards regarding establishment of service, set forth in O.A.C. 4901:1-5-13, and found in Section 8 of this Tariff.

(N)

1. Application for Service

An application for service becomes a contract upon the establishment of service. Requests for additional service, upon the establishment thereof, become a part of the original contract.

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS (Continued)

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

1. Application for Service (Continued)

Any change in rates or regulations authorized by legally constituted authorities acts as a modification of all contracts in conformity thereto, without further notice.

No service will be installed for any applicant unless all charges for service previously rendered such Applicant have been paid.

Applicants for service involving special construction may be required to make an advance payment. The amount of the advance payment is credited to the customer's account as applying to any indebtedness under the contract.

Short term service, of two months or less, required by the business customer, in which special construction is involved will be provided at the cost of installation and removal, plus a payment of a minimum of one month's charges for services provided, all of which is payable in advance. (T)

Where the subscriber requests extension of his primary telephone service to another location, but within the same exchange area, the individual access line rate will apply at both locations. (T)

ISSUED: August 1, 2003

EFFECTIVE: September 16, 2003

In Accordance with Case No. 03-1732-TP-ATA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

Applications for party line service are accepted by the Telephone Company with the understanding that the subscriber will so use the service as not to interfere with the equitable proportionate use of the service by other subscribers on the same line. When the duration or number of local messages sent or received by a party line subscriber is so great as to prevent such equitable proportionate use, the Telephone Company may discontinue the service of the offending subscriber upon the subscriber's refusal to accept a class of service suitable to his needs. The continuous use of a party line for local messages is limited to five minutes.

Before building rural line extensions, or installing any special equipment, the Telephone Company may demand such sureties as sound credit may justify, to assure the payment of any charges provided under this tariff, and to assure the retention of the service for the full period provided for in the contract. Investments in rural line extensions will be made by the Telephone Company along highways for a distance of one-half mile, and on private property for a distance of

ISSUED: August 1, 2003

EFFECTIVE: September 16, 2003

In Accordance with Case No. 03-1732-TP-ATA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS (Continued)

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

1. Application for Service (Continued)

six hundred feet. The excess construction cost above this amount, if any, must be borne by the prospective subscriber at the time of application.

When special or extraordinary plant or equipment facilities are required to furnish any service covered in this tariff, the Telephone Company will require a contract with the subscriber. This contract may require the subscriber to keep the service for a specified length of time sufficient for the Telephone Company to amortize the cost of construction, installation, maintenance and taxes. If the subscriber does not retain the service for the full period as provided in the contract, the Telephone Company may required the payment of a termination charge equivalent to the monthly charges for the service for the remaining months of the contract period.

2. Classification of Business & Residence Service

Service shall be classified as business service when it is located at a business location, or when it is located in a residence but used primarily for business or professional purposes, or when the residence is connected to or forms a continuous part of the structure housing the business. The use of telephone service shall determine its classification.

Fraternal societies or clubs which are maintained solely through the collection of dues from members and are not regularly engaged in or benefiting from any commercial or merchandising activity conducted incidental to their operation, churches, public or parochial schools will be furnished service at regular rates for comparable residence service when such service is maintained continuously throughout the year. Party line services will not be furnished to such subscribers.

3. Payment for Service

Subscribers are responsible for all charges for telephone service rendered in connection with local and toll calls for messages originating at or sent collect to their telephones. The Telephone Company will not enter into an arrangement restricting the use of toll service to certain individuals in the organization of the subscriber. Due to the inaccuracy of voice identification, the Telephone Company will not be

ISSUED: March 31, 1988

EFFECTIVE: April 6, 1988

In Accordance with Case No. 88-135-TP-ATA,
Issued by the Public Utilities Commission of Ohio
Robert J. Brown, President
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS (Continued)

responsible for verbal approval for the use of toll facilities or acceptance of toll charges to or from any subscriber's telephone. No toll credit will be extended to any subscriber having an unpaid toll account 30 days past due.

Accounts are payable at the Telephone Company's business office or any agency established by the Telephone Company for the purpose of collecting its accounts. The Telephone Company reserves the right to require payment for service at intervals of less than a month in cases where the use is excessive or unusual. Failure to receive a bill will not exempt the subscriber from payment of any sum or sums due the Telephone Company.

Disconnection of service will be in compliance with the Commission's Minimum Telephone Service Standards 4901:1-5-17. However, disconnection shall not affect the subscriber's liability for the payment of all charges accruing for service.

Service applicants may be required to establish creditworthiness. The Company will comply with the Commission's Minimum Telephone Service Standards, set forth at 4901:1-5-13, and found in Section 8 of this Tariff. Customers may be assessed a deposit, pursuant to O.A.C. 4901:1-5-13(B)(2)(b) and may have the option of providing a third-party guarantor in lieu of a deposit, pursuant to O.A.C. 4901:1-5-14, also found in Section 8 of this Tariff.

4. Suspension and Termination of Service for Cause

The Telephone Company may either suspend or terminate the service of the offending subscriber for any of the following causes:

- a. the non-payment of any sum or sums due the telephone company;
- b. the use of foul or profane language over, through or by means of his telephone for the promotion of immoral or other illegal practices;
- c. the impersonation over, through or by means of the telephone, of any person or persons with fraudulent or malicious intent;
- d. the listening to the conversation of others passing over his party line; or
- e. any other infraction of the regulations of the Telephone Company.

The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service, set forth in O.A.C. 4901:1-5-17, and found in Section 8 of this Tariff.

A Reconnection Charge will apply for reconnecting service for a subscriber whose service has been disconnected for any of the causes enumerated above. The Reconnect Charge consists of a Service Order Charge and a Central Office Connection Charge. Refer to Section 4, Sheet 7 of this tariff for additional information regarding these charges.

(T)
|
(T)

P.U.C.O. No. 5
Tariff

4. Suspension and Termination of Service for Cause (Cont'd)

(D)

(D)

The Telephone Company shall respond promptly to customer inquiries pertaining to charges for toll services, either by handling the inquiry itself, or referring it to the IXC, depending on the nature of the customer's inquiry.

Disconnection of a customer's toll service for nonpayment of toll charges shall be accomplished through universal toll blocking, offered to all toll service providers on a nondiscriminatory basis. Toll disconnection service shall be provided as follows:

Universal Toll Blocking

Non-Recurring Charge
\$5.00/Customer Disconnected

P.U.C.O. No. 5
Tariff

4. Suspension and Termination of Service for Cause (Cont'd)

Toll Blocking Policy

Telephone Service Company when providing toll service, may "universally" block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not denied the right to select, through a presubscribed interexchange change (PIC) mechanism, any other 1+ presubscribed toll service provider who is obligated to provide such service under the terms of the Selective Access Policy.

Under the terms of the Selective Access Policy, Telephone Service Company when providing toll service, may not deny establishment of 1+ presubscribed toll service on the grounds that the customer has failed to establish creditworthiness, if:

- (a) the customer is able to establish creditworthiness using one of the means for doing so available under the Public Utilities Commission of Ohio's (PUCO) rules, or
- (b) Telephone Service Company when providing toll service, exercising its own discretion, does not require the customer to establish creditworthiness (through any of the means available for doing so under the PUCO's rules), or
- (c) Telephone Service Company when providing toll service, attempts to require the customer to establish creditworthiness using credit establishment procedures which do not comport with the PUCO's credit establishment policies and/or are not set forth within a PUCO approved tariff.

When a prospective customer, who has previously been universally blocked for nonpayment of toll charges by another carrier, seeks to select Telephone Service Company as his or her 1+ carrier of choice, Telephone Service Company may, subject to our tariffed toll deposit policies and the Commission's rules on establishment of service (See Rule 4901:1-5-13, Ohio Administrative Code, [O.A.C.]), require a deposit for toll service. This deposit shall be in accordance with Rule 4901:1-5-13(B), O.A.C., but Telephone Service Company may negotiate a lower deposit. (T)

Telephone Service Company may furnish credit information, acquired from the Company's own experiences with the customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. The Company will follow all requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the Federal Fair Credit Reporting Act.

Upon payment by the customer of all past due toll debt to Telephone Service Company, the Company will remove the block and all 1+ dialing capabilities, including 10-XXX, will be restored.

P.U.C.O. No. 5
Tariff

Suspension and Termination of Service for Cause (Cont'd)

4A. Returned Checks *Non-specific

(C)

The Company will assess a charge of Ten Dollars (\$10.00) for each instance in which a customer's check, tendered to the Company as payment for any bill received or any other monetary obligation, is returned to the Company for insufficient funds. Such charge will be posted to the customer's account immediately upon return of the check, and will be billed with the customer's next regular billing.

If any check is returned to the Company marked "NSF" or is otherwise returned to the Company for insufficient funds, the payment represented by such check will be immediately debited from the customer's account, will be deemed by the Company not to have been made, and will be cause for suspension or denial of service as described in other provisions of this tariff.

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS (Continued)

5. Denial and Disconnection of Local and Toll Service

- a. In the event of abandonment of the service, the nonpayment of any sum due, the use of the service in such manner as to interfere with the service of other telephone users or the use of the service for any purpose other than as a means of communication, the Telephone Company may either temporarily deny service or terminate the service. Subsequent to the completion of an order to discontinue service, it will be re-established only upon the basis of a new service application.

(D)

(D)

- b. In the event the subscriber indicates that he cannot, or will not, pay his overdue bill, or refuses to negotiate reasonable payment arrangements, the Telephone Company may immediately disconnect his service.
- c. The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service, set forth in O.A.C. 4901:1-5-17, and found in Section 8 of this Tariff.

(T)

(N)

6. Telephone Directories

- a. The Telephone Company will furnish, without charge, one directory for each subscriber to access line service.

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS (Continued)

6. Telephone Directories

Any additional copies of the directory requested by the subscriber may be billed at the regular rates charged to non-subscribers. Directories regularly furnished to subscribers are the property of the Telephone Company, are furnished only as an aid to the use of the service and are to be returned to the Telephone Company upon request. No binder, holder or auxiliary cover, except such as may be provided by or with the consent of the Telephone Company, shall be used on or in connection with any directory furnished by the Telephone Company.

- b. The subscriber has no property right in the telephone number which is assigned by the Telephone Company, and the Company reserves the right to change the telephone number of a subscriber whenever it deems it necessary to do so in the conduct of its business.
- c. The subscriber is entitled to one listing in the alphabetical section of the directory.
- d. Extra Name Service. Business subscribers may list the name of products or commodities they sell as an extra name service. Members of the firm, officers of a corporation or bona fide employees of the subscriber represented by the primary listing may also be listed as extra name service on the telephone number of the primary listing.

Residence subscribers may list blood relatives of the same surname as extra name service.

Persons having extra name service listings must occupy the same premises as those occupied by the subscriber having the primary listing.

- e. When the Telephone Company considers it advisable, it may publish a classified section in the directory for business subscribers only. Each business access line or business extra name service listing may be listed in such classified section without additional charge. Any additional listings in the classified section of the telephone directory are considered advertising mediums and may be billed in advance for the anticipated life of the directory.

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS (Continued)

7. Boundaries of Telephone Company/Borderline Cases

The Telephone Company concurs with the recommendations set forth in Exhibit "A: entitled "Boundaries" of the Public Utilities Commission of Ohio, Section Order No. 348, which sets forth rules and regulations governing borderline situations of boundaries of exchange, base rate, locality rate and zone rate areas.

[RESERVED FOR FUTURE USE]

ISSUED: December 30, 1997

EFFECTIVE: January 1, 1998

In Accordance with Case No. 97-632-TP-COI,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

[RESERVED FOR FUTURE USE]

ISSUED: December 30, 1997

EFFECTIVE: January 1, 1998

In Accordance with Case No. 97-632-TP-COI
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

MISCELLANEOUS SERVICES AND EQUIPMENT

A. VACATION RATES

Upon request, a subscriber may temporarily suspend his service for a period of not less than two months and not more than six months in any year at a charge of one-half present access line rates and charges per month.

(N)

B. DIRECTORY ASSISTANCE SERVICE

1. Regulations

- a. The Telephone Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.
- b. The rates specified in Section 3 below are not applicable to calls from pay telephone station, or from hospitals and skilled nursing homes. For the purpose of this tariff, the term "skilled nursing homes" applies to those nursing homes that provide 24-hour per day professional nursing care.
- c. Directory Assistance Service furnished to the visually or physically handicapped:
 - i. Charges for Directory Assistance Service are not applicable to calls placed by visually or physically handicapped subscribers to the Directory Assistance attendant. One residence service per handicapped person is designated by that handicapped person who is unable to use a directory due to a visual or other physical handicap. Such person must make application to the Telephone Company for exemption and will be required to provide suitable proof of handicap. Such application shall be established by the following procedures:
 - i.i A letter to the Telephone Company from a qualified professional familiar with the person's visual or physical impairment stating that the person qualifies for the exemption, or
 - i.ii The filling out of a prepared form made available by the Telephone Company, by a qualified professional familiar with the person's visual or physical impairment.

(N)

ISSUED: August 16, 2002

EFFECTIVE: October 16, 2002

In Accordance with Case No. 02-2099-TP-ALI
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

MISCELLANEOUS SERVICES AND EQUIPMENT

(N)

A. DIRECTORY ASSISTANCE SERVICE (Continued)

1. Regulations (Continued)

- ii. Exemption may be extended to one business service in lieu of a residence service where the handicapped person subscribes only to a business service that is located in the residence of said person.
- iii. For the purpose of this tariff, a visually handicapped person is defined as follows:
 - iii.i Visual acuity of 20/60 or worse with the best refractive correction with best eye, or
 - iii.ii Visual field of 20° or less in diameter.

d. Directory Assistance service for the communicatively impaired:

- i. For purposes of this tariff, the definition of impaired refers to those persons with communication impairments, including those hearing impaired, deaf, deaf/blind, and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.
- ii. Residential impaired customers or impaired members of a customer's household, upon written application and upon certification of their impaired status, which is evidenced by either a certificate from a physician, health care official or state agency or a diploma from a credited educational institution for the impaired, may receive a discount off their message toll service rates and if they utilize telebraille devices, they may receive free access to local and intrastate long distance directory assistance. Additionally, TDD lines maintained by nonprofit organizations and governmental agencies, upon written application and verification that such lines are maintained for the benefit of the impaired, may receive a discount off their message toll services rates.

(N)

ISSUED: August 16, 2002

EFFECTIVE: October 16, 2002

In Accordance with Case No. 02-2099-TP-ALI
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

MISCELLANEOUS SERVICES AND EQUIPMENT

(N)

B. DIRECTORY ASSISTANCE SERVICE (Continued)

2. Service

- a. The Company provides Local and National Directory Assistance Service. Customers requesting a National number (i.e. any number that is not within the customer's local service area or EAS areas) will hear a prompt that informs the customer that they have the option of having their call completed.
- b. The customer may request a maximum of two (2) telephone numbers per directory assistance call.

3. Rates

a. Local

- i. Requests made of Directory Assistance for telephone numbers of individuals or businesses located in Wapakoneta may call Wapakoneta, Buckland, Cridersville, and Cridersville may call Buckland, Cridersville, Lima and Wapakoneta exchanges for \$0.55 per call. Both business and residential customers will receive an allowance of three (3) free directory assistance calls per month.

b. National

- i. Requests made of Directory Assistance for telephone numbers of individuals or businesses located outside of the Local service area described above will be \$0.95 per call (plus applicable toll charges, if they choose to have their call completed). There is no additional charge for completion of the call

(N)

P.U.C.O. No. 5
TARIFF

MISCELLANEOUS SERVICES AND EQUIPMENT

C. MILEAGE CHARGES * Tier 1 Core

Any class of service will be furnished beyond the Base Rate Area at the regular rates applicable within the Base Rate Area plus an extra mileage charge of \$1.00 per month for each mile or fraction thereof that special pair of wires are required beyond the Base Rate Area. The distance beyond the base rate area will be measured by air line distance.

<u>Monthly Rate</u>	<u>Maximum Rate</u>
\$1.00/ea. mile or fraction	\$1.00/ea. mile or fraction

(C)

The Base Rate Area of an exchange shall be the area defined on the exchange Base Rate Area Map.

D. PRIVATE LINE CHARGES

Private Lines covering the furnishing of a pair of wires not connected through the switchboard or switchboards of the telephone company will be furnished at any location within the exchange boundary limits at the following rates:

For each cable pair-first mile or fraction thereof	
per month.....	\$6.00
For each addition ¼ mile or fraction thereof	
per month per cable pair.....	\$1.00
Loops for Press Service, per month.....	\$6.00

The company reserves the right to control the current flow over any cable pair leased. As of August 29, 1997, no new "pair of wires" will be installed under the authority of this section.

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

ISSUED: June 16, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-794-TP-ALT
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

1. Voice Grade Private Line Cable Facility

(N)

a. General

This service provides the customer with a point to point cable pair capable of handling voice communications and/or signaling applications. It is a non-conditioned service and is not intended, nor will be maintained, to support the transmission of data service(s).

Use for other than voice or signaling (i.e. data transmission) are prohibited, not maintained and will be disconnected. Multiplexing of the circuit(s) is also prohibited. Allowable uses include, but not limited to, voice paths, control circuits, radio transmitter control utilizing various voltage drops etc. However, the Company reserves the right to disallow the connection of devices that use excessively high voltage or current which would either interrupt other customers' service or cause the malfunction of Telephone Service Company equipment and/or cable facilities.

The service is provisioned on a point to point basis. In most cases, two (2) facilities will be required to provide service. In order to connect two customer locations, the facilities will normally run via the telephone company central office. Thus, one facility will be required from the customer location A to the central office and a second facility will be required from the central office to customer location B. Additionally, the service is furnished subject to the availability of facilities, features and central office equipment in locations as determined by the company.

Distance between locations is measured as a per quarter mile airline measurement basis. Each leg of the facility will have a minimum of one (1) mile. Additional length will be in quarter mile increments rounded up to the nearest quarter mile.

b. Rates

	Monthly Rate	Non Recurring Charge
For each cable pair – first mile or fraction thereof	\$ 12.00	\$ 35.00
For each additional quarter mile or fraction thereof	\$ 3.00	n/a

(N)

ISSUED: November 30, 1998

EFFECTIVE: November 30, 1998

In Accordance with Case No. 98-1448-TP-ATA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

E. CONSTRUCTION CHARGES

(M)

1. Private Right-of-Way Construction

When an applicant is so located that it is necessary to use a private right-of-way to furnish service, and the telephone.

(M)

ISSUED: November 30, 1998

EFFECTIVE: November 30, 1998

In Accordance with Case No. 98-1448-TP-ATA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

MISCELLANEOUS SERVICES AND EQUIPMENT

company is unable to obtain the required right-of-way without additional expense; the applicant may be required to pay the expense (or rental) incurred by the telephone company in securing and retaining such right-of-way.

For the construction of all poles and wires on private property the telephone company may make a charge based on time and materials or the actual cost of direct labor, indirect labor, overheads and materials. All poles and wires constructed on private property are to be under the control of the telephone company as long as they are connected with the system of the telephone company. The maintenance and renewal of poles and wires on private property shall be at the expense of the subscriber but under the control and direction of the telephone company.

When the telephone company attaches its facilities to poles of other companies in lieu of providing pole line construction the charges to be applied are the same as those which would have been applied if pole line construction had been provided by the telephone company.

For underground service entrance the telephone company will place the necessary duct, cable or wire in the street to the curblin; on private property, the telephone company will make a charge based on time and material or the actual cost of direct labor, indirect labor, overheads and materials. Such underground extensions on private property shall be made under control and direction of the telephone company. The maintenance and renewal of duct, cable or wire on private property shall be at the expense of the subscriber, but under control and direction of the telephone company. The telephone company will not place its cables or wires in the same duct with electric light or other high tension lines.

2. Construction on Public Highways

- a. Within the Base Rate Area – No charge is made to the applicant for permanent construction provided by the telephone company on public highways, streets or alleys in order to furnish service where no facilities are available, except where poles are needed on private right-of-way to make proper road clearance and exceeding 200' of permanent construction on such right-of-way.

ISSUED: March 31, 1988

EFFECTIVE: April 6, 1988

In Accordance with Case No. 88-135-TP-ATA
Issued by the Public Utilities Commission of Ohio
Robert J. Brown, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

MISCELLANEOUS SERVICES AND EQUIPMENT

2. Construction on Public Highways (Cont)

If in excess of the 200' the private right-of-way construction charge is applicable.

- b. Outside the Base Rate Area – The telephone company adopts and concurs with P.U.C.O. Session Order No. 154, which sets forth the rules and regulations governing construction charges on public highways outside the base rate area.

In all cases of pole line construction on public highways, ownership is vested in the telephone company. All instrumentalities erected on public highways are owned and maintained by the telephone company. When the telephone company attaches its facilities to the poles of other companies, in lieu of providing pole line construction, the charges to be applied are the same as those which would have been applied if pole line construction had been provided by the telephone company.

3. Buried Entrance

Where a buried wire or buried cable type of entrance facilities is provided by the telephone company in cases where such type of facilities is not considered normal, as hereinafter set forth, the subscriber shall be required to pay for all excavation and fill-in in connection with maintenance and replacement of such buried wire or buried cable type of entrance facilities.

P.U.C.O. No. 5
TARIFF

MISCELLANEOUS SERVICES AND EQUIPMENT

F. SPECIAL ASSEMBLAGES

Where the telephone company, at the request of the subscriber, furnishes special assemblages or special services which are not provided for or established under this tariff, a charge thereof, in addition to the published rates, will be made in each case. Special assemblages will be made at the discretion of the telephone company.

G. DIRECTORY AND LISTING SERVICES

The following services are available to subscribers at the monthly rates below:

	<u>Rate</u>	<u>Max</u>	
a. Extra Name Service, Business	\$ 2.20/month		
b. Extra Name Service, Residence	\$ 1.75/month		
c. Unlisted/Non-Published Number, each *Tier 1 Non-Core	\$ 2.00/month	\$4.00	(C)
d. Enterprise Listing, each	\$ 5.00/month		
e. Foreign Listing, Business	\$ 2.20/month		
f. Foreign Listing, Residence	\$ 1.75/month		

H. TOUCH TONE SERVICE

Touch tone service is included in the access line rate.¹

I. CUSTOM CALLING SERVICES

1. Call Waiting * Tier 1 Non-Core

(C)

This service permits a subscriber, already talking to another subscriber, to be informed that another call is waiting to reach him. By flashing the switchhook, the subscriber can transfer to the new call while holding the original connection. Subsequent flashes of the switchhook will transfer the subscriber back and forth between the two connections. Only one call can wait at a time, any other calls will receive busy tone.

<u>Monthly Rate</u>	<u>Maximum Rate</u>
\$1.00	\$2.00

(C)

2. Call Forwarding

This service provides the subscriber with the ability to automatically forward all of his incoming calls to another

¹ Customers on rotary dial service as of April 1, 2006 will be grandfathered and will receive a \$.75 credit towards their access line rate.

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

P.U.C.O. No. 5
TARIFF

MISCELLANEOUS SERVICES AND EQUIPMENT

station. Toll charges will apply to all calls forwarded to stations outside the customer's local calling area.

Monthly Rate.....\$2.00

2.a Remote Call Forwarding

This feature, which includes call forwarding, allows a customer to initiate call forwarding activation or deactivation from a location other than the subscribing station. To remotely activate or deactivate call forwarding, the customer calls a dedicated "remote activation" directory number on the local switch. After hearing a tone, optionally followed by an announcement, the customer dials the "home" directory number and a security code. If the dialed directory number and security code match and the caller subscribes to remote activation, the EWSD switching system returns a confirmation tone followed by dial tone. The customer then follows the activation or deactivation procedure as if he or she were calling from the base station.

Monthly Rate.....\$4.00

3. Conference Call (Three Way Calling)

This service permits a subscriber to add a third party to an existing connection. The subscriber initiating the conference is in control of the connection and cannot hang up without terminating it. If desired, he may disconnect the third party from the conference or have private consultation with him before establishing the conference.

Monthly Rate.....\$2.00

3.a Three Way Call Transfer

Allows the customer who is engaged in a normal two-way call to initiate a Three-Way call, disconnect from the call and allow the two non-calling parties to continue the conversation even though the controlling party is no longer involved. The customer uses the hookflash to put the party on hold, dials another party, possibly converses with them and then goes on-hook. The party on hold is automatically connected to the newly added party regardless of the busy/idle status of the new party.

Monthly Rate.....\$3.00

ISSUED: September 2, 1997

EFFECTIVE: September 2, 1997

In Accordance with Case No. 97-749-TP-ATA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

MISCELLANEOUS SERVICES AND EQUIPMENT

4. Abbreviated Dialing

Abbreviated dialing permits the subscriber to place local and message toll calls to a pre-selected group of telephone numbers by dialing abbreviated codes. Abbreviated dialing is TO HELP KEEP LOCAL TELEPHONE SERVICE RATES AFFORDABLE FOR ALL CUSTOMERS, IN ALL AREAS OF THE UNITED STATES.

provided in capacities of eight (8) or thirty (30) numbers.

Monthly Rates

- a. Eight (8) number capacity, each line \$2.00
- b. Thirty (30) number capacity, each line \$5.00

5. Rotary Line Service

Rotary line service is an optional central office feature that provides the multi-line subscriber with the option of having incoming calls routed to an idle station line in a pre-arranged group when the called station line is busy. Each station line in the group must be equipped with the feature. In the event a busy condition is encountered by an incoming call, the central office equipment will search the group for an available station line before returning a busy condition signal to the originating station.

Monthly Rates (For each line equipped).....\$2.00

6. Toll Blocking Service

At the customer's request and where equipment arrangements permit, a customer's line may be equipped to prevent the restricted access line from making calls to toll points. Toll restriction is furnished for use only to individual access lines or communications trunks. The service is not available for use to party line customers.

At the time of instituting service, the customer will select amount "1+" blocking, which will prevent completion of "1+" toll calls (including WATS and 800 service calls). Or "0+" blocking, which will prevent access to operator-assisted calling (whether toll or non-toll service), or combined "1+/0+" blocking, which will prevent both. If "0+" blocking or "1+/0+" blocking is instituted, the customer will be unable to access an operator for any purpose, including emergency services.

When Toll Blocking Service is established or discontinued, Service Connection Charges will apply.

Monthly rates

Central office, per access line.....\$2.00

ISSUED: September 2, 1997

EFFECTIVE: September 2, 1997

In Accordance with Case No. 97-749-TP-ATA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

MISCELLANEOUS SERVICES AND EQUIPMENT

J. DIRECT INWARD DIALING SERVICE

1. Direct inward dialing service (DID) provides the central office switching equipment necessary for inward dialing directly to the telephone stations served by the switching equipment located on the customer's premises.
2. Direct inward dialing is provided from telephone company central office trunk lines to customer premises Telephone Company dial PBX systems and customer-provided PBX systems that are equipped for DID operation.
3. Direct inward dialing to PBX systems is provided subject to the availability of central office facilities and telephone numbers.
4. The initial contract period for direct inward dialing is three years. Termination of service before expiration of this period shall result in termination liability as set forth in Subsection 7.a.
5. Direct inward dialing service is based on the use of standard equipment. If nonstandard equipment is requested, rates based on cost involved will be provided.
6. Customer-provided PBX systems will provide for the intercepting of assigned DID station numbers that are unused.
7. The following rates and charges are in addition to the rates and charges that are applicable for PBX trunks and involve central office switching equipment arranged for DID.

		Monthly Rate	Nonrecurring Charge	Termination Liability	
a.	100 DID numbers	\$17.00	\$250.00	\$1,800.00	(I)
b.	DID Trunk Termination In Central Office	\$84.00	\$ 15.00		
c.	10 DID numbers	\$ 2.00	\$ 0.00		(N)

ISSUED: November 1, 2007

EFFECTIVE: November 1, 2007

Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, Chief Operating Officer
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

K. Emergency Services Calling Plan

(N)

Message toll telephone calls, to governmental emergency service agencies as set forth in (a) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (b) following, are offered at no charge to customers:

- a) Governmental fire fighting, Ohio State Highway Patrol, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.
- b) An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency service agency in order to seek assistance for such an emergency.

(N)

ISSUED: May 27, 1993

EFFECTIVE: May 27, 1993

In Accordance with Case No. 85-1466-TP-COI and 89-54-TP-COI

Issued by the Public Utilities Commission of Ohio

Lonnie D. Pedersen, President

Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

MISCELLANEOUS SERVICES AND EQUIPMENT

(D)

(D)

(N)

L. TSC FOREIGN EXCHANGE (FX) SERVICE

TSC Interexchange Foreign Exchange (FX) Service

TSC FX Service is furnished intraLATA by TSC between it's Wapakoneta and Cridersville, Ohio Exchanges. The scope of local service for, and the toll rates to and from, services connected for foreign exchange service are in accordance with the tariff provisions of the exchange area from which the service is furnished.

The monthly access line charge(s) and service connection charges found under Section 4 of this Tariff apply in addition to the following rate for TSC FX service. Subsequent move and change charges associated with the service are those applicable in the exchange area in which the customer is located.

TSC FX Service is provided in one of two ways. The customer may order the service in Wapakoneta with a Cridersville exchange telephone number or may order service in Cridersville with a Wapakoneta exchange telephone number. The monthly and non-recurring rates for TSC FX service are the same in either instance.

	Monthly Rate	Non-recurring Charge
For each TSC TX service line	\$21.00	\$40.00

(N)

ISSUED: November 30, 1998

EFFECTIVE: November 30, 1998

In Accordance with Case No. 98-1448-TP-ATA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

BASIC TELEPHONE ASSISTANCE

I. SERVICE CONNECTION ASSISTANCE

A. General

Service Connection Assistance is a telephone assistance program that provides certain eligible residential customers requesting local exchange service with the following benefits:

- * Waiver of applicable deposit requirements under this tariff
- * Full or partial waiver up to \$60.00 of applicable service connection charges for establishing or re-establishing local exchange service as described in Section 4 of this tariff (Service Connection Assistance does not apply to network wiring charges) (N)

B. Regulations

1. Service Connection Assistance is a basic local exchange residential service offering available to customers who are currently participating in one of the following assistance programs:
 - (a) Home Energy Assistance Program (HEAP);
 - (b) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
 - (c) Food Stamps;

P.U.C.O. No. 5
TARIFF

- (d) Federal public housing assistance or Section 8; or (T)
 - (e) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid).
2. The Telephone Company shall require, as proof of eligibility for Service Connection Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section B.1, above; identifying the specific program or programs from which the customer receives benefits.
 3. Customers of Service Connection Assistance cannot be a dependant (as defined by the Federal Income Tax Code) under the age of 60.
 4. Service Connection Assistance is available for all grades of service.
 5. Service Connection Assistance is available for a single telephone line at the customer's principal place of residence.
 6. Service Connection Assistance shall be available to eligible customer not more than once in a one-year period at the same address. Customers must pay or make arrangements to pay to the Telephone Company any outstanding bills for regulated telephone services in the customer's name, and no other members of the household may owe money for such services previously provided at the customer's current address.
 7. Service Connection Assistance customers are not restricted on the optional services to which they may subscribe.

TELEPHONE SERVICE COMPANY
Wapakoneta, Ohio

SECTION 2A
SECOND REVISED SHEET NO. 3
REPLACES FIRST REVISED SHEET NO. 3

P.U.C.O. No. 5
TARIFF

BASIC TELEPHONE ASSISTANCE

(D)

[RESERVED FOR FUTURE USE]

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance with Case No. 05-461-TP-UNC
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

BASIC TELEPHONE ASSISTANCE

III. LINK UP

A. General

1. Link Up is a federal assistance program that provides eligible residential customers with the following benefits: (T)
 - * A reduction of the Telephone Company's applicable service connection charges equal to one-half of such service connection charges, or \$30.00, whichever is less.
 - * A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan, does not exceed 12 months duration. (Service Connection charges do not include the Telephone Company's applicable security deposit requirements.)

B. Regulations

1. Link Up Assistance is available to residential customers who are currently participating in one of the following assistance programs:
 - (a) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
 - (b) Food Stamps;
 - (c) Supplemental Security Income (SSI) under Title XVI of the Social Security Act.
 - (d) Federal public housing assistance or Section 8; (T)

P.U.C.O. No. 5
TARIFF

- (e) Home Energy Assistance Programs (HEAP);
- (f) National School Lunch Program's Free Lunch Program (NSL);
- (g) Household income at or below 150% of the poverty level; or
- (h) Ohio Works First/Temporary Assistance for Needy Families (TANF)

(C)

2. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in Section III.A., above.
3. The Telephone Company shall require, as proof of eligibility for Link Up Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section III.B.1., above; identifying the specific program or programs from which the customer receives benefits. If a customer applies for both Link Up and Lifeline, such customer may utilize the same document to verify eligibility for both programs. If the customer is applying for Link-Up based on income, Section III.B.1.g., examples of income documentation would be 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document.
4. The Telephone Company's Link Up program shall allow a qualifying low-income consumer to receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.
5. Link Up customers are not restricted on the optional services to which they may subscribe.
6. If the customer disagrees with a company's findings regarding eligibility for Link-Up, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

P.U.C.O. No. 5
TARIFF

BASIC TELEPHONE ASSISTANCE

IV. LIFELINE ASSISTANCE

A. General

1. Lifeline Assistance is a federal support program that provides eligible customers with the following benefits

- * A recurring discount equal to the maximum contribution of federally available assistance will be applied to the monthly basic local exchange service charge; at no time should the discounts cause the monthly basic local exchange rate to be less than zero. (C)
- * A waiver of the Federal Subscriber Line Charge.
- * A waiver of the Federal Universal Service Charge.
- * Free toll limitation services (e.g., toll blocking, toll control and 900/976 blocking), upon customer's request. (C) (N)
- * A waiver of the Telephone Company's service deposit requirement.
- * Customers have the option to purchase call waiting and an option for other features if they self-certify that the feature is for medical and safety reasons per Rule 4901-1-4-05. (N)
- * Credit of one-hundred percent of all nonrecurring service order charges for commencing service. (N)
- * Telephone Service Company Lifeline is a Tier 1 Core Service.

B. Regulations

1. Lifeline Assistance is available to residential customers who are currently participating in one of the following assistance programs:

- (a) Home Energy Assistance Programs (HEAP); (C)
- (b) Food Stamps; (N)
- (c) Supplemental Security Income – blind and disable (SSDI) (N)
- (d) Supplemental Security Income (SSI) under Title XVI of the Social Security Act.
- (e) General Assistance (including disability assistance (DA) (N)
- (f) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
- (g) Federal public housing assistance, or Section 8; (T)
- (h) Ohio Works First/Temporary Assistance for Needy Families (TANF)
- (i) National School Lunch Program's Free Lunch Program; (C)
- (j) Household income at or below 150% of the poverty level; or

2. Participants of Lifeline Assistance shall not be disconnected from local service for non-payment of toll charges. In addition, the Company will not deny reestablishment of local service to customers who are eligible for lifeline Assistance and have previously been disconnected for non-payment of toll charges. (M)

P.U.C.O. No. 5
TARIFF

3. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
4. Participants in Lifeline may subscribe to Call Waiting at tariffed rates. Customers have the option to purchase other features for medical and/or safety reasons. Requests to purchase other features must be signed by the customer self-certifying that the feature is necessary for medical and/or safety reasons. Existing Lifeline customers that have optional features prior to the adoption of the Telephone Company's alternative regulation plan will be grandfathered into the Lifeline program so long as the customer makes no changes whatsoever to their existing local exchange service. (N)
5. The Telephone Company shall require, as proof of eligibility of Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section IV.B.1., above; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the carrier if the customer ceases to participate in such program or programs. If a customer applies for both Lifeline and Link Up, such customer may utilize the same document to verify eligibility for both programs. If the customer is applying for Link-Up based on income, Section III.B.1.g., examples of income documentation would be 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document.
6. Customers will receive a recurring discount that provides them with the maximum contribution of federally available assistance. At no time will the monthly basic local exchange service charges less the discount cause the local service rates to be less than zero.
7. The Telephone Company shall perform a verification audit of a customer receiving Lifeline Assistance.
8. The Lifeline discounts and waivers apply to only one access line per household.
9. Lifeline customers with past due bills for regulated local service charges will be offered special payment arrangements for these past due balances. These arrangements will consist of an initial payment not to exceed \$25.00, before service is installed, with the balance for the regulated local charges to be paid over six equal monthly installments. Lifeline customers with past due bills from toll service will be required to have toll restricted service until such past due toll charges have been paid in full or until the customer establishes service with a subsequent toll provider pursuant to the Minimum Telephone Service Standards. (N)

C. Enrollment Process
1. Existing Customers:

- A. Customers with dial tone wanting to establish lifeline service should complete and submit a company lifeline application, and provide documentation if applicable, within 15 business days of requesting the discount.
- B. The company will review the customer's lifeline application to determine customer's eligibility within 15 business days. (N)

ISSUED: June 16, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-794-TP-ALT
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

IV. LIFELINE ASSISTANCE

(N)

C. Enrollment Process (Continued)

1. Existing Customers: (Continued)

- C. If the customer is eligible for the lifeline discount, the company will credit the customer's bill retroactive to the date of customer's request for lifeline service.
- D. If the customer does not return the application with the appropriate documentation, if required, within 15 business days, the customer will need to reapply for the lifeline discounts. Should the company determine that the customer does not qualify for lifeline assistance or if the customer submits incomplete documentation, the company will provide written notification to the customer and give the customer an additional 30 days to prove eligibility. If after that additional 30 days, the customer has failed to prove eligibility or provide the necessary documentation, the customer must reapply for the lifeline discounts.

2. New Customers:

- A. Customers applying for new service and requesting to establish lifeline service should complete and submit a company lifeline application, and provide documentation if applicable, within 15 business days of requesting the discount. The company will process the lifeline application without delaying the installation of new service.
- B. The company will review the customer's lifeline application to determine the customer's eligibility within 15 business days.
- C. If the customer is eligible for the lifeline discount, the company will credit the customer's bill for installation charges and the monthly discount retroactive to the date the customer's service is established.
- D. If the customer does not return the application with the appropriate documentation, if required, within 15 business days, the customer will need to reapply for the lifeline discounts. Should the company determine that the customer does not qualify for lifeline assistance or if the customer submits incomplete documentation, the company will provide written notification to the customer and give the customer an additional 30 days to prove eligibility. If after that additional 30 days, the customer has failed to prove eligibility or provide the necessary documentation, the customer must reapply for the lifeline discounts.

(N)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance with Case No. 05-461-TP-UNC
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

IV. LIFELINE ASSISTANCE

(N)

D. Income Eligibility

1. The Telephone Company must verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification must be performed within 60 days of a customer's service establishment. Examples of documentation would include: 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document.
2. Regardless of when the Company completes the verification process lifeline benefits shall go back to the date the qualified customer requested lifeline service or established new service.
3. The Telephone Company shall provide written notification to customers that do not qualify for Lifeline Assistance. The notice shall give the customer an additional 30 day opportunity to prove eligibility or dispute the company's determination. If after that additional 30 days, the customer has failed to prove eligibility or provide the necessary documentation, the customer must reapply for the lifeline discounts.
4. The Telephone Company shall give customers who do not qualify for lifeline assistance the option of spreading installation charges over three months consistent with Chapter 4901:1-5, O.A.C.
5. Written notification must include 1) the earliest date termination of lifeline benefits will occur if the customer has been receiving the benefits or the last date the customer has to provide documentation to prove eligibility to receive the benefits; 2) the reason(s) for termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and 4) a statement consistent with the disconnect notice set forth in Chapter 4901:1-5, O.A.C., explaining who customers may contact in the event of a dispute.
6. If a customer disagrees with a company's findings regarding eligibility of Lifeline, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

(N)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance with Case No. 05-461-TP-UNC
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

IV. LIFELINE ASSISTANCE

E. Verification of Continued Eligibility

1. The Telephone Company must notify customers at least 60 days prior to the company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of lifeline benefits would occur, 2) the reason(s) for the termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility, 3) contact information for the telephone company and 4) a statement consistent with the disconnect notice requirements outlined in the MTSS Chapter 4901:1-5, O.A.C., explaining who the customer should contact in the event of a dispute.
2. Should a customer fail to submit proper documentation within the 60 day period, the Telephone Company will terminate customer's current lifeline benefits and require the customer to reapply.
3. If a customer disagrees with a company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

(N)

(N)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance with Case No. 05-461-TP-UNC
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

CENTREX

I. GENERAL

Centrex service is furnished subject to the availability of facilities, features and central office equipment in location as determined by the Company.

A. The service is furnished from digital central office equipment located on Company premises and associated facilities so arranged as to provide the following service features:

- (1) Direct-Inward-Dialing (DID) and Direct-Outward-Dialing (DOD) of exchange and long distance message network calls to and from stations and attendant positions of a Centrex system. This includes one seven-digit access number, per line.
- (2) Intercommunication calls between stations of the same Centrex system.
- (3) Identified-Outward-Dialing (IOD) by station number of outgoing long distance message calls dialed by a station. Only calls billed to the subscriber by this Company will be provided this identification.
- (4) Common recorded announcement interception of calls to unassigned station numbers.
- (5) Station Line Hunting.
- (6) Touch Tone Service.

B. Each Centrex line may be arranged for two-way, one-way incoming or one-way outgoing operation depending upon the option chosen by the customer at the time the line is installed. When a change in the operation is requested by the customer, the appropriate service charges as specified in Section 4 of this tariff apply per line affected.

ISSUED: July 22, 1992

EFFECTIVE: September 11, 1992

In Accordance with Case No. 92-1316-TP-ATA
Issued by the Public Utilities Commission of Ohio
Robert J. Brown, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

CENTREX

I. GENERAL (Cont'd)

- C. A Centrex system may be comprised of the following components:

Centrex Station Lines (including the outside plant facility)
Features
Telephones
Attendant Lines (including the outside plant facility)
Attendant Console Support Equipment
Attendant Console(s)

- D. Centrex service is not provided in association with public or semi-public telephone service.
- E. Centrex service may be provided in trunks.
- F. Certain auxiliary services may be available on an individual Centrex station line and are subject to the capabilities of the serving central office.
- G. Service charges as specified in Section 4 of this tariff apply to all Centrex station line installations, customer requested moves, changes and rearrangements performed by the Company.
- H. The rate for Centrex Service in an FX area is the monthly rate for the Centrex Service desired, plus an FX charge as specified in Section 3 of this tariff.
- I. The lines for direct connection between a Centrex system and other systems are provided primarily for communications between stations of the two systems. In such cases, rates and charges for the tie line services specified in Section 2 of this tariff apply. In addition, these tie line connections may be arranged to provide completion of incoming or outgoing local and long distance calls through the Centrex system to or from other systems (Centrex or Non-Centrex) provided such connections to the exchange or long distance network are only made at one system at a time.

P.U.C.O. No. 5
TARIFF

CENTREX

I. GENERAL (Cont'd)

- J. Rates and charges for Touch Tone Service as specified in Section 2.H. of this tariff do not apply for the provision of Touch Tone Service to Centrex Service. Regulations as specified in Section 1 of this tariff apply.
- K. Rates and charges for DID Service as specified in (Section 2, Page 7) will apply when the customer requests a guarantee of consecutive numbers.
- L. The applicable end user charges will apply to each Centrex station.
- M. A system may not be provided for intercommunication (stand alone) service only. Access to the exchange network must be provided.
- N. Directory Listings will be furnished subject to the rates and regulations specified in 2.G. of this tariff.
- O. Centrex Service will be provided on a month-to-month basis at the rates as specified in (III) of this tariff. The initial service period for Centrex Service is a minimum of only month, commencing with the date of installation of the service.
- P. All Centrex features are available only to lines utilizing Touch Tone signaling.
- Q. Centrex Service is available at the rates as specified in this tariff at a maximum distance of 12,000 feet from the Company's central office. Centrex Service provided at further distances will only be available at additional charges based on the special service arrangements required.
- R. All exchange lines in a Centrex system must be served by the same central office and have the same billing arrangement.

ISSUED: July 22, 1992

EFFECTIVE: September 11, 1992

In Accordance with Case No. 92-1316-TP-ATA
Issued by the Public Utilities Commission of Ohio
Robert J. Brown, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

CENTREX

I. GENERAL (Cont'd)

- S. At the option of the Company and subject to the availability of facilities, alternative transmission facilities may be provided on a special assembly basis.

II. FEATURE PACKAGES

A. BASIC FEATURE PACKAGE

The basic feature package will include, but not limited to, the following features:

- (1) Station Features
 - Automatic Line
 - Call Forward
 - *All Calls
 - *Busy
 - *No Answer
 - Call Pickup
 - Call Pickup Datafill Enhancements
 - Call Waiting
 - Consultation Hold
 - Cancel Call Waiting
 - Preset Conference
 - Meet-me Conference
 - Ring Again
 - Speed Calling
 - Station Call Park
 - Station Code Call Access
 - Station Controlled Conference Access (Six ports Max)
 - Station-to-Station Dialing
 - Three-Way Conference/Transfer
- (2) System Features
 - Attendant Service (local/Remote Consoles)
 - Class of Service Restrictions
 - Code Call Access
 - Code Restrictions

ISSUED: July 22, 1992

EFFECTIVE: September 11, 1992

In Accordance with Case No. 92-1316-TP-ATA
Issued by the Public Utilities Commission of Ohio
Robert J. Brown, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

CENTREX

II. FEATURE PACKAGES (Cont'd)

- (3) Attendant Features
- Attendant Access to Paging
 - Attendant Autodial
 - Attendant Call Park Recall Timer
 - Attendant Call Selection
 - Attendant Camp-on
 - Attendant Conference (Max. Six Conferees)
 - Attendant Console Display
 - Attendant Control of Trunk Group Access
 - Attendant Locked Loop Operation
 - Attendant Release Upon Completion of Dialing
 - Attendant Speed Calling
 - Attendant to Recorded Announcement
 - Attendant Transfer
 - Automatic Recall
 - Busy Verification
 - Call Hold
 - Call Park
 - Code Calling line Termination
 - Console Test
 - Interposition Calls and Transfers
 - Lockout
 - MAP Display for Attendant
 - Operation Measurements
 - Multiple Console Operation
 - Multiple Listed Directory Numbers
 - Position Busy
 - Secrecy
 - Serial Call
 - Trunk Group Busy Indication
 - Two-Way Splitting
 - Uniform Call Distribution from Queue
 - Wild Card Key

B. ENHANCED BUSINESS FEATURES

The Enhanced Business Feature Package is available only in conjunction with the Basic Feature Package and will include, but not be limited to, the following features:

ISSUED: July 22, 1992

EFFECTIVE: September 11, 1992

In Accordance with Case No. 92-1316-TP-ATA
Issued by the Public Utilities Commission of Ohio
Robert J. Brown, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

CENTREX

II. FEATURE PACKAGE (Cont'd)

B. ENHANCED BUSINESS FEATURES (Cont'd)

- (1) Attendant Features
Attendant Display of Queued Calls by ICI Key
Flexible Console Alerting
- (2) System Features
Audio Input on Incoming Calls in Queue
(Attendant and Uniform Call Distribution)
Distinctive Ringing
ESN-Variable Types of Outpulsing on Same Call
Executive Busy Override
Intergroup Calling
Last Number Redial
Uniform Call Distribution

C. BUSINESS SET FEATURES

The business set feature package will include, but not be limited to, the following features:

Auto Answer Back
Automatic Dial
Automatic Line
Automatic Line and MADN
Call-Back Queuing
Call Forwarding
Call Park
Call Pickup
Call Waiting
End-to-End Signaling
Executive Busy Override
Feature Code Access
Group Intercom
Held Calls
Individual Business Line
Intercom
Listen on Hold
Make Set Busy
Malicious Call Hold
Multiple Appearance Directory Number (MADN)

ISSUED: July 22, 1992

EFFECTIVE: September 11, 1992

In Accordance with Case No. 92-1316-TP-ATA
Issued by the Public Utilities Commission of Ohio
Robert J. Brown, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

CENTREX

II. FEATURE PACKAGES (Cont'd)

C. BUSINESS SET FEATURES (Cont'd)

On-Hook Dialing
Ring Again
Short Hunt
Six-Port Conference
Speed Calling
Three-Way Calling/Call Transfer

D. BUSINESS SET DISPLAY FEATURES

The business set display feature package will include, but not be limited to, the following features:

Display Called Number
Display Calling Number
Feature Display
Query Time Key

E. VIRTUAL FACILITY GROUPS

The virtual facility group package will include, but not be limited to the following features:

Attendant Control of Virtual Facility Groups
Off-Hook Queue, Call Back Queue for OUTWATS Virtual Facility Groups
VFG Trunk Group Busy on Attendant Console

P.U.C.O. No. 5
TARIFF

CENTREX

III. RATES AND CHARGES

A. Centrex Access (Per Line) *Tier 1 Non-Core

	<u>Rate</u>	<u>Max</u>
2-25 Lines	\$13.60/month	\$27.20/month
26-50 Lines	11.50	\$23.00
Over 50 Lines	10.20	\$20.40

(C)
|
(C)

B. Centrex Attendant Line (including the outside plant facility)

a.	First line, per console	34.80
b.	Each additional line terminating on same console (maximum of 6)	6.00

C. FEATURE PACKAGES

	<u>Monthly</u>
(1) Basic Feature Package	4.25 per line*
(2) Enhanced Business Features	2.00 per line*
(3) Business Set Features	2.45 per set
(4) Business Set Display Features	1.90 per set
(5) Virtual Facility Groups	4.30 per group
(6) CLASS Features (Per Line)	See Section 2D

* (In addition to Centrex Access)

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

ISSUED: June 16, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-794-TP-ALT
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

CENTREX

III. RATES AND CHARGES (cont'd)

D. DISCOUNT SCHEDULE *Tier 1 Non-Core

The following long term service commitment discounts apply to both the nonrecurring installation charges and the monthly recurring Centrex line charge:

<u>Service Term</u>	<u>Discount</u>	<u>Max</u>
3 years	7%	14%
5 years	12%	24%
7 years	19%	38%

If the customer cancels or downgrades Centrex service after installation of the service but prior to the completion of the service term, the customer shall be obligated to reimburse Telephone Service Company the amount of any and all discounts the customer received through the above discount schedule.

Commission approval of the above termination liability language is not intended to indicate that the Commission has sanctioned any particular legal result should a dispute arise between the parties. In the event of a dispute, signatories to such agreements may pursue whatever legal remedies they deem appropriate to resolve the dispute.

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

ISSUED: June 16, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-794-TP-ALT
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

TELEPHONE SERVICE COMPANY
Wapakoneta, Ohio

SECTION 2C
FIRST REVISED SHEET NO. 1
REPLACES ORIGINAL SHEET NO. 1

P.U.C.O. No. 4
TARIFF

(D)

[RESERVED FOR FUTURE USE]

(D)

ISSUED: March 3, 2006

EFFECTIVE: May 1, 2006

In Accordance with Case No. 06-382-TP-SLF
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

TELEPHONE SERVICE COMPANY
Wapakoneta, Ohio

SECTION 2C
FIRST REVISED SHEET NO. 2
REPLACES ORIGINAL SHEET NO. 2

P.U.C.O. No. 4
LOCAL EXCHANGE TARIFF

(D)

[RESERVED FOR FUTURE USE]

(D)

ISSUED: March 3, 2006

In Accordance with Case No. 06-382-TP-SLF
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

EFFECTIVE: May 1, 2006

TELEPHONE SERVICE COMPANY
Wapakoneta, Ohio

SECTION 2C
FIRST REVISED SHEET NO. 3
REPLACES ORIGINAL SHEET NO. 3

P.U.C.O. No. 4
LOCAL EXCHANGE TARIFF

[RESERVED FOR FUTURE USE]

(D)

(D)

ISSUED: March 3, 2006

EFFECTIVE: May 1, 2006

In Accordance with Case No. 06-382-TP-SLF
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

TELEPHONE SERVICE COMPANY
Wapakoneta, Ohio

SECTION 2C
SECOND REVISED SHEET NO. 4
REPLACES FIRST REVISED SHEET NO. 4

P.U.C.O. No. 4
LOCAL EXCHANGE TARIFF

[RESERVED FOR FUTURE USE]

(D)

(D)

ISSUED: March 3, 2006

EFFECTIVE: May 1, 2006

In Accordance with Case No. 06-382-TP-SLF
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

TELEPHONE SERVICE COMPANY
Wapakoneta, Ohio

Section 2C
FIRST REVISED SHEET NO. 5
REPLACES ORIGINAL SHEET NO. 5

P.U.C.O. NO. 4
LOCAL EXCHANGE TARIFF

(D)

[RESERVED FOR FUTURE USE]

(D)

ISSUED: March 3, 2006

In Accordance with Case No. 06-382-TP-SLF
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

EFFECTIVE: May 1, 2006

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

ADVANCED CALLING SERVICES (ACS)

1. General

a. Per Call Blocking

Enables customers to prevent the disclosure of their telephone number on a per call basis to the called party. The disclosure of the calling party's number can be prevented on a per call basis by dialing a preassigned access code before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number. Per Call Blocking will be provided on a universal basis to all eligible customers.

All public and semi-public payphones in Telephone Service Company's service area will be equipped with Per Call Blocking.

b. Per Line Blocking * Tier 1 Non-Core

(C)

Enables customers to prevent the disclosure of their telephone number on all outgoing calls, without the necessity of an activation code. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number. Per Line Blocking will be provided at no monthly charge on an optional basis to non-published customers. The service is also available to published customers at a monthly charge of \$.50. Law Enforcement, Domestic Shelters and other special agencies will be offered free Per Line Blocking. Per Line Blocking will not be available to public, semi-public, and two party service customers.

<u>Monthly Rate</u>	<u>Maximum Rate</u>
\$.50	\$1.00

(C)

Deactivation of Per Line Blocking is available at the customer's discretion. To deactivate the privacy status, the customer would dial *82 from a touch-tone phone or 1182 from a rotary dial phone before placing a call. After completion of the call, the line reverts back to the privacy status.

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

ISSUED: June 16, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-794-TP-ALT
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

ADVANCED CALLING SERVICES (ACS) (CONT'D)

1. General (Cont'd)

c. Repeat Dialing

Automatically redials the last outgoing number after the customer activates the service by dialing *66 from a touch-tone phone, or 1166 from a rotary dial phone. Repeat Dialing monitors the busy line and performs a call set-up when both the originating and terminating lines become idle. After activation of the feature, the originating and terminating customers may place other calls without affecting the Repeat Dialing service status. This service may also be used to recall a called party after the conversation has been terminated.

d. Call Return

Enables a customer to return the last incoming call, whether or not it was answered. The customer dials the activation code of *69 from a touch-tone phone, or 1169 from a rotary dial phone, and the last incoming call is announced. If the incoming call was placed from a line designated as "private", the recording will indicate that the number is private and will announce only the date and time of the call. To activate the Call Return function, the customer would then dial "1". If the line is busy when the customer activates the service, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty minutes both the calling and called parties' lines are checked periodically. The call set-up is made when both the originating and terminating lines are idle. After activation of the feature, the originating and terminating customers may place other calls without affecting the Call Return service status. Up to ten (10) calls may be held in queue for the customer's Call Return activation. The call backs may be to areas where a toll charge would be applicable.

This feature cannot be activated for certain telephone numbers, such as numbers with the 800 or 900 prefixes or PBX extensions.

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

ADVANCED CALLING SERVICES (ACS) (CONT'D)

1. General (Cont'd)

e. Caller ID

Allows the customer to view the telephone number of the calling party when receiving a telephone call. The telephone number of the calling party is displayed on a customer-provided display device. However, the calling party may subscribe to services which will prevent the disclosure of their telephone number. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's telephone number.

f. Caller ID with Name

Works in the same manner as Called ID, but in addition to displaying the calling party's telephone number, it also displays the calling party's name. The calling party may subscribe to services which will prevent the disclosure of their telephone number and name. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's telephone number and name.

g. Selective Call Rejection

Provides the customer with a method of blocking calls from certain numbers, which may or may not be known to the customer. The customer may create a screening list of up to six (6) telephone numbers, and place them in a network memory through an interactive dialing sequence. The customer may also activate the service after receiving a call, and thus place the number associated with that call on the Selective Call Rejection screening list. To activate the feature, the customer dials *60 from a touch-tone phone or, 1160 from a rotary dial phone, and the telephone number of each incoming call is checked against the customer's Selective Call Rejection screening list.

h. Selective Call Acceptance

Provides the customer with a method to accept calls from certain numbers only. Up

(N)

(N)

P.U.C.O. No. 5
GENEAL EXCHANGE TARIFFS

ADVANCED CALLING SERVICES (ACS)(CONT'D)

b. General (Cont'd)

h. Selective Call Acceptance (Cont'd)

Numbers only. Up to six (6) numbers may be added to the screening list through an interactive dialing sequence. The customer dials *64 from a touch-tone phone, or 1164 from a rotary-dial phone, to activate the service. Each incoming call is then checked against the customer's Selective Call Acceptance screening list.

i. Selective Call Forwarding

Allows customers to create a special list of up to six (6) telephone numbers and a destination number through an interactive dialing sequence. By dialing *63 from a touch-tone phone, or 1163 from a rotary dial phone, the customer activates the service. Only incoming calls from numbers appearing on the list will be forwarded to the predetermined remote station.

j. Priority Ringing

Allows customers to designate several numbers that will be recognized immediately as important calls by means of a distinctive alerting signal. Up to six (6) numbers may be added to the screening list through an interactive dialing sequence. The customer then dials *61 from a touch-tone phone, or 1161 from a rotary dial phone, to activate the service. When the incoming call is identified as one of the numbers on the list, a distinctive ring will be produced in the customer's telephone to alert them that an important call is coming in. If the customer is using the phone and one of the selected numbers comes through on Call Waiting, the customer will receive a distinctive call waiting signal indicating that an important call is awaiting.

k. Personal Ringing

Personal Ringing allows multiple directory numbers to be assigned to a single line. Personal Ringing lines have one primary directory number and up to three secondary numbers. Each directory number has its own distinctive ringing pattern.

(N)

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

ADVANCED CALLING SERVICE (ACS) (CONT'D)

1. General (Cont'd)

1. Anonymous Call Rejection

Allows the customer to reject those calls from which a privacy indicator is received (meaning the calling party chose to keep his number private). The customer activates the service by dialing *77 from a touch tone phone or 1177 from a rotary dial phone. The calling party will receive a recorded announcement indicating that the person they are calling does not wish to receive calls from callers who choose to block their number. The customer deactivates the service by dialing *87 from a touch tone phone or 1187 from a rotary dial phone.

m. Call Trace *Tier 1 Non-Core

(C)

Call Trace allows customers to request an automatic trace of the last called received by dialing *57 from a touch-tone phone or 1157 from a rotary dial phone immediately following termination of the last incoming call. The customer will hear a recording explaining the charges and how to proceed with or terminate the trace. An announcement will also inform the customer if the trace has been successful and offers a number to call for further instructions. The Call Trace feature must be activated before receiving another call so that the correct number will be recorded. If the customer subscribes to Call Waiting and the customer gets a Call Waiting signal while an annoying call is in progress, the annoyance call cannot be traced using this feature. The results of a successful trace will only be released outside the Company to legally constituted authorities with proper authorization. Call Trace will be offered on both a flat monthly rate basis and a per use basis. Customers choosing the flat monthly rate may activate Call Trace at any time without additional charges. Customers choosing the per use basis will incur a \$5.00 charge for each successful trace.

Per Use Charge
\$5.00

Maximum Per Use Charge
\$10.00

(C)

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

ISSUED: June 16, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-794-TP-ALT
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
LOCAL EXCHANGE TARIFF

I. General (Cont'd)

n. Caller ID w/Call Waiting Notification

Allows the customer to receive information about a calling party while off hook with an existing call. Calling party information is transmitted after the customer is alerted of the new call. This feature is a flat rate only feature and works in conjunction with Caller ID (with or without name) and Call Waiting. This feature is not eligible for the Monthly Subscription Rate Discount plan in Section 2D, Item 3. b.

o. Hot Line Service

This service allows the customer to automatically place a call to a pre-assigned number by simply going off hook. No dialing is required. The customer is also able to receive incoming calls normally. This service is provided in conjunction with basic residential business or centrex service which rates are found in Section 4 of this tariff.

p. Warm Line Service

This service allows the customer to place a call to a pre-assigned number without dialing by simply remaining off-hook for a given interval of time. If the customer begins dialing before the time period expires, the call will proceed normally. However, if dialing has not started before the time interval expires, the call is automatically routed to the pre-assigned number. The pre-assigned number can be an intercom code, or a local or toll directory number. This service is provided in conjunction with basic residential, business or centrex service which rates can be found in Section 4 of this tariff.

q. Telemarketing - Do Not Disturb Service

This service, when activated by the customer, will route all incoming calls to an announcement that tells the caller "You have called a number which does not accept calls from telemarketers. All other callers may press "1" if they wish to complete the call". This service is provided, on a line by line basis, in conjunction with basic residential, business or centrex service which rates can be found in Section 4 of this tariff.

r. Enhanced Telemarketing - Do Not Disturb Service

This service, when activated by the customer, will route only those incoming calls that are not public (e.g. Private, Unavailable or are otherwise blocked), to an announcement that tells the caller "You have called a number which does not accept calls from telemarketers. All other callers may press "1" if they wish to complete the call". Customers must have Caller ID with Name. This service is provided, on a line by line basis, in conjunction with basic residential, business or centrex service which rates can be found in Section 4 of this tariff.

(N)

(N)

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFFS

ADVANCED CALLING SERVICES (ACS) (CONT'D)

2. Advanced Calling Services (ACS) cannot be functional unless both the called and calling parties are served by, and the call is routed through, appropriately-equipped central offices, and routed over appropriately-equipped facilities for calls between such equipped central offices.

Telemarketers are prohibited from blocking the disclosure of their telephone number when placing calls. Upon receiving complaints that a telemarketer is blocking the disclosure of its telephone number, the Company will investigate the complaints and terminate the number blocking service where appropriate.

ACS will be available to residential, business, and Centrex customers, on a per line basis.

(S)

P.U.C.O. NO. 5
LOCAL EXCHANGE TARIFF

ADVANCED CALLING SERVICES (ACS) (CONT'D)

3. Rates and Charges
a. Monthly Subscription Rates

	<u>Monthly Rate Per Line</u>	<u>Max.</u>	(C)
Per Call Blocking#	N/C		
Per Line Blocking <u>*Tier 1 Non-Core</u>			
-Nonpublished Customers	N/C	N/C	
-Published Customers	\$.50++	\$1.00++	
Repeat Dialing	\$3.00		
Call Return	\$3.00		
Caller ID <u>*Tier 1 Core</u>	\$5.00	\$5.00	(C)
Caller ID with Name	\$5.00		
Selective Call Rejection	\$3.00		
Selective Call Acceptance	\$3.00		
Selective Call Forwarding	\$3.00		
Priority Ringing	\$3.00		
Personal Ringing	\$3.00		
Anonymous Call Rejection	\$3.00		
Call Trace <u>* Tier 1 Non-Core</u>	\$3.00	\$6.00	(C)
Caller ID with Call Waiting Notification	\$1.50++		
Hot Line Service	\$2.00++		
Warm Line Service	\$2.00++		
Telemarketing – Do Not Disturb Service	\$4.00++		
Enhanced Telemarketing – Do Not Disturb Service	\$5.00++		

#Provided automatically to each line

++ Not eligible for discount.

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

ISSUED: June 16, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-794-TP-ALT
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFFS

ADVANCED CALLING SERVICES (ACS) (CONT'D)

3. Rates and Charges (Cont'd)

b. Monthly Subscription Rate Discount

Total features charges will be reduced by a credit corresponding to the following discount schedule:

	<u>Total Credit Per Month</u>
Two Features	\$1.25
Three Features	\$3.00
Four Features	\$4.75
Five Features	\$6.50
Six Features	\$8.25
Seven Features	\$10.00
Eight Features	\$11.75

Discount does not apply to per use activations of Call Trace or Call Return.

c. Per Use Feature Charge

The Call Trace and Call Return features may be accessed by and billed on either a flat rate basis, as specified in Section 3.a, or on a per use basis as specified below:

	<u>Rate per Successful Trace Or Call Return Activation</u>	<u>Monthly Cap</u>	
	<u>Max.</u>		<u>Max.</u>
Call Trace *Tier 1 Non-Core	\$5.00	\$10.00	\$25.00
Call Return	\$0.50	\$5.00	\$50.00
Repeat Dialing	\$0.50	\$5.00	

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

ISSUED: June 16, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-794-TP-ALT
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. NO. 5
LOCAL EXCHANGE TARIFF

ADVANCED CALLING SERVICES (ACS) (CONT'D)

3. Rates and Charges (Cont'd)

c. Per Use Feature Charge (Cont'd)

Call Trace *Tier 1 Non-Core

Customers choosing the flat monthly rate may activate Call trace at any time without additional charges. Customers choosing the per use basis will incur a \$5.00 charge for each successful trace. (C)

<u>Per Use Charge</u>	<u>Max.</u>
\$5.00	\$10.00

The per use Call Trace charge will be incurred when the attempt to trace and record the calling telephone number is successful. (C)

Call Return (T)

The per use Call Return charge will be incurred upon dialing the Call Return Activation Code if the called line is idle, the Call Return request completes irrespective of whether or not the call party answers. If the called line is busy, the customer is so notified when the Call Return feature is activated.

The per use Repeat Dialing charge will be incurred upon dialing the Repeat Dialing activation code.

d. Non-Recurring Charges

A non-recurring charge applied to establish or change to new and/or additional ACS features, except when the change results only in the removal of one or more ACS features.

	<u>Non-recurring Charge, Each Line Equipped</u>	<u>Max.</u>	
Per Call Blocking	NONE		
Per Line Blocking+ <u>*Tier 1 Non-Core</u>	\$4.00	\$8.00	(C)
Repeat Dialing	\$4.00		
Call Return	\$4.00		
Caller ID <u>*Tier 1 Core</u>	\$4.00	\$4.00	(C)
			(M)

+ Waived for non-published customers for within 90 days of the introduction of the service. After the 90-day period has expired, the non-recurring connection charge will apply. (M)

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFFS

ADVANCED CALLING SERVICES (ACS) (CONT'D)

3. Rates and Charges (Cont'd)
d. Non-Recurring Charges (Cont'd)

	Non-recurring Charge, <u>Each line Equipped</u>	<u>Max.</u>	(C)
Selective Call Rejection	\$4.00		(M)
Selective Call Acceptance	\$4.00		
Caller ID with Call Waiting Notification	\$4.00		
Hot Line Service	\$4.00		
Warm Line Service	\$4.00		
Telemarketing – Do Not Disturb Service	\$4.00		
Enhanced Telemarketing – Do Not Disturb Service	\$4.00		(M)
Selective Call Forwarding	\$4.00		
Priority Ringing	\$4.00		
Personal Ringing	\$4.00		
Anonymous Call Rejection	\$4.00		
Call Trace <u>*Tier 1 Non-Core</u>	\$4.00	\$8.00	(C)

A connection charge does not apply to per use activation of Call Trace or Call Return.

A single connection charge shall apply if multiple ACS features or Custom Calling features are ordered at the same time, on the same line, and at the same address.

The connection charge will be waived if the request for ACS features is made in conjunction with an initial installation service order.

- e. Promotional Offerings
Advanced Calling Services (ACS) may be offered to individual customers for trial-use for a period not to exceed ninety (90) days. The dates of offering and duration of trial-use, will be determined by the Telephone Company. During trial-use, the recurring charges for the ACS features will not apply to customers participating in the trial-use offering and the non-recurring connection charges will be waived. This offering is limited to one-party lines, which are not already equipped with the ACS features added. A customer may participate only once during each trial-use offering.

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

ISSUED: June 16, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-794-TP-ALT
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFFS

ADVANCED CALLING SERVICES (ACS) (CONT'D)

3. Rates and Charges (Cont'd)

e. Promotional Offerings (Cont'd)

period. Customer requests for ACS trial-use will be subject to availability of facilities. Requests for promotional offerings will be filed with the Public Utilities Commission of Ohio not less than ten days prior to the effective date.

(N)

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFFS

ADVANCED CALLING SERVICES (ACS) (CONT'D)

3. Rates and Charges (Cont'd)

(N)

f. Moon Packages

i. Quarter Moon

Features:

Call Waiting
Call Forwarding
Three Way Calling
Touch Tone

Monthly Rate: \$3.25

ii. New Moon

Features:

Call Waiting
Call Forwarding
Three Way Calling
Call Return
Touch Tone

Monthly Rate: \$4.50

iii. Harvest Moon

Features:

Caller ID with Call Waiting
Caller ID with Name and Number
Call Forwarding
Three Way Calling
Personal Ringing
Touch Tone

Monthly Rate: \$8.75

(N)

Issued: November 22, 1999

Effective: January 7, 2000

In Accordance with Case No. 99-1528 -TP-ATA
Issued by The Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
TARIFF

ADVANCED CALLING SERVICES (ACS) (CONT'D)

3. Rate and Charges (Cont'd)

f. Moon Packages (Cont'd)

iv. Blue Moon

Features:

Caller ID with Call Waiting
Caller ID with Name and Number
Call Forwarding
Three Way Calling
Anonymous Call Rejection
Repeat Dialing
Touch Tone

Monthly Rate: \$10.00

Moon packages are groups of ACS features offered together at a package rate that is lower than the rate would be if the services were purchased separately.

Moon packages apply to both residential and business subscribers.

P.U.C.O. No. 5
Expanded Service Area

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TRAIFF

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

ISSUED: March 12, 2008

EFFECTIVE: March 12, 2008

Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, Chief Operating Officer
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

ISSUED: March 12, 2008

EFFECTIVE: March 12, 2008

Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, Chief Operating Officer
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

ISSUED: March 12, 2008

EFFECTIVE: March 12, 2008

Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, Chief Operating Officer
Wapakoneta, Ohio

P.U.C.O. No. 5
Expanded Service Area

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

ISSUED: March 12, 2008

EFFECTIVE: March 12, 2008

Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, Chief Operating Officer
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

ISSUED: March 12, 2008

EFFECTIVE: March 12, 2008

Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, Chief Operating Officer
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

ISSUED: March 12, 2008

EFFECTIVE: March 12, 2008

Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, Chief Operating Officer
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

ISSUED: March 12, 2008

EFFECTIVE: March 12, 2008

Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, Chief Operating Officer
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

(D)

RESERVED FOR FUTURE USE

(D)

P.U.C.O. No. 5
TARIFF

**ADVANCED DIGITAL SERVICES
PRIMARY RATE INTERFACE (PRI)**

A. GENERAL DESCRIPTION

1. Advanced Digital Services are a public network-based set of communications services that make it possible to send and receive digital information using regular telephone facilities. These services provide end-to-end digital communications with the ability to transmit data and voice over the same telephone line simultaneously. For example, a user can speak with a person while simultaneously sending digital file to their personal computer. This functionality is based on the Integrated Services Digital Network (ISDN) technology and conforms to National ISDN standards.

The ISDN architecture provides two access methods that connect customers' premises to network switching systems. Basic Rate Interface (BRI) lines are typically used when a customer wants small quantities of digital connections to the network. Primary Rate Interface (PRI) facilities are typically used when a customer wants large quantities of digital connections to the network. BRI lines are used for both residential and business, while PRI facilities are typically used for business only. Advanced Digital Services using the Primary Rate Interface are the subject of this tariff.

2. Advanced Digital Services PRI is an optional service arrangement that can be used in conjunction with a customer's business lines or Centrex service. It can also be used in conjunction with, or in place of, a customer's Private Branch Exchange trunks. This service arrangement used the ISDN architecture to provide the customer with the capability to transmit voice and data simultaneously over the same digital facility. Under various optional arrangements, Advanced Digital Services PRI provides the customer with access to Circuit-Switched Voice Services, Circuit-Switched Data Services, and Packet-Switched Data Services. In general, this tariff addresses standardized National ISDN-2 (NI-2) capabilities and features.

B. PRIMARY RATE INTERFACE SERVICE ARRANGEMENT

1. An Advanced Digital Services PRI Service Arrangement connects an ISDN-capable Telephone Company central office switch to ISDN-capable Class II Customer Premise Equipment (CPE). Depending on the application, that CPE might be a PBX, router, a multiplexer, etc. The PRI Service Arrangement supports up to five PRI Access Facilities, each with up to twenty-four digital communications channels.

P.U.C.O. No. 5
TARIFF

These communication channels can be either B (Bearer) Channels or D (Data) Channels:

- a. **B Channel** – The B Channel is a bi-directional synchronous channel capable of supporting digital transmission speeds of 64 kilobits per second (kbps). Each B Channel of an Advanced Digital Service PRI may carry:
 - (1) Circuit-Switched Voice
 - (2) Circuit-Switched Data, or
 - (3) Packet-Switched Data
 - b. **D Channel** – The D Channel is a 64 kbps digital signaling channel that carries signaling and control for the B Channels.
3. **Primary Rate Access Facility** – The Primary Rate Access Facility provides a high-capacity digital link over which the Advanced Digital Services PRI capabilities are delivered. This facility is based on a 1.544 Mbps DS1 carrier (T1 facility). The typical PRI Access Facility configuration is known as 23B+D, where twenty-three of the channels are B Channels and one is a D Channel.
 4. **Multiple PRI Facility Arrangement** – There may be situations where more than 23 B Channels are needed at a particular customer premise. In those situations, multiple PRI facilities can be assigned to an Advanced Digital Services PRI Service Arrangement. With the multiple PRI Facility Arrangement, the D Channel in the first PRI facility is used to transport signaling for up to four additional PRI facilities. The first facility would be configured as 23B+D and the other facilities would be configured as 24B. This use of Non-Facility Associated Signaling (NFAS) allows the overhead of the D Channel to be distributed over a maximum of 119 B Channels (up to 5 PRI facilities), thereby increasing channel efficiency.
 4. **D Channel Backup** – In Multiple PRI Facility Arrangements, a second D Channel can be assigned (where available) as an automatic backup to the primary D Channel to provide redundancy of the signaling channel.

P.U.C.O. No. 5
TARIFF

C. CIRCUIT-SWITCHED SERVICE DESCRIPTIONS

Circuit-Switching is a switching arrangement in which an entire circuit or B Channel is dedicated to a given call. The circuit is connected on a per-call basis and can carry circuit-switched voice or circuit-switched data. Circuit-switched related services include:

1. **Clear Channel Capability** – This feature is a characteristic of the transmission paths on the B Channels that allows the full bandwidth of 64 kbps to be available to the customer. This feature is applicable to CPE that supports clear channel capability. Rate adaptation to 56 kbps is supported for CPE that does not support clear channel capability.
2. **Dedicated Trunk Groups** – The B Channels of an Advanced Digital Services PRI can be dedicated for calls to and from the public network. Trunk Group types include Incoming, Outgoing, 2-way, Direct Outward Dialing (DOD) or Direct Inward Dialing (DID). Individual B Channels can also be dedicated to carry Packet-Switched Data to the Public Packet Switched Network.
3. **Primary Rate Call-by-Call Service**– The Primary Rate Call-by-Call feature offers access to additional services via the B Channels of an Advanced Digital Services PRI. These additional services include:
 - * Foreign Exchange
 - * Tie Trunks
 - * OutWATS
 - * In WATS

With this feature, any B Channel can be used to offer the above services on a per-call basis, in addition to supporting trunk calls to/from the public network (i.e., DOD/DID)

Simulated Facility Groups (SFG) are used to control the number of B Channels that can be used for a particular service or for calls to the public network. The SFG is a logical relationship between the services (or public network calls) and the number of B Channels. Any B Channel may be used for any service (or for public network calls) provided the actual number of calls currently active for that service does not exceed the maximum-allowed value associated within the SFG. B Channel Packet-Switched Data Services are not supported with the Call-by-Call feature and must use dedicated B Channels.

P.U.C.O. No. 5
TARIFF

4. **Multiple Directory Numbers** – Each Advanced Digital Services PRI facility includes an individual directory number. Additional directory numbers, a range of directory numbers, or several ranges of directory numbers can be optionally added.
5. **Caller ID –Number** – This feature allows the central office and the customer's suitably equipped CPE to communicate the calling party's directory number. On calls carried by the Advanced Digital Services PRI, the number can then be made available to be displayed on a properly equipped telephone set or adjunct equipment.
6. **Caller ID –Name** – This feature allows the central office and the customer's suitably equipped CPE to communicate calling party name information (associated with the calling party's directory number) on calls carried by the Advanced Digital Services PRI. The name can then be made available to be displayed on a properly equipped telephone set or adjunct equipment.

D. TECHNICAL SPECIFICATIONS

1. **Transmission Specifications** – The Primary Rate Access Facility provides a high-capacity digital link over which Advanced Digital Services PRI is delivered. This facility is based on a 1.544 Mbps DS1 carrier (T1 facility) whose characteristics are as follows:
 - * Line Code = Bipolar 8 Zero Substitution (B8ZS)
 - * Framing Format = Extended Super Frame (ESF)
 - * Signaling = Common Channel Signaling (CCS)
 - * Data Rate = 64 kbps clear or 64 kbps restricted
 - * D Channel = 24th channel on the appropriate PRI access facility
2. **Customer Premise Equipment and Facilities** - Compatible customer premise equipment is required for Advanced Digital Services PRI. All equipment used with these services is required to conform with National ISDN guidelines, as referenced in the following Bellcore specifications:

<u>Document Number</u>	<u>Description</u>
TR-NWT-001268	ISDN Primary Rate Interface Call Control Switching and Signaling Generic Requirements for Class II Equipment
SR-NWT-002343	ISDN Primary Rate Interface Generic Guidelines for Customer Premises Equipment

P.U.C.O. No. 5
TARIFF

The Telephone Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Telephone Company used in the provisioning of Advanced Digital Services render any facilities provided by the customer obsolete or require modification of such equipment of such equipment or system, or otherwise affect its use or performance.

E. REGULATIONS AND CONDITIONS

1. Unless specifically exempted, Advanced Digital Services shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in the general tariff.
2. Advanced Digital Services PRI are provided at the option of the Telephone Company. These services are furnished subject to central office switching capacity, capability, and the availability of outside plant facilities.
 - a. The availability, functionality, capabilities of Advanced Digital Services PRI may vary, or may not be available, dependent upon type of serving central office switch, related software controlling that switch, and associated outside plant.
 - (1) Where facilities are not available, or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure, or to contract for services beyond the normal service term, or both.
3. Payment for Service
 - a. The minimum charge period for services provided under this tariff is one month.
 - b. The customer may choose to pay for the service on a month-to-month basis or on a long term service contract basis. A customer on month-to-month payment plan may, at any time, convert to a service contract plan.
 - c. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.
 - d. Subsequent service additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract.

P.U.C.O. No. 5
TARIFF

- e. Suspension of service is not allowed.
- f. Contract Renewals and Termination Liabilities
 - (1) Customers may change to a new Advanced Digital Services contract at any time during their contract period. The new contract must be for a term equal to, or greater than, the time remaining on their current contract and will become effective upon execution.
 - (2) If the service is canceled by the customer after installation of the service but prior to the completion of the service period, the customer shall be obligated to reimburse Telephone Service Company the amount of any discounts he/she received when application of service was originally made.
 - (3) Commission approval of the above termination liability language is not intended to indicate that the Commission has sanctioned any particular legal result should a dispute arise between the parties. In the event of a dispute, signatories to such agreements may pursue whatever legal remedies they deem appropriate to resolve the dispute.
- 4. At the Telephone Company's discretion, the following charges may be reduced or waived during promotional campaigns and /or as a part of customer negotiations:
 - a. Nonrecurring per PRI Access facility service establishment charge
 - b. Nonrecurring per Communication Channel service establishment charge
 - c. Nonrecurring Call-by-Call feature service establishment charge
 - d. Nonrecurring Caller ID service establishment charge
- 5. Directory Listings: One directory listing is provided without charge for each Advanced Digital Services PRI facility. For Centrex customers, one directory listing (either an analog or Advanced Digital Services PRI number) is provided per Centrex system. Additional listings may be provided as specified for Additional Listing Service in the Directory Listings section of the Telephone Company's tariff.

P.U.C.O. No. 5
TARIFF

6. Billable Call Treatment

- a. Normal toll charges (including InWATS and OutWATS charges) shall apply to calls that are made outside the Local Service Area.
- b. Advanced Digital Services customers who use the Call Forwarding or Call Transfer features are responsible for the payment of any applicable charges for each billable call connected via these features over the public network. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

7. Customer Premise Equipment

- a. This tariff does not include terminal equipment on the customers' premises. Terminal equipment may be covered under a separate tariff, sold or leased separately by the Telephone Company (under a separate contract), or may be provided by the customer.
- b. The customer is responsible for providing the power required for any customer premise equipment connected to an Advance Digital Services PRI.

8. End User Common Line (EUCL) Charges: Advanced Digital Services PRI are subject to Federal Communications Commission (FCC) End User Common Line (EUCL) charges under the rates and application rules specified by the FCC. The customer shall be liable for all adjustments to the EUCL as mandated by the Federal Communications Commission (or by any regulatory body or commission or court of competent jurisdiction).

9. Education Applications: Public educational institutions and accredited private educational institutions may obtain a 25% discount of the tariffed rates for Advanced Digital Services lines that are used predominantly for education or distance learning purposes.

10. The Telephone Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure, or malfunctions of Advanced Digital Services or associated equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Telephone Company has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

P.U.C.O. No. 5
TARIFF

F. RATES AND CHARGES

1. Advanced Digital Services PRI Access

- a. The rates and charges below are for providing an Advanced Digital Services PRI access facility to the customer's premises. These charges provide the underlying communications facility to support a PRI Service Arrangement. Rate and charges for the communications channels (i.e., B and D Channels) are additional as shown in the next section.

<u>Access</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
Advanced Digital Services PRI Access --per facility.	\$460.00	\$296.72

2. Communications Channels

- a. Flat Rate:

- (1) Service establishment and recurring monthly charge for B Channels:

<u>Service Element</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
23 B Channels plus D Channel	\$700.00	\$635.00
Additional 24 B Channels (Multiple PRI facility arrangement)	\$700.00	\$635.00

- b. D Channel Backup:

<u>Service Element</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
D Channel Backup (maximum one per PRI Service Arrangement)	\$150.00	\$110.00

Issued: September 2, 1997

Effective: September 2, 1997

In Accordance with Case No. 97-749-TP-ATA
Issued by The Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
TARIFF

<u>Directory Number</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
Primary Directory Number (one with each Advanced Digital Services PRI Facility)	No Charge	No Charge
Additional DID Directory Numbers (per additional DN)	No Charge	\$0.50

3. Circuit-Switched Features

a. Recurring charges as follows:

<u>Feature</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
Clear Channel Capability	No charge	No charge
Call-by-Call Capability for public Network calls (incoming, outgoing, or 2-way trunk calls)	No charge	No charge
Call-by-Call Capability for FX (per FX Facility/simulated facility in PRI Service Arrangement). This does not include the Cost of the FX facilities between CO's	\$20.00	\$12.00
Call-by-Call Capability for Tie facility Per Tie facility/simulated facility PRI Service Arrangement). This does not Include the cost of the Tie facilities Between CO's	\$20.00	

Issued: September 2, 1997

Effective: September 2, 1997

In Accordance with Case No. 97-749-TP-ATA
Issued by The Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
TARIFF

<u>Feature</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
Call-by-Call Capability for InWATS (per InWATS facility/simulated facility in PRI Service Arrangement). InWATS measured Rate charges are additional.	\$20.00	\$12.00
Caller ID – Number (per PRI facility)	\$20.00	\$90.00
Caller ID – Name (per PRI facility, requires Caller ID – Number)	\$20.00	\$30.00

b. Subsequent feature additions and changes

When the above features are ordered or modified after the initial installation of an Advanced Digital Services PRI, the nonrecurring feature addition and change charge is as follows:

	<u>Charge</u>
Feature Additions and Changes (per PRI facility)	\$50.00

Only one service charge will appear when multiple features are added or changed on an Advanced Digital Services PRI facility as part of the same service order.

4. Long Term Contract Discounts

The nonrecurring service establishment charges associated with Advance Digital Services PRI Circuit-Switched Services, Circuit-Switched Features, and Packet-Switched Services will automatically be reduced according to the following schedule for customers who sign long- term contracts:

<u>Contract Duration</u>	<u>Discount on Service Establishment Charges</u>
Monthly	0%
12 Months	20%
24 Months	40%
36 Months	60%
48 Months	80%
60 Months	100%

Issued: September 2, 1997

Effective: September 2, 1997

In Accordance with Case No. 97-749-TP-ATA
Issued by The Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFF

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

A. GENERAL DESCRIPTION

1. Central Office Automatic Call Distribution (ACD) is a business communications service which provides capabilities similar to those offered on a premises-based ACD system, but without requiring switching equipment on the customer's premises. Automatic Call Distribution (ACD) is used to evenly distribute incoming calls to a group of lines by concentrating and queuing the calls.
2. An optional capability of ACD is a Management Information System (MIS) which provides historical and real-time agent and group performance reports. ACD/MIS allows a customer to have the following services:
 - a. Real-time Statistical Reporting that provides data on the performance of the entire ACD Group as well as individual agents in the ACD Group.
 - b. Load Management Capabilities that allow the user to change the parameters of the ACD Call Center. Call Center supervisors can rearrange groups to suit temporary increases or decreases in incoming calling patterns.

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

B. RATE AND CHANGES

1. ACD Agent Line Rates

- a. The monthly line rates for ACD agent lines include the following standard ACD Agent Station Features:
- (1) Make Busy
 - (2) Login/Logoff
 - (3) Post-Call
 - (4) ACD Emergency Calls
 - (5) Call Forcing
 - (6) ACD Line of Business Codes (ISDN ACD Station Users only)
- b. Centrex service is a prerequisite to ACD service. Centrex monthly line rates are provided in the Centrex section of the Company's tariff. All applicable standard and non-chargeable Centrex features such as Call Hold, Three-Way Calling and Call Transfer are available to ACD lines at no additional charge.
- c. The following monthly rates are applied to each ACD agent line. These rates are in addition to the Centrex monthly line rates.

SERVICE TERM

Number of		12	24	36	48	60
1-6	\$10.00	\$9.20	\$9.04	\$8.88	\$8.72	\$8.56
7-15	\$9.92	\$9.12	\$8.96	\$8.80	\$8.64	\$8.48
16-30	\$9.84	\$9.04	\$8.88	\$8.72	\$8.56	\$8.40
31-50	\$9.76	\$8.96	\$8.80	\$8.64	\$8.48	\$8.32
51-100	\$9.68	\$8.88	\$8.72	\$8.56	\$8.40	\$8.24
Over 100	\$9.60	\$8.80	\$8.64	\$8.48	\$8.32	\$8.16

- d. Service Establishment Charge per ACD Group \$240.00 non-recurring
- e. Service Establishment Charge per ACD Line \$ 40.00 non-recurring

Issued: November 30, 1998

Effective: November 30, 1998

In Accordance with Case No. 98-1447-TP-ATA
Issued by The Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

2. **ACD Agent Advanced Digital Services (ISDN)**

ACD lines may either be analog or ISDN. ISDN ACD lines provide additional feature capabilities including single button activation of ACD station features and feature status indicators. The rates shown in section B.1.c. above are for analog ACD lines. For ISDN ACD agents, the following additional rates are applicable:

<u>Feature</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
a. ISDN ACD station (voice B Channel) per ACD Agent equipped	\$20.00	\$7.00
b. Additional ISDN features and B Channels	See Section 2E (Advanced Digital Service -BRI) and Section 2F (Advanced Digital Services-PRI)	

3. **ACD Queuing Features**

<u>Feature</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
a. Queuing (per DN equipped with Queue)	\$50.00	\$10.00
b. Queuing (per queue slot)	\$8.00	\$3.00
c. Queuing Announcements		
(1) Standard Announcement (per announcement)	\$25.00	\$25.00
(2) Custom Announcement (Customer-Worded) - Telephone Company-Provided (per announcement)	\$50.00	\$50.00

Issued: November 30, 1998

Effective: November 30, 1998

In Accordance with Case No. 98-1447-TP-ATA
Issued by The Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

		<u>Service Establishment</u>	<u>Monthly Rate</u>
(3)	Changes to Telephone Company Provided Custom Music/Audio Source	\$60.00	
(4)	Custom Music/Audio Source (customer-provided)*		\$25.00
<i>*Each customer-provided announcement or music source requires a trunk circuit to the customer premise at normal trunk circuit tariff rates.</i>			
d.	Queue Overflow (per Queue)	\$4.00	\$2.00
e.	Changes to Queues (queue priority, overflow, etc.)	\$30.00	

4. ACD Optional Station Agent Features (Per ACD Station Agent)

<u>Feature</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
a. Caller ID		
(1) Caller ID – Name and Number (external calls) ISDN ACD Agent	No Charge	No Charge
(2) Caller ID – Number Analog ACD Agent	See Section 2B, Subsection III.C.(6)	
(3) Caller ID – Name	See Section 2B, Subsection III.C.(6)	
b. Additional Directory Number assigned to ACD Agent Station	\$1.50	\$3.00

Issued: November 30, 1998

Effective: November 30, 1998

In Accordance with Case No. 96-575-TP-ATA
Issued by The Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

5. ACD Optional Group and/or Supervisory Features

<u>Feature</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
a. ACD Ring Threshold (per ACD Group)	\$4.00	\$2.00
b. Night Service (per ACD Group)	\$4.00	\$2.00
c. Telephone Company changes to above parameters	\$4.00	
d. Call Agent	No charge	No charge
e. Agent Observe (Per ACD Supervisor line)	\$4.00	\$2.00

6. ACD/MIS Features

<u>Feature</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
a. ACD/MIS Datalink and MIS capabilities	\$180.00	\$70.00
(1) ACD/MIS Real-Time Screens	(Included with Datalink)	
(2) ACD/MIS Load Management Features	(Included with Datalink)	
(3) ACD/MIS Reports	(Included with Datalink)	

Issued: November 30, 1998

Effective: November 30, 1998

In Accordance with Case No. 98-1447-TP-ATA
Issued by The Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

C. REGULATIONS AND CONDITIONS

1. Regulations and conditions that are applicable to Centrex lines shall also be applicable to ACD lines.
2. ACD and ACD/MIS Services are provided at the option of the Telephone Company and are subject to central office switching capacity, capability, and the availability of outside plant facilities. Where facilities are not available, or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure, or to contract for services beyond the normal service term, or both.
3. Subsequent line additions/deletions to the original service term are stipulated as follows:
 - a. Subsequent additions will be rated under a new term or added to an existing term, based upon the remaining period of the initial service term. If the line addition causes the customer's total ACD line count to exceed the threshold of the line count previously applied, all lines will be billed at the rate for the larger line count.
 - b. If the number of lines is reduced at the customer's request, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under the existing service terms, the customer shall be obligated to reimburse Telephone Service Company the amount of any discounts he/she received when application for service was originally made.
 - c. Commission approval of the above termination liability language is not intended to indicate that the Commission has sanctioned any particular legal result should a dispute arise between the parties. In the event of a dispute, signatories to such agreements may pursue whatever legal remedies they deem appropriate to resolve the dispute.

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

4. At the Telephone Company's discretion, the non-recurring service establishment charges associated with the initial provisioning of ACD service may be reduced or waived during promotional campaigns and/or as a part of customer negotiations.
5. Customers who subscribe to more than 100 ACD lines may, at the Telephone Company's discretion, be offered customer-specific pricing on a contract basis. The rates will be offered in writing to the customer for acceptance. An individual service agreement will specify the length of the contract period and the applicable rates. With the exception of the customer-specific rates, all other rates, charges, and regulations specified herein shall continue to apply.
6. A customer's ACD lines may terminate at multiple locations; however, all lines in an ACD Group must be served by the same central office.
7. Electronic Key Telephone Service (EKTS) is not available on ACD lines.
8. Customer Premise Equipment
 - a. Unless specifically stated otherwise, this tariff does not include customer premise equipment (CPE).
 - b. CPE may include but is not limited to analog or ISDN telephone instruments, MIS stations and modem equipment, supervisor terminals, wall display units, printers, tape back-up equipment, and announcement equipment.
 - c. CPE may be covered under a separate tariff, sold or leased separately by the Telephone Company (under a separate contract), or provided by the customer.
 - d. MIS customer premise equipment for ACD must comply with the technical specifications listed in section D of this Tariff.
 - e. The customer is responsible for providing the power required for any and all customer premise equipment used with ACD and ACD/MIS.
9. InWATS Service

ACD is often provided in conjunction with InWATS (800, 888, or 887) service. Charges for InWATS and its associated Simulated Facility Groups are specified in the Centrex section of the Company's tariff. The customer (subscriber of the InWATS number) is billed for each InWATS call.

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

10. The Telephone Company shall not be liable for any loss or damages arising from error, interruptions, defects, failure, or malfunctions of ACD service, the MIS datalink or associated equipment. Damages arising from such interruptions, defects, failures, or malfunctions of the services after the Telephone Company has been notified, and has had reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

D. TECHNICAL SPECIFICATIONS

Two-way communication between the EWSD Switch and the customer premise MIS equipment is via an asynchronous RS-232 protocol. Data accuracy is enhanced via two modems (one at the Central Office and one at the customer site) using error correcting protocols. The Microcom Network Protocol (MNP) and the UDS V.3225 modem is supported. Maximum data transmission rate is 9.6 Kbps.

1. **ACD/MIS Host Workstation minimal requirements:**
 - a. Pentium-based PC with color monitor, 1 GB hard drive and 16 MB RAM
 - Asynchronous modem(s)
 - Up to three 4-port RS-232 boards
 - 150 MB Tape Backup Subsystem
 - Headset (Optional)
 - b. Operating System and Software
 - Santa Cruz Operation (SCO) UNIX
 - INFORMIX-SQL database interface
 - ACD/MIS Software
2. **ACD/MIS Supervisor Terminal (used with emulation software package for supervisor terminal) minimal requirements**
 - PC-based VT320 compatible terminal
3. **Optional Wall Mount Unit for ACD/MIS**
 - Spectrum 4120C Wall Mount Display Unit for ACD/MIS with Interface Cable and Mounting Hardware

P.U.C.O. No. 5
TARIFF

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

4. **Optional Uninterruptable Power Supply (UPS) for ACD/MIS Workstation**
- DELTEC UPS, PRA1000

E. DEFINITIONS

The following standard and optional features may be provided as part of ACD or ACD/MIS Service:

1. **ACD Service**

ACD provides an efficient method to route, queue, and equitably distribute a large volume of incoming calls among assigned agents or answering positions. ACD service utilizes a call routing algorithm which routes calls to available agents on a first-in, first-out basis to the station or agent in the ACD Group which has been idle the longest. If all agents are busy, calls may be held in a queue until an agent position becomes available or the caller disconnects.

An ACD Directory Number (DN) is a unique number for receiving incoming ACD calls. ACD DNs are assigned to ACD Groups and are not associated with individual ACD lines. Up to 48 DNs may be assigned to an ACD Group. Priority answering levels for each DN (with priority levels of 1 to 6) may be assigned.

2. **ACD Agent Station Features**

a. **Agent Login/Logoff**

This feature defines and manages ACD agent login/logoff functions. It allows an ACD agent to log in using a specific code or password. At this point, the system will consider the agent position as ready to receive incoming ACD calls. Logoff effectively removes an ACD agent from his or her position in the ACD Group. When an agent is logged out, no ACD calls can be presented to the agent.

b. **Agent Make Busy State**

This feature allows an agent to disable the receipt of incoming ACD calls in order to take a break or perform another task.

c. **Agent Post Call State**

This feature temporarily disables receipt of incoming ACD calls and allows agents to complete work associated with a concluded incoming call.

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

d. Call Forcing with Tone

This feature establishes an interval of time before the next ACD call is presented to an agent who has just finished a call, and allows the agent to complete work associated with the previous call. It can effectively be used to automate the Post Call State feature. If the agent uses a headset with auto answer, a warning tone is provided to the agent headset to alert of the incoming call.

e. Emergency Call

This feature allows an agent to connect and conference a call to another agent position, supervisor, or recording device.

f. ACD/MIS – Calling Party Identification

Provides caller identification (number or name) on ISDN agent sets. Analog ACD agents may optionally use the analog Caller ID feature (compatible CPE required).

g. Line of Business Codes

This feature allows agents to enter a 4-digit code on their sets while in the Post-Call state. This 4-digit code is then associated with the previously concluded incoming call. The Line of Business code is sent to the customer premise MIS equipment through the MIS interface.

h. Secondary Telephone Directory Numbers

Agent or supervisor positions can be assigned secondary directory telephone numbers that are non-ACD numbers for purposes of receiving and originating non-ACD calls.

i. ACD in 2500 (Analog) Sets

ACD agents may use analog "2500-type" (analog) sets. Agents utilizing 2500 sets may use and access the following ACD Station Agent features:

- Login*
- Logoff*
- Post Call*
- Make Busy*
- Emergency Calls*
- Secondary DN

*These capabilities are available by dialing access codes.

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

3. ACD Queuing Features

a. ACD Queuing

ACD Queuing allows calls into an ACD Group in which all agents are busy to be placed in waiting based on the order of their arrival. As agents become available, calls are removed from the queue and routed to agent positions.

A total of six queues can be associated to a single ACD Group. A sequence of up to four announcements, with tones or music between announcements, can be provided to calls waiting in queue.

Each directory number associated with an ACD Group (up to 48 DNs) has a priority associated with it (1-6). Calls are serviced by Agent Positions based on this priority. Calls of a higher priority get answered before calls of a lower priority.

b. ACD System Queue Overflow

This feature defines a maximum number of calls in queue, or an expected maximum waiting time of calls in queue, which causes the redirection of incoming calls before they are queued. If either of these thresholds are exceeded, any new incoming calls are rerouted according to the customer's direction, either to another ACD Group, a directory number, an announcement, or a busy tone.

c. ACD – Music While on Queue

This feature allows for music (or other audio input) to be provided to calls held in queue. The music source may be either Telephone Company-provided or customer provided. If the music source is customer provided, a trunk circuit is required from the Central Office to the customer premise along with customer-provided music on hold or announcement equipment.

4. ACD Optional Group and/or Supervisory Features

a. ACD-Night Service

This feature is activated when all agents in an ACD Group are logged off their positions. Calls are routed to another ACD location, a night service number, or recorded announcement.

b. ACD – Ring Threshold

A ring threshold is a maximum amount of time an incoming call will ring at an idle agent position before the agent is logged off and the call is routed to the next available agent or placed at the front of an incoming call queue if all agents are busy.

P.U.C.O. No. 5
GENERAL EXCHANGE TARIFFS

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

c. **ACD – Call Agent**

An ACD supervisor may dial an agent's extension in order to directory call an agent.

d. **ACD – Observe Agent**

This feature allows the supervisor to listen in on an agent call (whether it is a two-or three-party call). A special tone may be provided to alert the agent when observation is activated on a call.

5. **ACD/MIS – Interface to MIS**

This feature provides a bi-directional link from the Central Office to the ACD customer's MIS Station. The customer's MIS station can use this information to produce and display current statistics and to produce historical reports. In addition, MIS provides the ability to change ACD parameters for load management control.

For each ACD supervisor, a color display shows the activity and status of the supervisor's group. This real-time display includes complete group statistics, the status of each agent, and the length of time each agent has been in his or her current state. Displayed values exceeding present thresholds alert the supervisor through color changes, blinking, or both.

The following features are part of the MIS capability:

a. **ACD/MIS Real-Time Information**

The supervisory terminal receives information on the overall performance of an ACD Group on a real-time basis. This information can also be displayed for the entire ACD Group on an optional wall mount display. Information displayed includes the number of calls in the queue, expected delay, number of agents on ACD calls, etc. Over selected intervals of time, supervisors can track the total number of calls answered or abandoned for the ACD Group. Information for specific ACD agents is also available, including the agent's status (logged on/logged off, call state, busy/idle, etc.) and total number of calls an agent is handling per hour.

b. **Load Management**

Using the Load Management function, a customer can alter ACD Groups, positions, and queues on a real-time basis to adjust call center performance for varying incoming traffic conditions and transmit these adjustments to update and EWSD Switch. Adjustable parameters include:

- (1) Queue Management – The queue's priority, size, intercept treatment, overflow threshold, etc.

P.U.C.O. No. 5
TARIFF

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

- (2) Group Management – The Night Service treatment for an ACD Group, Ring Threshold, Call Force Seconds, etc.
- (3) Position Management – The ability to move ACD agent positions among ACD groups.

c. Reports

The ACD/MIS System include a complete report generating function. With this function, the supervisor can create and print detail and summary reports, graphs, and data. Reports can be created and printed "on demand", or they can be scheduled to print automatically.

The reports included with the ACD/MIS system are:

- Group Performance
- Group ACD Call Distribution
- Group Staffing
- ACD Directory Number Call Distribution
- Agent Performance
- Agent Position Performance
- Agent Login/Logout
- Agent Position Login/Logout
- Agent Exception

The reports are controlled by parameters to cover any period, including the use of archived data.

d. Configuration

The ACD/MIS system offers flexibility in allocating and controlling switch resources, organizing agents into teams, and defining real-time display parameters. For example, the customer can define the ACD Group's pilot DN and the hunt group ID. The names of ACD Groups, departments, teams, and individual agents can be entered into appropriate fields, thus allowing supervisors to readily identify the agent or group of agents being monitored. These names will also appear on various summary and detail reports. Performance thresholds can also be set so that the ACD System can highlight exceptions or problems as they occur.

P.U.C.O. No. 5
TARIFF

CONCURRENCES

Message Toll Telephone Service. Telephone Service Company, hereinafter called the concurring company, except as otherwise specifically stated herein, asserts to, adopts, and concurs in the Message Toll Telephone Service Tariff filed with the Public Utilities Commission of Ohio by The Ohio Bell Telephone Company, hereinafter called the issuing company, as such tariff now exists, or as it may be revised, added to or supplemented by superseding sheets or issues, insofar as such tariff applies to message toll telephone service furnished jointly by the issuing company and the Telephone Service Company (including such service as is also participated in by one or more other companies), and, to message toll telephone service furnished jointly by the concurring company and one or more other connecting companies, and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

Wide Area Telephone Service. Telephone Service Company, hereinafter called the concurring company, assents to, adopts and concurs in the Wide Area Telephone Service Tariff, P.U.C.O. No. 1, filed with the Public Utilities Commission of Ohio by the Ohio Bell Telephone Company, hereinafter called the issuing company as such tariff now exists, or as it may be revised, added to or supplemented by superseding sheets or issues, for Wide Area Telephone Service furnished jointly by the issuing company and the concurring company (including such services as are also participated in by one or more other companies), and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

Foreign Exchange Service. Telephone Service Company hereinafter called the concurring company, assents to, adopts and concurs in the Exchange and Network Tariff P.U.C.O. No. 1, Foreign Exchange Service, filed with the Public Utilities Commission of Ohio by The Ohio Bell Telephone Company, hereinafter called the issuing company, as such tariff now exists, or as it may be revised, added to or supplemented by superseding sheets or issues, for such foreign exchange service furnished jointly by the issuing company and the concurring company (including such service as is also participated in by one or more other companies), and hereby makes itself a party thereof and obligates itself to observe each and every provision thereof.

P.U.C.O. No. 5
TARIFF

CONCURRENCES (Cont'd.)

Private Line Services. Telephone Service Company hereinafter called the concurring company, assents to, adopts and concurs in the Private Line Tariff, P.U.C.O. No. 2, filed with the Public Utilities Commission of Ohio by The Ohio Bell Telephone Company, hereinafter called the issuing company, as such tariff now exists, or as it may be revised, added to or supplemented by superseding sheets or issues, for private line services and channels furnished jointly by the issuing company and the concurring company (including such services and channels as are also participated in by one or more other companies), and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

Channels and Services. Telephone Service Company, hereinafter called the concurring company, assents to, adopts and concurs in the Channels and Services – Private Line Service Tariff, P.U.C.O. No. 2, filed with the Public Utilities Commission of Ohio by The Ohio Bell Telephone Company, hereinafter called the issuing company, as such tariff now exists, or as it may be revised, added to or supplemented by superseding sheets or issues, for Channels and Services – Private Lines, furnished jointly by the issuing company and the concurring company (including such services and channels as are also participated in by one or more other companies), and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

Issued: March 31, 1988

Effective: April 6, 1988

In Accordance with Case No. 88-135-TP-ATA
Issued by The Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
TARIFF

WAPAKONETA EXCHANGE RATES

RATES AND THEIR REGULATIONS

Inside Based Rate Area

The following rates shall apply within the Base Rate Area and within the Wapakoneta, Ohio exchange area.

	<u>Net Monthly Rates</u>				(C)
	<u>Business</u>	<u>Residence</u>		<u>Payphone**</u>	
	<u>Max.</u>	<u>Max.</u>			
1 st Individual access line* <u>Tier 1 Core</u>	\$11.20	\$11.20	\$ 7.50	\$7.50	\$8.30
2 nd or 3 rd access line* <u>Tier 1 Non-Core</u>	\$11.20	\$22.40	\$ 7.50	\$15.00	
4 th or more access lines* <u>Tier 2</u>	\$11.20	-	\$ 7.50	-	
Coin Supervision Additive	-		-		\$7.20
1 st Trunks, each – automatic service* <u>Tier 1 Core</u>	\$14.35	\$14.35	\$13.60	\$13.60	----
2 nd or 3 rd trunks* <u>Tier 1 Non-Core</u>	\$14.35	\$28.70	\$14.35	\$28.70	
4 th or more trunks* <u>Tier 2</u>	\$14.35	-	\$14.35	---	

Outside the Base Rate Area.

The following rates and mileage charges shall apply outside the Base Rate Area but within the Wapakoneta, Ohio exchange area:

	<u>Net Monthly Rates</u>				<u>Payphone**</u>
	<u>Business</u>	<u>Residence</u>			
	<u>Max.</u>	<u>Max.</u>			
1 st Individual access line* <u>Tier 1 Core</u>	\$11.20	\$11.20	\$ 7.50	\$7.50	\$ 8.30
2 nd or 3 rd access line* <u>Tier 1 Non-Core</u>	\$11.20	\$22.40	\$ 7.50	\$15.00	
4 th or more access lines* <u>Tier 2</u>	\$11.20	-	\$ 7.50	-	
Coin Supervision Additive	-	-	-	-	\$ 7.20
1 st Trunks, each – automatic service* <u>Tier 1 Core</u>	\$14.35	\$14.35	\$14.35	\$14.35	----
2 nd or 3 rd trunks* <u>Tier 1 Non-Core</u>	\$14.35	\$28.70	\$14.35	\$28.70	
4 th or more trunks* <u>Tier 2</u>	\$14.35	-	\$14.35	---	
Mileage Charges, per airline mile * <u>Tier 1 Core</u> or fraction thereof	\$ 1.00	\$1.00	\$ 1.00	\$1.00	

(C)

Included in the access line rate is extended area service to the following points:

Telephone Service Company exchanges: Cridersville, Ohio.

Buckland Telephone Company exchange: Buckland, Ohio

Sprint exchanges: Botkins, Jackson Center, Westminster, and Waynesfield, Ohio.

Verizon exchanges: St. Marys, Minster and New Bremen Ohio.#

#Subject to negotiations with Verizon North Inc.

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

**The rates and terms for payphones are governed by 96-1310-TP-COI and do not fall under a Tier designation.

ISSUED: June 16, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-794-TP-ALT
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

(MAP OF WAPAKONETA)

Issued: March 31, 1988

Effective: April 6, 1988

In Accordance with Case No. 88-135-TP-ATA
Issued by The Public Utilities Commission of Ohio
Robert J. Brown, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
TARIFF

(MAP OF WAPAKONETA (CONT'D))

Issued: March 31, 1988

Effective: April 6, 1988

In Accordance with Case No. 88-135-TP-ATA
Issued by The Public Utilities Commission of Ohio
Robert J. Brown, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
TARIFF

CRIDERSVILLE EXCHANGE RATES

RATES AND THEIR REGULATIONS

Inside Based Rate Area.

The following rates shall apply within the Base Rate Area and within the Cridersville, Ohio exchange area.

	<u>Net Monthly Rates</u>				<u>Payphone**</u> (C)
	<u>Business</u>	<u>Residence</u>	<u>Max.</u>	<u>Max.</u>	
1 st Individual access line* <u>Tier 1 Core</u>	\$11.20	\$11.20	\$ 7.50	\$ 7.50	\$10.20
2 nd or 3 rd access line* <u>Tier 1 Non-Core</u>	\$11.20	\$22.40	\$ 7.50	\$15.00	
4 th or more access lines* <u>Tier 2</u>	\$11.20	-	\$ 7.50	-	
Coin Supervision Additive	----	----			\$ 7.20
1 st Trunks, each – automatic service* <u>Tier 1 Core</u>	\$14.35	\$14.35	\$14.35	\$14.35	-----
2 nd or 3 rd trunks* <u>Tier 1 Non-Core</u>	\$14.35	\$28.70	\$14.35	\$28.70	
4 th or more trunks* <u>Tier 2</u>	\$14.35	-	\$14.35	-	---

Outside the Base Rate Area

The following rates and mileage charges shall apply outside the Base Rate Area but within the Cridersville, Ohio exchange area:

	<u>Net Monthly Rates</u>				<u>Payphone**</u> (C)
	<u>Business</u>	<u>Residence</u>	<u>Max.</u>	<u>Max.</u>	
1 st Individual access line* <u>Tier 1 Core</u>	\$11.20	\$11.20	\$ 7.50	\$ 7.50	\$10.20
2 nd or 3 rd access line* <u>Tier 1 Non-Core</u>	\$11.20	\$22.40	\$ 7.50	\$15.00	
4 th or more access lines* <u>Tier 2</u>	\$11.20	-	\$ 7.50	-	
Coin Supervision Additive	-----	-----			\$ 7.20
1 st Trunks, each – automatic service* <u>Tier 1 Core</u>	\$14.35	\$14.35	\$14.35	\$14.35	-----
2 nd or 3 rd trunks* <u>Tier 1 Non-Core</u>	\$14.35	\$28.70	\$14.35	\$28.70	
4 th or more trunks* <u>Tier 2</u>	\$14.35	-	\$14.35	---	
Mileage Charges, per airline mile* <u>Tier 1 Core</u> or fraction thereof	\$ 1.00	\$ 1.00	\$ 1.00	\$ 1.00	-----

Included in the access line rate is extended area service to the following points:

Telephone Service Company exchanges: Wapakoneta, Ohio.

Buckland Telephone Company exchange: Buckland, Ohio

Sprint exchanges: Lima, Botkins, Jackson Center, Westminster, and Waynesfield, Ohio.

Verizon exchanges: St. Marys, Minster and New Bremen Ohio.#

#Subject to negotiations with Verizon North Inc.

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

**The rates and terms for payphones are governed by 96-1310-TP-COI and do not fall under a Tier designation.

ISSUED: June 16, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-794-TP-ALT
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

(MAP OF CRIDERSVILLE)

P.U.C.O. No. 5
TARIFF

(MAP OF CRIDERSVILLE (CONT'D))

Issued: March 31, 1988

Effective: April 6, 1988

In Accordance with Case No. 88-135-TP-ATA
Issued by The Public Utilities Commission of Ohio
Robert J. Brown, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
TARIFF

(D)

[RESERVED FOR FUTURE USE]

(D)

Issued: August 1, 2005

Effective: October 1, 2005

In Accordance with Case No. 05-966-TP-ALI
Issued by The Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
TARIFF

[RESERVED FOR FUTURE USE]

(D)

(D)

P.U.C.O. No. 5
TARIFF

WAPAKONETA & CRIDERSVILLE EXCHANGE RATE PACKAGES

Optional Bundled Packages

TSC New Elite

Basic Local Exchange Service

- Plus, customers may include any or all of the following features at no additional charge when added at time of initial service installation: Caller ID, Caller ID/Call Waiting, Call Waiting, Call Forwarding, Call Return, Speed Calling, Three-Way Calling, Voice Mail*, Repeat Dialing and Personal Ringing.
- Customers are also eligible for a TSC Long Distance per minute rate of \$0.07 per minute for all calls anywhere in the U.S. (including Alaska and Hawaii), 24 hours a day, 7 days a week, 52 weeks per year.

Monthly Recurring Charge for Regulated Services: \$7.50.

TSC New Ultra

Basic Local Exchange Service

- Plus, customers may include any or all of the following features at no additional charge when added at time of initial service installation: Caller ID, Caller ID/Call Waiting, Call Waiting, Call Forwarding, Call Return, Speed Calling, Three-Way Calling, Voice Mail*, Repeat Dialing and Personal Ringing.
- Customers are also eligible for a TSC Long Distance per minute rate of \$0.07 per minute for all calls anywhere in the U.S. (including Alaska and Hawaii), 24 hours a day, 7 days a week, 52 weeks per year.

Monthly Recurring Charge for Regulated Services: \$7.50.

Note: - Optional Bundled Packages are only available to residential customers where services and facilities exist.
- When a customer makes a partial payment, the payment will be applied to their local line service before being applied to their unregulated services.

* Unregulated Service

ISSUED: August 1, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-959-TP-ZTA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

Telephone Service Company
Wapakoneta, Ohio

SECTION 4
Third Revised Page 6.B.1
Replaces Second Revised Page 6.B.1

P.U.C.O. No. 5
TARIFF

WAPAKONETA & CRIDERSVILLE EXCHANGE RATE PACKAGES

(D)

ISSUED: August 1, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-959-TP-ZTA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

A. SERVICE CONNECTION CHARGES

1. Line Servicing Charge

- (a) A non-recurring line servicing charge will be made for the installation of a new access line.
- (b) This charge applies for the engineering of and assignment of facilities associated with subscriber access lines and circuits.

	<u>Non-Recurring Charge</u>	<u>Maximum Rate</u>	(C)
1 st Individual access line* <u>Tier 1 Core</u>	\$4.00	\$4.00	
2 nd or 3 rd access line* <u>Tier 1 Non-Core</u>	\$4.00	\$8.00	
4 th or more access lines* <u>Tier 2</u>	\$4.00	-	

2. Service Order Charge

A non-recurring service charge will be made for services rendered to record or modify at the subscriber's request, information maintained by the telephone company relating to such subscriber's telephone service or account. When used in connection with installation of the access line the classification will be based on the access line classification. When used in connection of installing a calling feature it will be classified based on the actual feature classification.

	<u>Non-Recurring Charge</u>	<u>Maximum Rate</u>	(C)
1 st Individual access line* <u>Tier 1 Core</u>	\$4.00	\$4.00	
2 nd or 3 rd access line* <u>Tier 1 Non-Core</u>	\$4.00	\$8.00	
4 th or more access lines* <u>Tier 2</u>	\$4.00	-	

3. Central Office Connection Charge

- (a) A non-recurring charge will be made for each access line or circuit ordered by a subscriber which involves the installation, move or change of the telephone line or circuit.

(b) This non-recurring charge is for establishing or changing central office connections which may include, but are not limited to, circuit design work and establishing or changing of central office connections. When used in connection with installation of the access line the classification will be based on the access line classification. When used in connection of installing a calling feature it will be classified based on the actual feature classification.

	<u>Non-Recurring Charge</u>	<u>Maximum Rate</u>	(C)
1 st Individual access line* <u>Tier 1 Core</u>	\$8.25	\$8.25	
2 nd or 3 rd access line* <u>Tier 1 Non-Core</u>	\$8.25	\$16.50	
4 th or more access lines* <u>Tier 2</u>	\$8.25	-	

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

ISSUED: June 16, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-794-TP-ALT
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

4. Line Connection Charge (M)
- (a) A non-recurring charge will be made for each access line or circuit ordered by a subscriber which involves the installation, move or change of the telephone line or circuit.
- (b) This non-recurring charge is for performing any of the operations associated with the actual connection of the network access line to a network interface.

	<u>Non-Recurring Charge</u>	<u>Maximum Rate</u>	(M)
1 st Individual access line* <u>Tier 1 Core</u>	\$10.60	\$10.60	(C)
2 nd or 3 rd access line* <u>Tier 1 Non-Core</u>	\$10.60	\$21.20	(C)
4 th or more access lines* <u>Tier 2</u>	\$10.60	-	(C)

5. Trip Charge*Tier 1 Core (C)
- (a) A non-recurring charge will be made for each access line or circuit ordered by a subscriber which involves the installation or placement of facilities to the subscriber's premise.
- (b) This non-recurring charge is for performing any of the operations associated with the physical placement of facilities (e.g. drop wire, either aerial or buried) to serve a subscriber's premise.

	<u>Non-Recurring Charge</u>	<u>Maximum Rate</u>	(C)
1 st Individual access line* <u>Tier 1 Core</u>	\$25.00	\$25.00	(C)
2 nd or 3 rd access line* <u>Tier 1 Non-Core</u>	\$25.00	\$50.00	(C)
4 th or more access lines* <u>Tier 2</u>	\$25.00	-	(C)

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

ISSUED: June 16, 2006

EFFECTIVE: August 1, 2006

In Accordance with Case No. 06-794-TP-ALT
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

3. Late Payment Charge *Non-specific

(C)

All charges are due on or before the due date set forth in the customer bill. The postmarked date of mailed remittances will be deemed the date of payment.

A late payment charge of \$2.00 or 1%, whichever is greater, remaining on any bill not paid by the 15th day after the bill is rendered will be assessed. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. Late charges are to be applied without discrimination

Telephone Service Company
Wapakoneta, Ohio

SECTION 5
FIRST REVISED SHEET 1
REPLACES ORIGINAL SHEET 1

P.U.C.O. No. 5
TARIFF

(D)

(D)

[RESERVED FOR FUTURE USE]

ISSUED: March 3, 2006

EFFECTIVE: May 1, 2006

In Accordance with Case No. 06-382-TP-SLF
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
GENERAL EXCHANGE SERVICE TARIFFS

A. IntraLATA Presubscription

1. General

IntraLATA Presubscription is a procedure whereby a customer designates to the Telephone Company the carrier which the customer wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. IntraLATA presubscription does not prevent a customer who has presubscribed to an intraLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

IntraLATA Presubscription will become effective August 8, 1997.

2. IntraLATA Presubscription Options.

Option A: Customer may select the Telephone Service Company as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option B: Customer may select a carrier other than Telephone Service Company as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option C: Customer may select no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the customer to dial a carrier access code to route all intraLATA calls to the carrier of choice for each call.

3. Rules and Regulations

Customers of record on the effective date of this tariff will retain their current dialing arrangements until they request that their dialing arrangements be changed. Until an affirmative choice is made, all customers will be assigned to the Telephone Company's intraLATA carrier.

P.U.C.O. No. 5
GENERAL EXCHANGE SERVICE TARIFFS

A. IntraLATA Presubscription (continued)

(N)

3. Rules and Regulations (continued)

Customers of record or new customers may select either Options A, B or C for intraLATA Presubscription.

Customers may change their selected Option and/or their presubscribed IntraLATA toll carrier at any time subject to charges specified in Paragraph 5 below.

4. IntraLATA Presubscription Customer Notices

The Telephone Company will notify customers that intraLATA Presubscription is available no longer than sixty (60) days following the effective date of this tariff. The notice will contain a description of intraLATA toll presubscription, how to make an intraLATA toll presubscription carrier selection, and a description of when and what charges apply related to the selection of an intraLATA toll carrier.

5. IntraLATA Presubscription Charges

a. Application of Charges

There will be no charges for a customer's initial intraLATA toll presubscription selection for a period beginning on the effective date of this tariff and ending no sooner than ninety (90) days following the mailing date of customer notification of intraLATA presubscription availability.

New local service customers will be asked to select a carrier(s) for their intraLATA toll and interLATA calls subject to presubscription at the time they place an order with the Telephone Company for local exchange service. If the new customer is unable to make a selection, at that time, the new customer will be read a random listing of all available intraLATA toll carriers to aid their selection. If the new customer is still unable to make a selection, at that time, the Telephone Company will inform the new customer that he/she will be given ninety (90) days in which to inform the Telephone Company of an intraLATA toll presubscription carrier choice at no charge. The new customer will also be informed that the Telephone Company will assess a charge for any selections made after the ninety (90) day window and that until a selection is

(N)

P.U.C.O. No. 5
GENERAL EXCHANGE SERVICE TARIFFS

A. IntraLATA presubscription (continued)

5. IntraLATA Presubscription Charges (continued)

- a. Application of Charges (continued)
made the customer will be required to dial a carrier access code to route all intraLATA toll calls.

New customers who do not make a intraLATA toll carrier presubscription choice at the time the new customer places an order establishing local exchange service with the Telephone Company will not be presubscribed to any intraLATA toll carrier, but rather will be required to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

After a customer's initial selection for a presubscribed intraLATA toll carrier, for any change thereafter, an intraLATA Presubscription Change Charge, as set forth in Paragraph 5.b will apply.

- b. Nonrecurring Charges

(1) IntraLata Presubscription Change Charge

Per business or residence line, trunk or port

Initial line, or trunk, or port \$5.00

Additional line, trunk, or port \$1.50

6. IntraLATA Presubscription Implementation Charge

The IntraLATA Presubscription Implementation Charge is a \$008990 per minute of use charge that is assessed intraLATA carriers to recover the Telephone Company's costs associated with the implementation of IntraLATA Presubscription. The charge is applied to all originating intraLATA switched access minutes generated on lines that are presubscribed for intraLATA service. The IntraLATA Presubscription Charge becomes effective September 21, 1998, unless otherwise ordered by the Commission, and will remain in effect for three years.

P.U.C.O. No. 5
Expanded Service Area

**Expanded Service Area
St. Marys, Botkins, Jackson Center,
Lima and Waynesfield Exchanges**

The services, rates, terms and conditions for the St. Marys, Botkins, Jackson Center, Lima and Waynesfield Exchanges will be identical to those of the Wapakoneta and Cridersville Exchanges.

Service will be available where facilities permit.

Issued: September 30, 2002

Effective: November 18, 2002

In Accordance with Case No. 02-2495 -TP-ATA
Issued by The Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio 45895

P.U.C.O. No. 5
Expanded Service Area

**Expanded Service Area Map
St. Marys Exchange**

Issued: March 25, 2002

Effective: March 25, 2002

In Accordance with Finding and Order in Case No. 01-2576-TP-UNC

Issued by The Public Utilities Commission of Ohio

Lonnie D. Pedersen, President

Wapakoneta, Ohio 45895

P.U.C.O. No. 5
Expanded Service Area

**Expanded Service Area Map
Botkins and Jackson Center Exchanges**

Issued: March 25, 2002

Effective: March 25, 2002

In Accordance with Finding and Order in Case No. 01-2576-TP-UNC

Issued by The Public Utilities Commission of Ohio

Lonnie D. Pedersen, President

Wapakoneta, Ohio 45895

P.U.C.O. No. 5
Expanded Service Area

**Expanded Service Area Map
Lima and Waynesfield Exchanges**

Issued: March 25, 2002

Effective: March 25, 2002

In Accordance with Finding and Order in Case No. 01-2576-TP-UNC

Issued by The Public Utilities Commission of Ohio

Lonnie D. Pedersen, President

Wapakoneta, Ohio 45895

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

Telephone Service Company will comply with all of the Commission's Minimum Telephone Service Standards (MTSS), set forth in Chapter 4901:1-5 of the Ohio Administrative Code (O.A.C.), including the following:

HANDLING OF CONSUMER COMPLAINTS
(O.A.C. 4901:1-5-05)

- (A) For purposes of this rule, a complaint is an informal investigation conducted by the public interest center staff or telecommunications provider at the request of a consumer or as a method for staff to determine the telecommunications provider's compliance with this chapter and other Commission policies. Each telecommunications provider shall fully and promptly investigate all complaints. The telecommunications provider shall provide a report of each complaint's resolution within ten business days of the date of receipt of the complaint to:
- (1) the subscriber, when investigating a complaint made directly to the telecommunications provider; or
 - (2) the subscriber and the Commission staff, when investigating a complaint referred to the telecommunications provider by the Commission staff.
- (B) After ten business days, if the investigation is not complete, the telecommunications provider shall provide an interim report to the subscriber when investigating a complaint made directly to the telecommunications provider or to both the subscriber and the Commission staff when investigating a complaint referred to the telecommunications provider by the Commission staff. The interim report shall include:
- (1) the date when a final resolution is expected to be complete;
 - (2) a report of the current status of the complaint; and
 - (3) a report explaining what work or research needs to be completed.
- (C) The Commission staff may request interim reports at other intervals containing the same or other data due to the nature of the complaint.
- (D) The telecommunications provider shall inform the subscriber, or both the subscriber and the Commission staff, of the results of the investigation, either orally or in writing. The subscriber, the Commission staff, or both may request the final report to be in writing. If the telecommunications provider provides the results of the investigation orally to the subscriber, it shall inform the subscriber of the right to have this final report in writing.

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

HANDLING OF CONSUMER COMPLAINTS (Continued)
(O.A.C. 4901:1-5-05)

(N)

- (E) If the subscriber disputes the telecommunications provider's report(s), the telecommunications provider shall inform the subscriber that the Commission staff is available to mediate complaints. The telecommunications provider shall provide the subscriber with the address, local/toll-free numbers, and TDD/TTY number of the Commission's public interest center.
- (F) All telecommunications providers shall provide the Commission staff with a name, telephone number, facsimile number, and e-mail address of a contact person who will respond to Commission concerns pertaining to consumer complaints. If any of the required information relating to the contact person should change, the telecommunications provider shall provide advance notice of such changes to the Commission.

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE
(O.A.C. 4901:1-5-13)

(N)

(A) Service applicants may be required to establish creditworthiness.

- (1) Chapter 4901:1-17 of the Administrative Code pertains, generally, to the manner in which credit may be established by residential utility customers. Except as otherwise indicated in this rule, in each instance where a provision of Chapter 4901:1-17 of the Administrative Code has application to residential telephone service provided by a telecommunications provider, it shall be deemed, under this rule, as also having application to nonresidential telephone service by such companies.
- (2) Telecommunications providers may required service applicants to establish financial responsibility as a condition precedent to establishing service. Both may rely on pertinent information obtained from credit reporting bureaus in determining whether creditworthiness need be established. However, a service applicant cannot be denied service, on creditworthiness grounds, unless the service applicant has been provided an opportunity to establish financial responsibility through every means available for doing so provided for in Chapters 4901:1-5 and 4901:1-17 of the Administrative Code.
- (3) When a telecommunications provider requires the financial responsibility of a service applicant to be established, it must inform the service applicant of all options available for meeting that requirement.

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

- (a) Paying a deposit must be among the available options, except where unpaid debt for regulated service is already owed by the service applicant to the telecommunications provider with whom the service applicant is seeking to establish service. Where unpaid debt for regulated service is owed, the Company may require the applicant to pay such debt pursuant to Rule 4901:1-5-13(A)(3)(d) of the Administrative Code.
- (b) Telecommunications providers are permitted, but not required, to make use of toll caps as a method of extending limited credit to subscribers or service applicants unable to maintain or establish their creditworthiness through other means, so long as the terms and conditions of the toll cap are set forth in a Commission-approved tariff. The terms and conditions under which a toll cap is imposed as well as the steps that the subscriber or service applicant may take to have the toll cap removed must be disclosed, in writing, by the telecommunications service provider at the time a toll cap is imposed.
- (c) If an applicant for service owes to a telecommunications service provider an unpaid bill for telecommunications service previously provided but discontinued for nonpayment, where the service applicant is presently seeking to establish or reestablish service with the same provider who previously provided the service, and is presently seeking to establish or reestablish the same class of service as that previously provided, the telecommunications service provider who provided the previous service is not obligated to deem the service applicant's creditworthiness as having been satisfactorily established under the Commission's establishment of credit and establishment of service rules so long as the bill for previous service remains unpaid. However, in no event, shall local exchange service be denied to any local exchange service applicant on grounds that the service applicant has failed to pay for a type of service other than local exchange service.

(N)

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

- (d) An unpaid bill for previous toll service can be considered as a reason to deny service to an applicant seeking a new 1+ presubscription toll service account only when the unpaid bill is owed to the same telecommunications provider with whom the applicant is now seeking to establish or reestablish service and the class of service previously provided is the same as that the applicant is now seeking to establish or reestablish. If the previous unpaid bill is owed to a provider other than that with whom the applicant is seeking to establish service, the subsequent toll provider may not deny service on that basis alone, but may consider the applicant's unpaid debt, as well as any pertinent information obtained from a credit reporting bureau, in determining whether there exists a need to assess a toll deposit or take other measures to assure creditworthiness. Moreover, in no event shall local exchange service be denied to any local exchange service applicant on grounds that the service applicant has failed to pay for a type of service other than local exchange service.
- (4) So long as it acts in a just, reasonable, and nondiscriminatory manner, a local service provider may, pursuant to a contract obligating it to do so, enforce the tariff-established credit and deposit policies of another telecommunications provider.
- (B) Deposits.
 - (1) Deposits for local service shall be calculated separately from deposits for toll service.
 - (2) Telecommunication service providers must choose only one, from between two alternative methods available for calculating deposits. Whichever method is chosen must be uniformly applied with respect to all service applicants and customers who are assessed a deposit.
 - (a) The first method, which may be referred to as "the individual service history method" involves calculating the amount of the deposit based on the known or estimated service history of the individual who is being assessed a deposit.

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

- (i) Under this method, the amount of a deposit assessed for local service shall not exceed two hundred and thirty per cent of the estimated or, where the customer or service applicant has either an existing or a previous local service account billing history with the local service provider, the historic monthly average total charge for all regulated local services provided (or to be provided) to the customer by the company or companies on whose behalf the deposit is assessed.
- (ii) Under this method, the amount of a deposit assessed for toll service shall not exceed two hundred and thirty per cent of the estimated or, where the customer or service applicant has either an existing or a previous toll service account billing history with the toll service provider, the historic monthly average total charge for all regulated toll services provided (or to be provided) to the customer by the company or companies on whose behalf the deposit is assessed.
- (b) The second method, which may be referred to as "the uniform statewide deposit amount method", involves calculating uniform statewide average deposit amounts for each of four categories of service: residence local exchange service, residence toll service, nonresidence local exchange service, and nonresidence toll service.
 - (i) Under this method, a local service provider shall develop and may apply a tariffed, single, company-specific, statewide deposit amount for residence local service accounts and/or a tariffed, single company-specific statewide deposit amount for nonresidence local service accounts. Likewise, a toll service provider shall develop and may apply a tariffed, single, company-specific, statewide deposit amount for residence toll service accounts and/or a tariffed, single, company-specific statewide deposit amount for nonresidence toll service accounts.
 - (ii) Using the second alternative, the toll service provider shall develop and may apply a tariffed, single, company-specific, statewide deposit amount for residence toll service accounts and/or statewide deposit amount for nonresidence toll service accounts.

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

- (iii) The amount of the deposit may not exceed two hundred and thirty per cent of the statewide average bill amount for the class and type of service involved, based on a study of all the provider's customers in the state of Ohio.
- (iv) A subscriber who is assessed a deposit based on the service provider's statewide average deposit amount may, at any time after the first three months of service and up to the end of the first full year of service, upon request, receive credit on his or her bill for the difference between the amount of the deposit actually paid and an amount equal to two hundred and thirty per cent of the subscriber's actual monthly average total bill for the type of service on which the deposit was based (where the actual monthly average is based on the subscriber's average actual monthly usage of that service, dating from the time of the assessment of the statewide deposit to the point at which the request for credit is made). Any amount so credited shall thereafter no longer accrue interest to be refunded with the deposit and, thereafter, be considered as deducted from the amount of the deposit which, along with the interest accrued, must be refunded pursuant to Rule 4901:1-17-06 of the Administrative Code.
- (3) Local service must be provided to local service applicants who are able to meet the deposit requirements for local service regardless of whether the applicant is able to meet the deposit requirements for toll service.
- (4) So long as payment of a toll deposit is in no way made a condition precedent to a local service applicant obtaining or maintaining local service, the assessment of a separately calculated deposit for local service may occur within the same bill as any separately calculated deposit for toll service.
- (5) Any initial or additional deposit assessed by a telecommunications provider shall be based only on the credit history for the same class of service as the applicant is seeking to establish.

(N)

(N)

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

- (C) Toll providers, or local service providers acting on behalf of toll providers subject to billing and collection agreements, may otherwise block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not, thereby, denied the right to select, through a presubscribed interexchange carrier (PIC) mechanism, any subsequent 1+ toll service provider under the terms of this chapter of the Administrative Code. Any such subsequent toll provider may not deny establishment of 1+ presubscribed toll service on grounds that the customer has failed to establish creditworthiness, if:
- (1) the customer is able to establish creditworthiness using one of the means for doing so available under Chapter 4901:1-5 or the Administrative Code; or
 - (2) the subsequent toll provider, exercising its own discretion, does not require the customer to establish creditworthiness (through any of the means available for doing so under Chapter 4901:1-5 of the Administrative Code); or
 - (3) the subsequent toll provider attempts to require the customer to establish creditworthiness using credit establishment procedures which do not comport with the Commission's credit establishment policies and/or are not set forth within a Commission-approved tariff.
- (D) When an applicant for 1+ toll service who has previously been universally blocked for nonpayment of toll charges seeks to select, through a PIC mechanism, some subsequent toll provider as the applicant's 1+ carrier of choice, the subsequently PICed toll provider may, subject to its tariffed toll deposit policies and the Commission's minimum telephone service standards set forth in Chapter 4901:1-5 of the Administrative Code, require a deposit (or other evidence of creditworthiness) from such applicant for toll service in accordance with Rule 4901:1-5-13(B) of the Administrative Code. However, the subsequently PICed toll provider may accept a lower deposit, or no deposit, based upon usage, toll cap provisions in its tariff, or credit information obtained either from a credit bureau or directly from the customer.

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

- (E) Nothing should constrain telecommunications providers from furnishing credit information acquired from their own experiences with their own customers to consumer reporting agencies, within the meaning of the federal Fair Credit Reporting Act. However, if and when telecommunications providers furnish such information to others, they must comply with all of the requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the federal Fair Credit Reporting Act.
- (F) All forms of toll blocking services offered by local service providers to toll service providers must be provided on a nondiscriminatory basis to all toll service providers, regardless of whether the local service provider has established a billing and collection agreement with the toll provider. Any charges for toll blocking service offered by a local service provider to toll service providers must be set forth in a Commission-approved tariff.
- (G) Changes to local exchange service after initiation of service
- (1) Within sixty days of the date of initiation of service, new residential local service subscribers shall be allowed, at a minimum, a one-time change of their type of local exchange service (i.e., flat-rate, message, or measured service) without charge. This does not preclude the Company from charging for the original service connection, monthly charges for the period such service was used, or the addition or removal of any optional local service.
- (2) Within sixty days of the date of a change in their type of service, existing residential local service subscribers shall be allowed to return to their prior type of local exchange service once without charge. This does not preclude the Company from charging for the previous service connection, monthly charges for the period such service was used, or the addition or removal of any optional local service. This does not apply to subscribers who have availed themselves of the relief afforded in paragraph (G)(1) of this rule within the previous six months.

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

RESIDENTIAL SERVICE GUARANTORS
(O.A.C. 4901:1-5-14)

(N)

- (A) If a local service provider or toll service provider requires a deposit as a condition of providing service, the Company must inform an applicant of the option of providing a third-party guarantor in lieu of a deposit.
- (B) Each applicant for residential service shall be deemed creditworthy and shall not be required to make a deposit as a precondition of receiving service if the applicant furnishes a written guarantee signed by a third-party guarantor who has a credit rating as defined in paragraph (A)(3) of Rule 4901:1-17-03 of the Administrative Code. The terms of the guarantee shall include the following:
 - (1) the guarantor may terminate the guarantee after thirty day's notice to the Company. The subscriber may be required to reestablish creditworthiness when the guarantor terminates the guarantee. The guarantor shall be obligated for charges for the local exchange and/or interexchange services provided to the subscriber through the date of termination of the guarantee; and
 - (2) the Company shall review annually the account history of each subscriber who has provided a guarantor. Once the subscriber satisfies the requirements for the refund of deposits, as stated in Rule 4901:1-17-06 of the Administrative Code, the Company shall, within thirty days, notify the guarantor in writing that the guarantor is released from all further responsibility for the account.
- (C) If a subscriber has provided a guarantor, that guarantor shall be afforded the opportunity to receive all notifications relating to the subscriber's disconnection of service for nonpayment. These notices shall be sent in the same manner and at the same time as those sent to the subscriber.

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE
(O.A.C. 4901:1-5-16)

(N)

- (A) The local service provider shall make an adjustment to a subscriber's bill in accordance with paragraph (B) of this rule whenever a subscriber's service is interrupted and remains out of service for more than twenty-four consecutive hours after being reported to the local service provider or after being found by the local service provider to be out of service. The length of the service interruption must be computed on a continuous basis, Saturdays, Sundays, and holidays included. This rule does not apply if the out-of-service condition:

- (1) occurs as a result of a negligent or willful act on the part of the subscriber;
- (2) occurs as a result of a malfunction of subscriber-owned telephone equipment or inside wire;
- (3) occurs as a result of a military action, war, insurrection, riot, or strike; or
- (4) cannot be repaired due to the subscriber missing a repair appointment.

Each local service provider must justify and document in its records each instance where it applied any of the exceptions listed in this paragraph.

- (B) If an out-of-service condition exceeds twenty-four hours but is less than forty-eight hours, the local service provider shall credit the subscriber's bill for at least the pro rata portion of the monthly charge(s) for all regulated local services rendered inoperative during the interruption. Credit for out-of-service conditions lasting longer shall be provided as follows:

- (1) The local service provider shall provide a subscriber who experiences an out-of-service condition of forty-eight hours but less than seventy-two hours a credit equal to at least one-third of one month's charges for any regulated local services rendered inoperative.
- (2) The local service provider shall provide a subscriber who experiences an out-of-service condition of seventy-two hours but less than ninety-six hours a credit equal to at least two-thirds of one month's charges for any regulated local services rendered inoperative.

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (Continued)
(O.A.C. 4901:1-5-16)

(N)

- (3) The local service provider shall provide a subscriber who experiences an out-of-service condition of at least ninety-six hours a credit equal to at least one month's charges for any regulated local services rendered inoperative.
- (C) A local service provider may apply for a waiver to paragraphs (A) and (B) of this rule in the event of a verifiable act of God. One copy of the waiver request shall be filed with the Commission's docketing division in the MTSS Docket, Case No. 00-1265-TP-ORD, and one copy shall be submitted to the PUCO Outage Coordinator within two business days of the onset of the claimed act of God. Such waiver request shall state the specific nature of the act of God, the extent and location of damaged facilities, and the number of customers affected. If the Commission or its staff takes no action within two business days of the filing of such waiver request, the act of God exception may be invoked by the local service provider. In the event an act of God exception is applied, the provisions of paragraph (B) of this rule will not apply until forty-eight hours after the onset of the verified act of God. Accordingly, forty-eight hours shall be added to each of the time frames established in paragraph (B) of this rule for purposes of determining credits to customer accounts. Each local service provider must justify and document in its records each instance where it has applied an act of God exception.
- (D) If the local service provider fails to install new access line service and any associated features within five business days of receiving an application for new service, or by the requested date, when at least five business days notice is given, the provider must waive at least one-half of all regulated nonrecurring installation charges associated with the new service or features. If the local service provider fails to install new access line service and any associated features within ten business days of an application for new service or fails to install such service by the requested installation date, when at least ten business days notice is given, the provider shall waive all regulated nonrecurring installation charges associated with the new service or features. Such credits shall not be required where:

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (Continued)
(O.A.C. 4901:1-5-16)

(N)

- (1) Special equipment or service is involved:
 - (a) "Cable pairs" are not deemed to be special equipment for purposes of this rule unless the requested service is in a completely undeveloped area where no facilities of any kind exist.
 - (b) When special equipment or a service exception is invoked, it shall be fully documented. The documentation of the required specific special equipment or service shall be maintained with the application for new service and include a description of the special equipment or service involved.
 - (2) Applicant or subscriber has not met pertinent tariff requirements;
 - (3) The installation cannot be completed as a result of a military action, war, insurrection, riot, or strike; or
 - (4) The installation cannot be completed due to a subscriber missing an installation appointment.
- (E) Missed customer appointments.
- (1) When the local service provider fails to meet a scheduled installation appointment, the Company shall waive at least one-half of the subscriber's regulated nonrecurring installation charges associated with the new service or features.
 - (2) When the local service provider fails to meet a repair appointment or a repair commitment, the Company shall credit the subscriber's bill in the amount of at least one-half of one month's charges for any regulated local services rendered inoperative.

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (Continued)
(O.A.C. 4901:1-5-16)

(N)

- (3) The credits required by paragraph (E)(1) of this rule do not apply when the local service provider provides the subscriber twenty-four hour notice of its inability to meet an installation appointment, or when the effects of a natural disaster prohibit the local service provider from providing such notice. In no event shall the application of Rule 4901:1-5-16(E)(3) of the Administrative Code, affect the service installation deadline and credit required under Rule 4901:1-5-16(D) of the Administrative Code.
- (F) In the event the local service provider omits a subscriber's listing from the white pages of the telephone directory or lists an incorrect telephone number, the Company shall issue the subscriber a credit for the equivalent of not less than three months' regulated local service charges. Such credit shall not apply in cases where the subscriber has provided such listing information after the deadline for directory publication. The subscriber shall be given the option of taking the credit or pursuing other remedies.
- (G) When it is confirmed that a local service provider has undercharged or overcharged any subscriber as the result of a miscalculation, inaccuracy, billing or other continuing problem under the service provider's control or under the control of the entity for whom the telecommunications carrier is billing charges:
- (1) The maximum portion of the undercharge that may be recovered from the customer is any billing month, based on the appropriate rates, shall be determined by dividing the amount of the undercharge by the number of months of undercharged or unbilled service, unless the customer agrees to alternative payment arrangements.
- (2) The total overcharge and accrued interest, at a rate of at least five per cent per annum, shall be reimbursed to the customer within two billing periods after the propriety of the reimbursement is confirmed.

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (Continued)
(O.A.C. 4901:1-5-16)

- (3) Each local service provider shall state the total amount to be collected for an undercharge by the second bill mailed to the customer after such collection is discovered. This rule shall not affect the local service provider's recovery of regular monthly charges.
 - (a) No local service provider shall recover any service or billing fee pursuant to this rule; and
 - (b) No local service provider shall disconnect service to any customer to collect an undercharge under this rule, except for nonpayment of the amount lawfully billed under this rule.
- (4) The adjustment for an overcharge shall be in the form of either a direct payment to the subscriber or a credit to the subscriber's account within the next two billing periods.

(N)

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE
(O.A.C. 4901:1-5-17)

(N)

- (A) Local service may only be disconnected for subscriber nonpayment of charges for local services regulated by the Commission. For purposes of this rule, local service is defined as every regulated service provided by the local service provider other than toll service and 900 and 976-like services.
- (B) Toll service may be disconnected for subscriber nonpayment of toll service, subject to the following conditions:
 - (1) Toll disconnection procedures shall comport with all applicable billing, notice, credit/deposit, and disconnection standards set forth in this chapter of the Administrative Code and shall be tariffed.
 - (2) A local service provider, including one which also provides toll service, may enforce the Commission-approved, tariffed disconnection procedures of a separate provider of toll services pursuant to a contract entered into between the local service provider and the separate toll service provider.

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)
(O.A.C. 4901:1-5-17)

(N)

- (C) Partial payments applied towards any past due amount on a bill or the balance due on a disconnection notice must be apportioned to past due regulated local service charges, then to any current local charges, before being applied by a telecommunications provider to any toll or nonregulated charges unless the subscriber pays the entire amount past due or more. In that case, any amount paid over the amount past due shall be applied first to current local charges.
- (D) A telecommunications provider must notify, or attempt to notify through any reasonable means, a subscriber before service is refused or disconnected when any of the following conditions exist:
 - (1) a violation of or noncompliance with the telecommunications provider's rules or tariffs on file with the Commission;
 - (2) a failure to comply with municipal ordinances or other laws pertaining to telecommunications services; or
 - (3) a refusal by the subscriber to permit the local service provider access to its facilities.
- (E) A telecommunications provider must notify or attempt to notify, through any reasonable means, the subscriber before service is disconnected when the subscriber has committed a fraudulent practice as set forth and defined in its tariffs on file with the Commission.
- (F) The telecommunications provider may not disconnect the local or toll service of a subscriber who pays the Company the total amount due (or an amount agreed upon between the Company and the subscriber) on his/her account by the close of business on the disconnection date listed on the disconnection notice.

(N)

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)
(O.A.C. 4901:1-5-17)

(N)

(G) No notice is required prior to disconnection when:

- (1) an emergency may threaten the health or safety of a person, or the local service provider's distribution system. If service is disconnected, the Company shall act promptly to restore service as soon as possible;
- (2) a subscriber's use of telecommunications equipment adversely affects the Company's equipment, its service to others, or the safety of the Company's employees or subscribers; or
- (3) a subscriber tampers with facilities or equipment owned by the telecommunications provider.

(H) If a subscriber or a member of the subscriber's household demonstrates that disconnection of service would be especially dangerous to his/her health, the local service provider must consider this circumstance when offering extended payment arrangements to avoid disconnection. Payment arrangements shall be offered regardless of the credit class of the subscriber.

(I) When a residential subscriber's local service is disconnected for nonpayment, the local service provider shall maintain the subscriber's access to emergency services for a period of at least fourteen days following such disconnection.

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)
(O.A.C. 4901:1-5-17)

(N)

(J) Local service may not be refused or disconnected to any applicant or subscriber for any of the following reasons:

- (1) failure to pay for service furnished to a former subscriber unless the former subscriber and the new applicant for service continue to be members of the same household;
- (2) failure to pay for a different class of service. Residential service may not be denied or disconnected for nonpayment of a nonresidential account and vice versa;
- (3) failure to pay any amount which is in bona fide dispute. The Company may not disconnect service if the subscriber pays either the undisputed portion of the bill or where the disputed amount is in question, the subscriber pays the amount paid for the same billing period in the previous year; or
- (4) failure to pay any nonregulated service charges.

(K) Payment schedule and disconnection procedures for nonpayment.

- (1) A subscriber's bill shall not be due earlier than fourteen days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due.
- (2) The Company shall not disconnect the service:
 - (a) sooner than fourteen days after the due date of the bill; and
 - (b) without sending a written notice of disconnection, postmarked at least seven days prior to the date of disconnection of service.

(N)

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)
(O.A.C. 4901:1-5-17)

(N)

- (3) A telecommunications provider may disconnect service during its normal business hours; however, no disconnection for past due bills may be made after twelve-thirty p.m. on the day preceding a day that all services necessary for reconnection are not available.
- (L) A notice of disconnection for nonpayment shall state the following:
 - (1) Failure to pay the amount required at the Company's office or to one of its authorized agents by the date specified on the notice may result in the disconnection of local or toll services;
 - (2) The earliest date when disconnection will occur;
 - (3) The reason(s) for disconnection and any actions which the subscriber must take in order to avoid the disconnection, including the total amount required to be paid (which shall not be greater than the past due balance);
 - (4) The total amount due to avoid disconnection of local service as defined in paragraph (A) of this rule, which must be listed separately from charges for regulated toll and charges for unregulated services;
 - (5) The total amount due for toll charges and a statement that nonpayment of toll charges may result in the disconnection of toll service;
 - (6) The total amount due for nonregulated charges and a statement that nonpayment of such charges cannot result in the disconnection of local service or regulated toll service;
 - (7) The address and telephone number of the office of the telecommunications provider that the subscriber may contact in reference to the subscriber's account;

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)
(O.A.C. 4901:1-5-17)

(N)

- (8) The following statement:

If your questions are not resolved after you have called (name of utility), customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826 or 1-614-466-3292 or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180 from 8:00 A.M. to 5:00 P.M. weekdays, or visit the PUCO website at www.puco.ohio.gov.

Residential customers may call the Ohio Consumers' Counsel (OCC), toll free at 1-877-742-5622 from 8:30 A.M. to 5:30 P.M. weekdays, or visit the OCC website at www.pickocc.org; and

- (9) A statement that an additional charge for reconnection may apply if service is disconnected. The statement shall also include a notice that payments to an unauthorized payment agent may result in the untimely or improper crediting of the subscriber's account.

- (M) Reconnection of local and toll service.

- (1) Unless prevented by circumstances beyond the Company's control or unless a subscriber requests otherwise, each telecommunications provider shall reconnect previously disconnected service by five P.M. on the next business day following either:

- (a) receipt by the Company or its authorized agent of the full amount in arrears for which service was disconnected, or upon verification by the Company that conditions which warranted disconnection of service have been eliminated; or
- (b) agreement by the Company and the subscriber on a deferred payment plan and a payment, if required, under the plan.

- (2) Before restoring service under this rule, a telecommunications provider may not insist upon payment of any amount that has not been included on a notice of disconnection.

(N)

ISSUED: January 15, 2002

EFFECTIVE: January 15, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

FCC DESIGNATED N11 SERVICES

I. 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS ⁽¹⁾

A. GENERAL

1. 811 Dialing Code ("811 Service") is a three digit local dialing arrangement for telephone voice transmission access to all certified "One Call" notification systems entities as a toll free call. The Federal Communications Commission (FCC) assigned 811 dialing code for nationwide access to One Call Notification Systems.
2. The three digit 811 abbreviated dialing One Call Notification code is assigned to the Approved "811 Provider" for use in providing One Call notification services to the public by way of voice grade facilities.
3. 811 Service is available from Telephone Service Company within the Company service area only. To provide access to 811 to end users in another company's service area or to Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 811 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 811 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.
4. All 811 abbreviated dialing code calls must be local in nature and will not result in any expanded local calling area (ELCA), intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers. However, 811 Service calls may result in local measured service charges where company subscribers' service plans include such charges.
5. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 811 Service is otherwise available wherever local service is accessible.

⁽¹⁾ This service will be available no later than May 14, 2007 per PUCO Case No. 05-1306-AU-COI.

P.U.C.O. No. 5
TARIFF

FCC DESIGNATED N11 SERVICES

(N)

I. 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

B. OBLIGATIONS OF THE APPROVED "ONE CALL" NOTIFICATION SYSTEMS PROVIDER

1. The 811 Provider must submit a written application to the Company for 811 Service at the state level. The 811 Provider may establish 811 Service in all or part of the Company's exchanges. There may be only one 811 Provider per exchange.
2. The 811 Provider's written application to establish 811 Service in a Company local exchange must include the following:
 - a. The local, foreign exchange or toll free telephone number into which the Company should translate the dialed 811 abbreviated code. If the 811 Provider desires to change the telephone number into which the 811 abbreviated dialing code is translated, the 811 provider must pay a number change charge as found in I.F.4 following.
 - b. For network sizing and protection, an estimate of annual call volumes and holding time for calls to the 811 Service.
 - c. An acknowledgment of the possibility that the Commission's assignment of the 811 abbreviated dialing code may be recalled at any time.
3. Local Calling for Company Subscribers
 - a. The 811 Provider, in cooperation with the Company, will assure that all 811 Service calls are local and do not generate ELCA, intraLATA toll, interLATA long distance or pay-per-call charges for company subscribers.
 - b. When the 811 Provider applies for 811 Service from the Company, the 811 Provider must supply the Company with a toll free number. The company will translate the 811 digits into the telephone number provided by the 811 Provider.
5. The 811 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 811 Provider or any other party of persons, for any personal injury to or death of any person or persons, or for any loss damage or distribution of any property, whether owned by the 811 Provider or others, arising out of or resulting directly from the 811 Service.
6. The 811 Provider must develop an appropriate method of responding to 811 calls directed to it out of confusion or in error by Company Subscribers.

(N)

ISSUED: April 3, 2007

EFFECTIVE: May 4, 2007

In Accordance with Case No. 07-359-TP-ATA,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

FCC DESIGNATED N11 SERVICES

(N)

I. 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

B. OBLIGATIONS OF THE APPROVED "ONE CALL" NOTIFICATION SYSTEMS PROVIDER
(Continued)

7. The 811 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 811 Provider to receive calls to the 811 Service during normal business hours.
8. The 811 Service is provided on the condition that the 811 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 811 Service without interfering with or impairing any services offered by the Company.
9. The 811 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
10. The 811 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 811 Service. The 811 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers, and released and all other rights from all holders of copyrights, trademarks and patents used in connection with said service.
11. The 811 Provider must respond promptly to all complaints lodged with any regulatory authority against the 811 Service. If requested by the Company, the 811 Provider must assist the Company in responding to complaints made to the Company concerning the 811 Service.
12. The 811 Provider shall not promote the 811 Service with the use of any auto dialer or broadcasting of tones that dial the 811 abbreviated dialing code.
13. The 811 Provider must work separately with competitive local exchange carriers ("CLECs") operating and serving customers in the Company's exchanges to ascertain whether 811 abbreviated dialing will be available to their end users.

(N)

ISSUED: April 3, 2007

EFFECTIVE: May 4, 2007

In Accordance with Case No. 07-359-TP-ATA,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

FCC DESIGNATED N11 SERVICES

(N)

I. 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

C. OBLIGATIONS OF THE COMPANY

1. The Company will establish the 811 Service within ninety days after receipt of the 811 Provider's completed application(s) for service of the effective date of this Tariff, whichever is later.
2. When an 811 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 811 Service call, the quality of the call or any features that may otherwise be provided with the 811 Service.
3. The Company will route 811 calls originating from end users on the Company's local exchange network whether they purchase service directly from the company or from another provider reselling company service. Otherwise, the Company is not responsible for establishing 811 Service for calls originating from other telecommunications providers.
4. The Company does not undertake to answer and forward 811 Service calls but furnishes the use of its facilities to enable the 811 Provider to respond to such calls at the 811 Provider established call centers.
5. The rates charged for 811 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 811 Provider must conduct such operation tests as, in the judgment of the 811 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 811 Provider must promptly notify the Company in the event the Company's facilities are not functioning properly.

D. LIABILITY

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 811 Service, or of the company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 811 Provider for the 811 Service and local exchange services for the period of service during which such mistake omission, interruption, delay, error or defect in transmission or defect of failure in facilities occurs.

(N)

ISSUED: April 3, 2007

EFFECTIVE: May 4, 2007

In Accordance with Case No. 07-359-TP-ATA,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

FCC DESIGNATED N11 SERVICES

(N)

I. 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

D. LIABILITY (Continued)

2. The Company is not liable for any losses or damages caused by the negligence of the 811 Provider.
3. The Company's entire liability to any person for interruption or failure of the 811 Service is limited to the terms set forth in this and other sections of this Tariff.
4. The Commission's local assignment and the 811 Service Provider's use of the 811 abbreviated dialing code are subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 811 Service Provider for any damages the 811 Service Provider may incur that results from a national assignment of the 811 abbreviated dialing code.
5. The Company will make every effort to route 811 calls to the appropriate 811 Service Provider call center, however, the Company will not be held responsibility for routing mistakes or errors.

E. OTHER TERMS AND CONDITONS

1. The 811 Service will not provide calling number information in real time to the 811 Provider. If this type of information is required, the 811 Provider must subscribe to compatible Caller ID service as described in Section 2D of this Tariff.
2. The 811 Service is provided for the benefit of the 811 Provider. The provision of the 811 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 811 Provider.
3. A written notice will be sent to the 811 Provider following oral notification when its 811 Service unreasonably interferes with or impairs other services rendered to the public by the company or by other subscribers of abbreviated dialing codes. If after the notification the 811 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 811 Provider is unwilling to accept the modifications, or if the 811 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

(N)

ISSUED: April 3, 2007

EFFECTIVE: May 4, 2007

In Accordance with Case No. 07-359-TP-ATA,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

FCC DESIGNATED N11 SERVICES

(N)

I. 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS⁽¹⁾ (Continued)

F. RATES & CHARGES

1. A Central Office Charge applies for each Company host central office out of which the 811 Provider orders 811 Service, as follows:
 - a. When a Company exchange is served by more than one host central office, a Central Office Charge is applicable for each host central office in that exchange.
 - b. If the 811 Provider establishes 811 Service in multiple Company exchanges serviced by the same host central office, only one Central Office Charge applies.
2. A Number Change Charge applies when the 811 Provider establishes service or applies to change the telephone number into which the 811 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
3. When translating the seven or ten digit number to the 811 abbreviated dialing code, application Service Connection Charges are specified in Section 4 of this Tariff will apply in addition to the rates listed below.
4. Rates:

	Nonrecurring Charge	Maximum Nonrecurring Charge
Central Office Charge ⁽¹⁾	\$175.00	\$350.00
Number Change Charge (per Telephone Number)	\$ 35.00	\$ 70.00

- ⁽¹⁾ This is applied at the host central office only, and covers all offices that are part of that host complex with a single translated number. If more than one translated number is desired, apply the charge as many times as there are numbers. Any given office must have one number translated to – this cost does not cover cases where the Local Agency wants two or more translated numbers. Such a case would require class marking or a database.

(N)

ISSUED: April 3, 2007

EFFECTIVE: May 4, 2007

In Accordance with Case No. 07-359-TP-ATA,
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, President
Wapakoneta, Ohio

Exhibit B

P.U.C.O. No. 5
Tariff

TABLE OF CONTENTS

General Rules and Regulations	Section 1
Miscellaneous Services and Equipment	Section 2
Basic Telephone Assistance	Section 3
Custom and Advanced Calling Services	Section 4
Exchange Rates	Section 5
IntraLATA Presubscription	Section 6
Expanded Service Area	Section 7
FCC Designated N11 Service	Section 8

Additional rates, terms and conditions regarding TSC business and toll services are available on TSC's website at www.telserco.com.

Issued: March 19, 2008

Effective: March 19, 2008

In Accordance with Case No. 08-266-TP-ATA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, Chief Operating Officer
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

EXPLANATION OF SYMBOLS

- (C) To signify changed regulations.
- (D) To signify discontinued rate or regulation.
- (I) To signify increased rates.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (S) To signify reissued matter.
- (T) To signify a change in text, but no change in rate or regulation.
- (M) To signify text has been moved from original location.

P.U.C.O. No. 5
Tariff

ALPHABETICAL INDEX TO TOPICS

	<u>Classification*</u>	<u>Section</u>	<u>Sheet No.</u>
811 Service for "One Call" Notification Systems		8	65
Advanced Calling Services (ACS)		4	37
Application of Tariff		1	5
Construction Charges		2	20
Custom Calling Services	Multiple Tiers	4	34
Directory Assistance Service		2	17
Directory and Listing Services	Multiple Tiers	2	23
Establishment and Furnishing of Service		1	9
Exchange Rates & Maps	Multiple Tiers	5	50
Expanded Service Area & Maps		7	61
IntraLATA Presubscription		6	58
Lifeline Assistance		3	28
Link Up		3	26
Mileage Charges	Tier 1 Core	2	20
Obligation and Liability of Telephone Company		1	5
Optional Bundled Packages		5	54
Service Connection Assistance		3	24
Service Connection Charges	Multiple Tiers	5	55
Special Assemblages		2	23
Touch Tone Service		2	23
Use of Service and Facilities		1	7
Vacation Rates		2	17

P.U.C.O. No. 5
Tariff

(RESERVED FOR FUTURE USE)

Issued: March 19, 2008

Effective: March 19, 2008

In Accordance with Case No. 08-266-TP-ATA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, Chief Operating Officer
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS

All telephone companies are subject to the commission's rules for minimum telephone service standards (MTSS) found in Chapter 4901:1-5 of the Administrative Code. Telephone company tariffs should inform customers that they have certain rights and responsibilities under the MTSS and that these safeguards can be found in the appendix to rule 4901:1-5-03 of the Administrative Code. This rule 4901:1-6-06 (B) (e) can be found in the Commission's approved retail rules in case number 06-1345-TP-ORD. These rights and responsibilities include complaint handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of service.

I. APPLICATION OF TARIFF

This tariff applies to exchange service furnished by Telephone Service Company, hereinafter referred to as the Telephone Company or Company, within the Wapakoneta and Cridersville exchanges and to toll service furnished by the Telephone Company over its facilities or made available by the Telephone Company over facilities of other telephone companies.

II. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

A. Subscriber Billing Adjustments For Local Exchange Service

The Company will comply with the Commission's Minimum Telephone Service Standards regarding subscriber billing adjustments for local exchange service, set forth in O.A.C. 4901:1-5.

B. Availability of Facilities

The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights-of-way for the construction and maintenance of the necessary pole lines, circuits and equipment.

C. Service Interruptions

The Company will comply with the Commission's Minimum Telephone Service Standards regarding interruption of service, set forth in O.A.C. 4901:1-5.

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS

II. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

D. Directory Errors and Omissions

The Telephone Company assumes no liability whatsoever for damages accruing from errors or omissions in the making or printing of its directory. The Telephone Company will not be a party to controversies arising between subscribers or others as a result of listings published in the directory. Approval of the above tariff 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.

The Company will comply with the Commission's Minimum Telephone Service Standards regarding omission of a subscriber's listing from the white pages of the telephone directory or the listing of an incorrect telephone number, set forth in O.A.C. 4901:1-5.

E. Transmitting Messages

1. The Telephone Company does not transmit messages but offers the use of its facilities for communications between subscribers.
2. No one employed by the Telephone Company, in any capacity, is authorized to receive or transmit verbal or written messages, unless it is solely as agent for the person desiring the same, and the Telephone Company will assume no responsibility for such service. Approval of the above tariff 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.

F. Handling of Consumer Complaints

The Company will comply with the Commission's Minimum Telephone Service Standards regarding the handling of consumer complaints, set forth in O.A.C. 4901:1-5.

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS

III. USE OF SERVICES AND FACILITIES

A. Ownership and Use of Equipment

The facilities necessary for the rendition of telephone service are furnished by the Telephone Company and placed in the subscriber's hands as custodian. The subscriber shall be responsible for the reasonable care and safekeeping of such facilities. The subscriber shall be required to reimburse the Telephone Company for the disappearance or destruction of such facilities from any cause other than ordinary usage or a casualty involving the subscriber's premises.

The telephone service rendered to a subscriber shall not be used for receiving, transmitting or delivering any message or communication in respect of which a consideration has been or is to be paid to any party other than the Telephone Company, except as may be permitted by the rules and regulations contained in this tariff, nor shall such service be used in any way in competition with the Telephone Company in its present or future service.

B. Unauthorized Attachments

No equipment, apparatus, circuits or devices shall be attached to, or connected with, facilities furnished by the Telephone Company, whether physically, by induction or otherwise, which will not meet the requirements of the Telephone Company. The Telephone Company shall have the right to disconnect any such unapproved attachment or connection, or to suspend the service during its continuance, or to terminate the service.

C. Subscriber-Provided Terminal Equipment

Subscriber-provided terminal equipment and communications systems may be used with facilities furnished by the Telephone Company for exchange and long distance message telecommunications service as specified in this section.

When the Telephone Company is requested to provide such service, the subscriber, at the option of the Telephone Company, should inform the Telephone Company as to the type of equipment requested to be interconnected to the Telephone Company's facilities and the proper interconnect device which is designed to properly function with the subscriber's equipment.

Charges for such service will be in accordance with recurring and non-recurring charges as set forth on other pages of this tariff.

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS

III. USE OF SERVICES AND FACILITIES (Continued)

C. Subscriber-Provided Terminal Equipment (Continued)

Whenever equipment or facilities of the subscriber are connected to equipment or facilities of the Telephone Company, it is contemplated that when trouble develops, the subscriber will make appropriate tests of his equipment or facilities to determine whether trouble is in his or the Telephone Company's equipment or facilities before reporting an out-of-service or other trouble condition to the Telephone Company.

The subscriber is liable and is required to maintain (including, but not limited to, repair, modify, replace, etc.) and bear all associated costs for maintenance of subscriber-provided terminal equipment that has connection to telecommunications services furnished by the Telephone Company. This liability includes the requirement that, when written notice is received from the Telephone Company, the subscriber alters or changes at this own expense all subscriber-provided terminal equipment:

1. if changes to communications facilities shall require alteration or change, and/or
2. if complaints from subscribers relate to another subscriber's subscriber-provided terminal equipment, and/or
3. if test and dispatched trouble investigation results from subscriber-provided terminal equipment.

Failure to alter or change subscriber-provided terminal equipment upon written notice may result in temporary denial or termination of subscriber's service.

D. Use of Subscriber Service

The use of subscriber service is restricted to the subscriber, persons residing in the subscriber's household, his employees or representatives. The Telephone Company may refuse to install service or permit service to remain on premises where the instrument is so located that it is accessible to the general public.

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS

IV. ESTABLISHMENT AND FURNISHING OF SERVICE

A. Application for Service

Applications for party line service are accepted by the Telephone Company with the understanding that the subscriber will so use the service as not to interfere with the equitable proportionate use of the service by other subscribers on the same line. When the duration or number of local messages sent or received by a party line subscriber is so great as to prevent such equitable proportionate use, the Telephone Company may discontinue the service of the offending subscriber upon the subscriber's refusal to accept a class of service suitable to his needs. The continuous use of a party line for local messages is limited to five minutes.

Before building rural line extensions, or installing any special equipment, the Telephone Company may demand such sureties as sound credit may justify, to assure the payment of any charges provided under this tariff, and to assure the retention of the service for the full period provided for in the contract. Investments in rural line extensions will be made by the Telephone Company along highways for a distance of one-half mile, and on private property for a distance of six hundred feet. The excess construction cost above this amount, if any, must be borne by the prospective subscriber at the time of application.

When special or extraordinary plant or equipment facilities are required to furnish any service covered in this tariff, the Telephone Company will require a contract with the subscriber. This contract may require the subscriber to keep the service for a specified length of time sufficient for the Telephone Company to amortize the cost of construction, installation, maintenance and taxes. If the subscriber does not retain the service for the full period as provided in the contract, the Telephone Company may required the payment of a termination charge equivalent to the monthly charges for the service for the remaining months of the contract period.

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS

IV. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

B. Classification of Business & Residence Service

Service shall be classified as business service when it is located at a business location, or when it is located in a residence but used primarily for business or professional purposes, or when the residence is connected to or forms a continuous part of the structure housing the business. The use of telephone service shall determine its classification.

Fraternal societies or clubs which are maintained solely through the collection of dues from members and are not regularly engaged in or benefiting from any commercial or merchandising activity conducted incidental to their operation, churches, public or parochial schools will be furnished service at regular rates for comparable residence service when such service is maintained continuously throughout the year. Party line services will not be furnished to such subscribers.

C. Payment for Service

Subscribers are responsible for all charges for telephone service rendered in connection with local and toll calls for messages originating at or sent collect to their telephones. The Telephone Company will not enter into an arrangement restricting the use of toll service to certain individuals in the organization of the subscriber. Due to the inaccuracy of voice identification, the Telephone Company will not be responsible for verbal approval for the use of toll facilities or acceptance of toll charges to or from any subscriber's telephone. No toll credit will be extended to any subscriber having an unpaid toll account 30 days past due.

Accounts are payable at the Telephone Company's business office or any agency established by the Telephone Company for the purpose of collecting its accounts. The Telephone Company reserves the right to require payment for service at intervals of less than a month in cases where the use is excessive or unusual. Failure to receive a bill will not exempt the subscriber from payment of any sum or sums due the Telephone Company.

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS

IV. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

C. Payment for Service (Continued)

Disconnection of service will be in compliance with the Commission's Minimum Telephone Service Standards 4901:1-5. However, disconnection shall not affect the subscriber's liability for the payment of all charges accruing for service.

Service applicants may be required to establish creditworthiness. The Company will comply with the Commission's Minimum Telephone Service Standards, set forth at 4901:1-5. Customers may be assessed a deposit, and may have the option of providing a third-party guarantor in lieu of a deposit, pursuant to O.A.C. 4901:1-5.

D. Suspension and Termination of Service for Cause

The Telephone Company may either suspend or terminate the service of the offending subscriber for any of the following causes:

1. the non-payment of any sum or sums due the telephone company;
2. the use of foul or profane language over, through or by means of his telephone for the promotion of immoral or other illegal practices;
3. the impersonation over, through or by means of the telephone, of any person or persons with fraudulent or malicious intent;
4. the listening to the conversation of others passing over his party line; or
5. any other infraction of the regulations of the Telephone Company.

The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service, set forth in O.A.C. 4901:1-5.

A Reconnection Charge will apply for reconnecting service for a subscriber whose service has been disconnected for any of the causes enumerated above. The Reconnect Charge consists of a Service Order Charge and a Central Office Connection Charge. Refer to Section 5, Sheet 55-56 of this tariff for additional information regarding these charges.

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS

IV. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

D. Suspension and Termination of Service for Cause (Continued)

The Telephone Company shall respond promptly to customer inquiries pertaining to charges for toll services, either by handling the inquiry itself, or referring it to the IXC, depending on the nature of the customer's inquiry.

Disconnection of a customer's toll service for nonpayment of toll charges shall be accomplished through universal toll blocking, offered to all toll service providers on a nondiscriminatory basis. Toll disconnection service shall be provided as follows:

	<u>Non-Recurring Charge</u>
Universal Toll Blocking	\$5.00/Customer Disconnected

E. Toll Blocking Policy

Telephone Service Company when providing toll service, may "universally" block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not denied the right to select, through a presubscribed interexchange change (PIC) mechanism, any other 1+ presubscribed toll service provider who is obligated to provide such service under the terms of the Selective Access Policy.

Under the terms of the Selective Access Policy, Telephone Service Company when providing toll service, may not deny establishment of 1+ presubscribed toll service on the grounds that the customer has failed to establish creditworthiness, if:

1. the customer is able to establish creditworthiness using one of the means for doing so available under the Public Utilities Commission of Ohio's (PUCO) rules, or
2. Telephone Service Company when providing toll service, exercising its own discretion, does not require the customer to establish creditworthiness (through any of the means available for doing so under the PUCO's rules), or
3. Telephone Service Company when providing toll service, attempts to require the customer to establish creditworthiness using credit establishment procedures which do not comport with the PUCO's credit establishment policies and/or are not set forth within a PUCO approved tariff.

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS

IV. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

E. Toll Blocking Policy (Continued)

When a prospective customer, who has previously been universally blocked for nonpayment of toll charges by another carrier, seeks to select Telephone Service Company as his or her 1+ carrier of choice, Telephone Service Company may, subject to our tariffed toll deposit policies and the Commission's rules on establishment of service, require a deposit for toll service. This deposit shall be in accordance with Rule 4901:1-5, but Telephone Service Company may negotiate a lower deposit.

Telephone Service Company may furnish credit information, acquired from the Company's own experiences with the customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. The Company will follow all requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the Federal Fair Credit Reporting Act.

Upon payment by the customer of all past due toll debt to Telephone Service Company, the Company will remove the block and all 1+ dialing capabilities, including 10-XXX, will be restored.

F. Returned Checks *Non-specific

The Company will assess a charge of Ten Dollars (\$10.00) for each instance in which a customer's check, tendered to the Company as payment for any bill received or any other monetary obligation is returned to the Company for insufficient funds. Such charge will be posted to the customer's account immediately upon return of the check, and will be billed with the customer's next regular billing.

If any check is returned to the Company marked "NSF" or is otherwise returned to the Company for insufficient funds, the payment represented by such check will be immediately debited from the customer's account, will be deemed by the Company not to have been made, and will be cause for suspension or denial of service as described in other provisions of this tariff.

GENERAL RULES AND REGULATIONS

IV. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

G. Deposits

To safe guard its interest, before a service is furnished, Company may require a Customer to make a deposit to be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation.

The Company shall apply reasonable and nondiscriminatory creditworthiness standards for customers to establish service consistent with Chapter 4901:1-17 of the Administrative Code. The Company may relay on pertinent information obtained from credit reporting bureaus in determining whether creditworthiness need be established.

The Company will require deposits for residential customers (in addition to the requirements in Chapter 4901:1-1-17 of the Administrative Code) and small business customers and will use the method following for calculating deposits. The deposit requirement will be uniformly applied to all residential and small business customers who are assessed a deposit.

Cash deposits are not to exceed two hundred and thirty percent of the estimated average monthly bill for the individual customer's regulated services for the ensuing twelve months, as found in Chapter 4901:1-5-05 of the Administrative Code.

The deposits will not be held for more than 180 days. Interest on intrastate deposits held for 180 days or longer will be handled in accordance with Rule 4901:1-17-05 of the Ohio Administrative Code.

The Company will comply with the Commission's Minimum Telephone Service Standards set forth in Chapter 4901-1:17 of the Administrative Code.

H. Late Payment Charges

Customer bills are postmarked no later than the first calendar day of the month and payments are due no earlier than the fourteen calendar day from the postmark date. Payments will be considered received for purposes of crediting the customer's account on the same business day that the customer's payment is received by the Company or its authorized payment agent. Authorized payment agent fees shall not exceed more than two dollars per transaction for processing payments by cash, check or money order. Bills may be rendered in electronic format if available and if the customer affirmatively chooses.

P.U.C.O. No. 5
Tariff

GENERAL RULES AND REGULATIONS

IV. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

H. Late Payment Charges (Continued)

A late payment charge of \$2.00 or 1%, whichever is greater, remaining on any bill not paid by the 19th day after the bill is rendered will be assessed. Late payment fees will not be applied to the following:

- a. Any portion of the bill that is in bona fide dispute.
- b. Any previous late payment fees included in the amount due.
- c. Service establishment charges for lifeline services.

I. Denial and Disconnection of Local and Toll Service

1. In the event of abandonment of the service, the nonpayment of any sum due, the use of the service in such manner as to interfere with the service of other telephone users or the use of the service for any purpose other than as a means of communication, the Telephone Company may either temporarily deny service or terminate the service. Subsequent to the completion of an order to discontinue service, it will be re-established only upon the basis of a new service application.
2. In the event the subscriber indicates that he cannot, or will not, pay his overdue bill, or refuses to negotiate reasonable payment arrangements, the Telephone Company may immediately disconnect his service.
3. The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service, set forth in O.A.C. 4901:1-5.

J. Telephone Directories

1. The Telephone Company will furnish, without charge, one directory for each subscriber to access line service. Any additional copies of the directory requested by the subscriber may be billed at the regular rates charged to non-subscribers. Directories regularly furnished to subscribers are the property of the Telephone Company, are furnished only as an aid to the use of the service and are to be returned to the Telephone Company upon request. No binder, holder or auxiliary cover, except such as may be provided by or with the consent of the Telephone Company, shall be used on or in connection with any directory furnished by the Telephone Company.

P.U.C.O. No. 5
Tariff

IV. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

J. Telephone Directories (Continued)

2. The subscriber has no property right in the telephone number which is assigned by the Telephone Company, and the Company reserves the right to change the telephone number of a subscriber whenever it deems it necessary to do so in the conduct of its business.
3. The subscriber is entitled to one listing in the alphabetical section of the directory.
4. Extra Name Service. Business subscribers may list the name of products or commodities they sell as an extra name service. Members of the firm, officers of a corporation or bona fide employees of the subscriber represented by the primary listing may also be listed as extra name service on the telephone number of the primary listing.

Residential subscribers may list blood relatives of the same surname as extra name service.

Persons having extra name service listings must occupy the same premises as those occupied by the subscriber having the primary listing.
5. When the Telephone Company considers it advisable, it may publish a classified section in the directory for business subscribers only. Each business access line or business extra name service listing may be listed in such classified section without additional charge. Any additional listing in the classified section of the telephone directory are considered advertising mediums and may be billed in advance for the anticipated life of the directory.

K. Boundaries of Telephone Company/Borderline Cases

The Telephone Company concurs with the recommendations set forth in Exhibit "A" entitled "Boundaries" of the Public Utilities Commission of Ohio, Section Order No. 348, which sets forth rules and regulations governing borderline situations of boundaries of exchange, base rate, locality rate and zone rate areas.

P.U.C.O. No. 5
Tariff

MISCELLANEOUS SERVICES AND EQUIPMENT

I. VACATION RATES

Upon request, a subscriber may temporarily suspend his service for a period of not less than two months and not more than six months in any year at a charge of one-half present access line rates and charges per month.

II. DIRECTORY ASSISTANCE SERVICE

A. Regulations

1. The Telephone Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.
2. The rates specified in Section 2, Sheet No. 19.C, are not applicable to calls from pay telephone station, or from hospitals and skilled nursing homes. For the purpose of this tariff, the term "skilled nursing homes" applies to those nursing homes that provide 24-hour per day professional nursing care.
3. Directory Assistance Service furnished to the visually or physically handicapped:
 - (a) Charges for Directory Assistance Service are not applicable to calls placed by visually or physically handicapped subscribers to the Directory Assistance attendant. One residence service per handicapped person is designated by that handicapped person who is unable to use a directory due to a visual or other physical handicap. Such person must make application to the Telephone Company for exemption and will be required to provide suitable proof of handicap. Such application shall be established by the following procedures:
 - i. A letter to the Telephone Company from a qualified professional familiar with the person's visual or physical impairment stating that the person qualifies for the exemption, or
 - ii. The filling out of a prepared form made available by the Telephone Company, by a qualified professional familiar with the person's visual or physical impairment.

Issued: March 19, 2008

Effective: March 19, 2008

In Accordance with Case No. 08-266-TP-ATA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, Chief Operating Officer
Wapakoneta, Ohio

P.U.C.O. No. 5
Tariff

MISCELLANEOUS SERVICES AND EQUIPMENT

II. DIRECTORY ASSISTANCE SERVICE (Continued)

A. Regulations (Continued)

- (b) Exemption may be extended to one business service in lieu of a residence service where the handicapped person subscribes only to a business service that is located in the residence of said person.
- (c) For the purpose of this tariff, a visually handicapped person is defined as follows:
 - i. Visual acuity of 20/60 or worse with the best refractive correction with best eye, or
 - ii. Visual field of 20° or less in diameter.
- 4. Directory Assistance service for the communicatively impaired:
 - (a) For purposes of this tariff, the definition of impaired refers to those persons with communication impairments, including those hearing impaired, deaf, deaf/blind, and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.
 - (b) Residential impaired customers or impaired members of a customer's household, upon written application and upon certification of their impaired status, which is evidenced by either a certificate from a physician, health care official or state agency or a diploma from a credited educational institution for the impaired, may receive a discount off their message toll service rates and if they utilize telebraille devices, they may receive free access to local and intrastate long distance directory assistance. Additionally, TDD lines maintained by nonprofit organizations and governmental agencies, upon written application and verification that such lines are maintained for the benefit of the impaired, may receive a discount off their message toll services rates.

P.U.C.O. No. 5
Tariff

MISCELLANEOUS SERVICES AND EQUIPMENT

II. DIRECTORY ASSISTANCE SERVICE (Continued)

B. Service

1. The Company provides Local and National Directory Assistance Service. Customers requesting a National number (i.e. any number that is not within the customer's local service area or EAS areas) will hear a prompt that informs the customer that they have the option of having their call completed.
2. The customer may request a maximum of two (2) telephone numbers per directory assistance call.

C. Rates

1. Local

- (a) Requests made of Directory Assistance for telephone numbers of individuals or businesses located in Wapakoneta may call Wapakoneta, Buckland, Cridersville, and Cridersville may call Buckland, Cridersville, Lima and Wapakoneta exchanges for \$0.55 per call. Both business and residential customers will receive an allowance of three (3) free directory assistance calls per month.

2. National

- (a) Requests made of Directory Assistance for telephone numbers of individuals or businesses located outside of the Local service area described above will be \$0.95 per call (plus applicable toll charges, if they choose to have their call completed). There is no additional charge for completion of the call.

P.U.C.O. No. 5
TARIFF

MISCELLANEOUS SERVICES AND EQUIPMENT

III. MILEAGE CHARGES * Tier 1 Core

Any class of service will be furnished beyond the Base Rate Area at the regular rates applicable within the Base Rate Area plus an extra mileage charge of \$1.00 per month for each mile or fraction thereof that special pair of wires are required beyond the Base Rate Area. The distance beyond the base rate area will be measured by air line distance.

<u>Monthly Rate</u>	<u>Maximum Rate</u>
\$1.00/ea. mile or fraction	\$1.00/ea. mile or fraction

The Base Rate Area of an exchange shall be the area defined on the exchange Base Rate Area Map.

IV. CONSTRUCTION CHARGES

A. Private Right-of-Way Construction

When an applicant is so located that it is necessary to use a private right-of-way to furnish service, and the telephone company is unable to obtain the required right-of-way without additional expense; the applicant may be required to pay the expense (or rental) incurred by the telephone company in securing and retaining such right-of-way.

For the construction of all poles and wires on private property the telephone company may make a charge based on time and materials or the actual cost of direct labor, indirect labor, overheads and materials. All poles and wires constructed on private property are to be under the control of the telephone company as long as they are connected with the system of the telephone company. The maintenance and renewal of poles and wires on private property shall be at the expense of the subscriber but under the control and direction of the telephone company.

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

Issued: March 19, 2008

Effective: March 19, 2008

In Accordance with Case No. 08-266-TP-ATA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, Chief Operating Officer
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

MISCELLANEOUS SERVICES AND EQUIPMENT

IV. CONSTRUCTION CHARGES (Continued)

When the telephone company attaches its facilities to poles of other companies in lieu of providing pole line construction the charges to be applied are the same as those which would have been applied if pole line construction had been provided by the telephone company.

For underground service entrance the telephone company will place the necessary duct, cable or wire in the street to the curblin; on private property, the telephone company will make a charge based on time and material or the actual cost of direct labor, indirect labor, overheads and materials. Such underground extensions on private property shall be made under control and direction of the telephone company. The maintenance and renewal of duct, cable or wire on private property shall be at the expense of the subscriber, but under control and direction of the telephone company. The telephone company will not place its cables or wires in the same duct with electric light or other high tension lines.

B. Construction on Public Highways

1. Within the Base Rate Area

No charge is made to the applicant for permanent construction provided by the telephone company on public highways, streets or alleys in order to furnish service where no facilities are available, except where poles are needed on private right-of-way to make proper road clearance and exceeding 200' of permanent construction on such right-of-way.

P.U.C.O. No. 5
TARIFF

MISCELLANEOUS SERVICES AND EQUIPMENT

IV. CONSTRUCTION CHARGES (Continued)

B. Construction of Public Highways (Continued)

If in excess of the 200' the private right -of-way construction charge is applicable.

2. Outside the Base Rate Area

The telephone company adopts and concurs with P.U.C.O. Session Order No. 154, which sets forth the rules and regulations governing construction charges on public highways outside the base rate area.

In all cases of pole line construction on public highways, ownership is vested in the telephone company. All instrumentalities erected on public highways are owned and maintained by the telephone company. When the telephone company attaches its facilities to the poles of other companies, in lieu of providing pole line construction, the charges to be applied are the same as those which would have been applied if pole line construction had been provided by the telephone company.

C. Buried Entrance

Where a buried wire or buried cable type of entrance facilities is provided by the telephone company in cases where such type of facilities is not considered normal, as hereinafter set forth, the subscriber shall be required to pay for all excavation and fill-in in connection with maintenance and replacement of such buried wire or buried cable type of entrance facilities.

P.U.C.O. No. 5
TARIFF

MISCELLANEOUS SERVICES AND EQUIPMENT

V. SPECIAL ASSEMBLAGES

Where the telephone company, at the request of the subscriber, furnishes special assemblages or special services which are not provided for or established under this tariff, a charge thereof, in addition to the published rates, will be made in each case. Special assemblages will be made at the discretion of the telephone company.

VI. DIRECTORY AND LISTING SERVICES

The following services are available to subscribers at the monthly rates below:

		<u>Rate</u>	<u>Max</u>
(a)	Extra Name Service, Residence	\$ 1.75/month	
(b)	Unlisted/Non-Published Number, each <u>*Tier 1 Non-Core</u>	\$ 2.00/month	\$4.00
(c)	Enterprise Listing, each	\$ 5.00/month	
(d)	Foreign Listing, Residence	\$ 1.75/month	

VII. TOUCH TONE SERVICE

Touch tone service is included in the access line rate.¹

Note: *Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until August 1, 2008. After August 1, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case No. 06-794-TP-ALT, effective August 1, 2006.

Issued: March 19, 2008

Effective: March 19, 2008

In Accordance with Case No. 08-266-TP-ATA
Issued by the Public Utilities Commission of Ohio
Lonnie D. Pedersen, Chief Operating Officer
Wapakoneta, Ohio

P.U.C.O. No. 5
TARIFF

BASIC TELEPHONE ASSISTANCE

I. SERVICE CONNECTION ASSISTANCE

A. General

Service Connection Assistance is a telephone assistance program that provides certain eligible residential customers requesting local exchange service with the following benefits:

- * Waiver of applicable deposit requirements under this tariff
- * Full or partial waiver up to \$60.00 of applicable service connection charges for establishing or re-establishing local exchange service as described in Section 4 of this tariff (Service Connection Assistance does not apply to network wiring charges)

B. Regulations

1. Service Connection Assistance is a basic local exchange residential service offering available to customers who are currently participating in one of the following assistance programs:
 - (a) Home Energy Assistance Program (HEAP);
 - (b) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
 - (c) Food Stamps;
 - (d) Federal public housing assistance or Section 8; or
 - (e) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid).

P.U.C.O. No. 5
TARIFF

BASIC TELEPHONE ASSISTANCE

I. SERVICE CONNECTION ASSISTANCE

B. Regulations (Continued)

2. The Telephone Company shall require, as proof of eligibility for Service Connection Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section B.1, above; identifying the specific program or programs from which the customer receives benefits.
3. Customers of Service Connection Assistance cannot be a dependant (as defined by the Federal Income Tax Code) under the age of 60.
4. Service Connection Assistance is available for all grades of service.
5. Service Connection Assistance is available for a single telephone line at the customer's principal place of residence.
6. Service Connection Assistance shall be available to eligible customer not more than once in a one-year period at the same address. Customers must pay or make arrangements to pay to the Telephone Company any outstanding bills for regulated telephone services in the customer's name, and no other members of the household may owe money for such services previously provided at the customer's current address.
7. Service Connection Assistance customers are not restricted on the optional services to which they may subscribe.

P.U.C.O. No. 5
TARIFF

BASIC TELEPHONE ASSISTANCE

II. LINK UP

A. General

1. Link Up is a federal assistance program that provides eligible residential customers with the following benefits:
 - * A reduction of the Telephone Company's applicable service connection charges equal to one-half of such service connection charges, or \$30.00, whichever is less.
 - * A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan, does not exceed 12 months duration. (Service Connection charges do not include the Telephone Company's applicable security deposit requirements.)

B. Regulations

1. Link Up Assistance is available to residential customers who are currently participating in one of the following assistance programs:
 - (a) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
 - (b) Food St amps;
 - (c) Supplemental Security Income (SSI) under Title XVI of the Social Security Act.
 - (d) Federal public housing assistance or Section 8;

P.U.C.O. No. 5
TARIFF

BASIC TELEPHONE ASSISTANCE

II. LINK UP (Continued)

B. Regulations (Continued)

- (e) Home Energy Assistance Programs (HEAP);
 - (f) National School Lunch Program's Free Lunch Program (NSL);
 - (g) Household income at or below 150% of the poverty level; or
 - (h) Ohio Works First/Temporary Assistance for Needy Families (TANF)
- 2. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in Section II.A., above.
 - 3. The Telephone Company shall require, as proof of eligibility for Link Up Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section II.B.1., above; identifying the specific program or programs from which the customer receives benefits. If a customer applies for both Link Up and Lifeline, such customer may utilize the same document to verify eligibility for both programs. If the customer is applying for Link-Up based on income, Section II.B.1.g., examples of income documentation would be 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document.
 - 4. The Telephone Company's Link Up program shall allow a qualifying low-income consumer to receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.
 - 5. Link Up customers are not restricted on the optional services to which they may subscribe.
 - 6. If the customer disagrees with a company's findings regarding eligibility for Link-Up, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

P.U.C.O. No. 5
TARIFF

BASIC TELEPHONE ASSISTANCE

III. LIFELINE ASSISTANCE

A. General

1. Lifeline Assistance is a federal support program that provides eligible customers with the following benefits

- * A recurring discount equal to the maximum contribution of federally available assistance will be applied to the monthly basic local exchange service charge; at no time should the discounts cause the monthly basic local exchange rate to be less than zero.
- * A waiver of the Federal Subscriber Line Charge.
- * A waiver of the Federal Universal Service Charge.
- * Free toll limitation services (e.g., toll blocking, toll control and 900/976 blocking), upon customer's request.
- * A waiver of the Telephone Company's service deposit requirement.
- * Customers have the option to purchase call waiting and an option for other features if they self-certify that the feature is for medical and safety reasons per Rule 4901-1-4-05.
- * Credit of one-hundred percent of all nonrecurring service order charges for commencing service.
- * Telephone Service Company Lifeline is a Tier 1 Core Service.

B. Regulations

1. Lifeline Assistance is available to residential customers who are currently participating in one of the following assistance programs:
 - (a) Home Energy Assistance Programs (HEAP);
 - (b) Food Stamps;
 - (c) Supplemental Security Income – blind and disable (SSDI)
 - (d) Supplemental Security Income (SSI) under Title XVI of the Social Security Act.
 - (e) General Assistance (including disability assistance (DA)
 - (f) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
 - (g) Federal public housing assistance, or Section 8;
 - (h) Ohio Works First/Temporary Assistance for Needy Families (TANF)
 - (i) National School Lunch Program's Free Lunch Program;
 - (j) Household income at or below 150% of the poverty level; or

P.U.C.O. No. 5
TARIFF

BASIC TELEPHONE ASSISTANCE

III. LIFELINE ASSISTANCE (Continued)

B. Regulations (Continued)

2. Participants of Lifeline Assistance shall not be disconnected from local service for non-payment of toll charges. In addition, the Company will not deny reestablishment of local service to customers who are eligible for lifeline Assistance and have previously been disconnected for non-payment of toll charges.
3. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
4. Participants in Lifeline may subscribe to Call Waiting at tariffed rates. Customers have the option to purchase other features for medical and/or safety reasons. Requests to purchase other features must be signed by the customer self-certifying that the feature is necessary for medical and/or safety reasons. Existing Lifeline customers that have optional features prior to the adoption of the Telephone Company's alternative regulation plan will be grandfathered into the Lifeline program so long as the customer makes no changes whatsoever to their existing local exchange service.
5. The Telephone Company shall require, as proof of eligibility of Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section III.B.1., above; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the carrier if the customer ceases to participate in such program or programs. If a customer applies for both Lifeline and Link Up, such customer may utilize the same document to verify eligibility for both programs. If the customer is applying for Link-Up based on income, Section III.B.1.g., examples of income documentation would be 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document.

P.U.C.O. No. 5
TARIFF

BASIC TELEPHONE ASSISTANCE

III. LIFELINE ASSISTANCE (Continued)

B. Regulations (Continued)

6. Customers will receive a recurring discount that provides them with the maximum contribution of federally available assistance. At no time will the monthly basic local exchange service charges less the discount cause the local service rates to be less than zero.
7. The Telephone Company shall perform a verification audit of a customer receiving Lifeline Assistance.
8. The Lifeline discounts and waivers apply to only one access line per household.
9. Lifeline customers with past due bills for regulated local service charges will be offered special payment arrangements for these past due balances. These arrangements will consist of an initial payment not to exceed \$25.00, before service is installed, with the balance for the regulated local charges to be paid over six equal monthly installments. Lifeline customers with past due bills from toll service will be required to have toll restricted service until such past due toll charges have been paid in full or until the customer establishes service with a subsequent toll provider pursuant to the Minimum Telephone Service Standards.

C. Enrollment Process

1. Existing Customers:
 - (a) Customers with dial tone wanting to establish lifeline service should complete and submit a company lifeline application, and provide documentation if applicable, within 15 business days of requesting the discount.
 - (b) The company will review the customer's lifeline application to determine customer's eligibility within 15 business days.