

EXHIBIT A
(Existing Schedule Sheets)

(This is incomplete in itself.)
(See parts 1 – 4 of this filing for complete Exhibit A.)

Tariff P. U. C. O. No. 12
GENERAL EXCHANGE TARIFF

This tariff cancels and supersedes
all prior General Exchange Tariffs
issued by The Chillicothe Telephone
Company, including all supplements
thereto.

THE CHILLICOTHE TELEPHONE COMPANY

General Exchange Service

Applying in all exchanges of the Company

Issued November 12, 1974

Effective 12-1-74

Issued by ROBERT McKELL, President

In accordance with Order No. 72-539-Y, issued by
The Public Utilities Commission of Ohio, November 1, 1974

THE CHILLICOTHE
TELEPHONE COMPANY

Checklist
Forty Fifth Revised Sheet No. 1
Cancels Forty Fourth Revised Sheet No. 1

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

This tariff contains the following listed pages, each of which is effective on the date shown thereon.

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Issued: March 10, 2008

Effective: March 10, 2008

Issued by William McKell, President
In accordance with the Public Utilities Commission of Ohio
Case filed March 10, 2008 in Case No. 90-5012-TP-TRF

THE CHILLICOTHE
TELEPHONE COMPANY

Checklist
Seventeenth Revised Sheet No. 2
Cancels Sixteenth Revised Sheet No. 2

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

This tariff contains the following listed pages, each of which is effective on the date shown thereon.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

This tariff contains the following listed pages, each of which is effective on the date shown thereon.

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Issued: March 10, 2008

Effective: March 10, 2008

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In accordance with the Public Utilities Commission of Ohio
Case filed March 10, 2008 in Case No. 90-5012-TP-TRF

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

This tariff contains the following listed pages, each of which is effective on the date shown thereon.

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Issued: April 15, 2005

Effective: April 15, 2005

Issued by Thomas McKell, President
In accordance with the Public Utilities Commission of Ohio
Case filed April 15, 2005 in Case No. 05-496-TP-ZTA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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Issued: June 10, 1987

Effective: July 1, 1987

Issued by ROBERT MCKELL, PRESIDENT
In accordance with Public Utilities Commission of Ohio
Order dated June 2, 1987 in Case Number 87-651-TP-ATA

THE CHILLICOTHE TELEPHONE
COMPANY

Preface
First Revised Sheet No. 3
Cancels Original Sheet No. 3

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF SYMBOLS

- (T)
- (C) - To signify changed regulations;
 - (D) - To signify discontinued rate or regulations;
 - (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. (T)

Issued: January 12, 1982

Effective: January 20, 1982

Issued by ROBERT McKELL, PRESIDENT
In accordance with Public Utilities Commission of Ohio
Order dated January 6, 1982 in Case Number 81-137-TP-AIR

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INDEX*

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*NOTE: This is not a complete index to this tariff. Generally, words and phrases defined (and listed in alphabetical order) in Section 1, "Explanation of Terms," are not listed herein. Those definitions are an essential part of this tariff; it cannot be fully understood without reference to them.

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Effective: April 15, 2005

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In accordance with the Public Utilities Commission of Ohio
Case filed April 15, 2005 in Case No. 05-496-TP-ZTA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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* As to scope of this Index, see Note at Sheet 4 of this Preface.

Issued: May 16, 2007

Effective: May 16, 2007

Issued by William McKell, President
In accordance with the Public Utilities Commission of Ohio
Case filed May 16, 2007 in Case No. 90-5012-TP-TRF

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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*As to scope of this Index, see Note at Sheet 4 of this Preface.

Issued: May 13, 2005

Effective: June 12, 2005

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In accordance with the Public Utilities Commission of Ohio
Order dated April 13, 2005 in Case No. 05-461-TP-UNC

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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*As to scope of this Index, See Note at Sheet 4 of this Preface

Issued: May 13, 2005

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In accordance with the Public Utilities Commission of Ohio
Order dated April 13, 2005 in Case No. 05-461-TP-UNC

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INDEX* (cont'd.)

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*As to scope of this Index, See Note at Sheet 4 of this Preface

Issued: May 4, 2007

Effective: June 3, 2007

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In accordance with the Public Utilities Commission of Ohio
Order dated February 14, 2007 in Case No. 07-531-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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*As to scope of this Index, see Note at Sheet 4 of this Preface

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In accordance with the Public Utilities Commission of Ohio
Order dated April 13, 2005 in Case No. 05-461-TP-UNC

TARIFF P.U.C.O. NO. 12
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*As to scope of this Index, see Note at Sheet 4 of this Preface.

Issued: January 31, 2006

Effective: March 3, 2006

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In accordance with the Public Utilities Commission of Ohio
Order dated January 31, 2006 in Case No. 06-122-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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*As to scope of this Index, see Note at Sheet 4 of this Preface.

Issued: September 28, 2004

Effective: September 24, 2004

Issued by Thomas McKell, President
In accordance with the Public Utilities Commission of Ohio
Order dated September 22, 2004 in Case No. 04-1253-TP-ALT

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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*As to scope of this Index, see Note at Sheet 4 of this Preface.

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In accordance with the Public Utilities Commission of Ohio
Order dated September 22, 2004 in Case No. 04-1253-TP-ALT

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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*As to scope of this Index, see Note at Sheet 4 of this Preface.

Issued: May 13, 2005

Effective: June 12, 2005

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In accordance with the Public Utilities Commission of Ohio
Order dated April 13, 2005 in Case No. 05-461-TP-UNC

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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*As to scope of this Index, see Note at Sheet 4 of this Preface.

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Effective: September 24, 2004

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In accordance with the Public Utilities Commission of Ohio
Order dated September 22, 2004 in Case No. 04-1253-TP-ALT

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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*As to scope of this Index, see Note at Sheet 4 of this Preface.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS

ACCESS LINES

A telephone facility which permits access to and from both the customer premises demarcation point and the telephone exchange or service central office.

ALPHABETICAL DIRECTORY

An alphabetical list of customers and others for whom directory listings are provided. An alphabetical directory may include the listings for one or more exchanges. More than one alphabetical directory may be included in one directory book.

(D)

(D)

(D)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (Cont'd)

CALL TRANSFER SERVICE

An arrangement, to provide for the automatic transfer of a call from the called telephone to another telephone station. (T)

CENTRAL OFFICE

A switching unit, in a telephone system providing service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting lines and trunks. More than one central office may be located in the same building.

CENTRAL-OFFICE AREA OR CENTRAL-OFFICE DISTRICT

The specific section of an exchange area served by a particular central office. More than one central office may serve the same central-office area.

CENTRAL-OFFICE LINE

A circuit which directly connects with a central office either (1) an individual or party-line main station, (2) a private-branch-exchange system or any component thereof, or (3) a station of a private-branch-exchange system having the switching equipment located at the central office.

CHARGES BASED UPON COSTS INCURRED -- (See Rates or Charges Based Upon Costs Incurred)

CIRCUIT

The term applied to a channel used for the transmission of electrical energy in the furnishing of telephone service. In the case of battery circuits and generator circuits, each pair of wires or fraction thereof is considered as a separate channel.

CLASS OF SERVICE

The term used in describing exchange service with respect to the character of use to be made of such service. The Telephone Company furnishes two classes of service, business and residence. (For distinctions, see definitions of Grade of Service and Type of Service.)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (cont'd.)

COIN-COLLECTING DEVICE

A coin box attached to a telephone to receive money deposited in payment of message charges.

COIN LINE SIDE SUPERVISION-CENTRAL OFFICE

Provides central office features for Payphone Service such as coin monitoring, coin control (collection & return of coins, if applicable) and/or answer supervision.

(N)

COMMON-BATTERY SERVICE

The type of telephone service in connection with which electrical energy for talking and signaling is supplied from a central point. This is the only type of service furnished by the Telephone Company.

CONNECTING COMPANY

A corporation, association, partnership, or individual owning or operating one or more exchanges and with whom traffic is interchanged.

CONSTRUCTION CHARGE

A nonrecurring charge to cover the expense incurred by the Telephone Company for constructing facilities in order to furnish service.

CONTINUOUS PROPERTY

The continuous plot of ground, including any buildings thereon, occupied by a customer and which is not separated by public highways or by property occupied by others, except that where a customer owns or leases properties on both sides of a street, alley, highway, body of water, railroad right of way, etc., which properties otherwise would be continuous, such properties are considered continuous property, provided poles or conduit are not required for the placing of wire facilities between the properties, or, if required, are provided and maintained by or at the expense of the customer.

CUSTOMER -- (See Section 1, Sheet 13)

(D)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (cont'd.)

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|
(D)

DIRECTORY -- (See Alphabetical Directory)

DIRECTORY LISTING

The publication in the Telephone Company's alphabetical directory, or listing in the Telephone Company's information records, of information relative to a customer's telephone number, by which telephone users are enabled to ascertain the telephone number of a desired telephone.

ENTRANCE FACILITIES

Facilities extending from the point of entrance on private property to the premises in which service is furnished.

EXCHANGE

A basic unit for the administration of communication service in a specified area, called the exchange area, which usually embraces a city, town, or village, and its environs. It usually consists of one or more central offices together with the associated plant used in furnishing communication service to the general public within that area.

EXCHANGE AREA

The territory served by an exchange.

EXCHANGE SERVICE

The service of furnishing facilities for telephone communication within a local-service area, in accordance with the regulations and charges specified in the Exchange Rate and General Exchange Tariffs. Exchange service includes the furnishing of the local facilities required to establish and maintain connection between an exchange station and the toll plant in connection with toll calls, except those toll calls for which the applicable

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (cont'd.)

toll tariff specifies that the toll charges cover all service rendered. Exchange service also includes the furnishing of the facilities required to establish and maintain connection between an exchange station and radio station (or with the intervening toll plant, when the use thereof is required) in connection with radiotelephone calls.

Flat-Rate Service: Customer exchange service in connection with which a stipulated monthly charge is made covering all local message use within a defined area.

Payphone Service: Exchange service in connection with which local-message use is measured in terms of local messages for purposes of charging for the service, and in connection with which a coin-collecting device is included as a part of the station equipment, if applicable. (C)

EXPENSE INCURRED BY TELEPHONE COMPANY

Wherever "expense incurred by the Telephone Company" is applied in this tariff, such expense consists of an estimate of the expenditure by the Telephone Company for labor, material, engineering, supervision, motor vehicles, and tools, and any other expenditures incident thereto, to the extent that any or all of such items are applicable in the particular situation involved.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (cont'd.)

EXTRA-EXCHANGE LINE

That portion which lies outside the base-rate area or locality-rate area of a line used in furnishing customer service of which one terminal is within either a base-rate area or a locality-rate area and the other is outside such area.

FLAT-RATE SERVICE -- (See Exchange Service)

GRADE OF SERVICE

The term used in describing exchange service with request to the number of main stations which may be connected to a central-office line. The Telephone Company furnishes several grades of service; e.g., individual access line, two-party access line, four-party access line, key systems trunk and trunk-line service.

INDIVIDUAL LINE

A central-office line designed for the connection of only one main station. (Not a private-branch-exchange trunk line.)

INFORMATION AND REFERRAL SERVICE-211

The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code.

INITIAL CONTRACT PERIOD

The minimum length of time for which a customer is obligated to pay for service, facilities, and equipment, whether or not retained by the customer for such minimum length of time.

INSTALLATION CHARGE

A nonrecurring charge made for the placing or connecting, for the establishment of service, which may or may not be associated with other charges for the service. (An "installation charge" is not a "service connection, move or change charge" -- for the definition of these terms, See Section 7, "Service Connections, Moves, and Changes.")

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (Cont'd)

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(D)

(D)

(D)

(D)

(D)

LISTING -- (See Directory Listing)

LOADING COIL

A device added to a circuit to improve transmission by reducing attenuation.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (cont'd.)

LOCAL MESSAGE

A communication between a calling station and any other station within the local-service area of the calling station.

LOCAL SERVICE -- (Same as Exchange Service)

LOCAL SERVICE AREA

The area throughout which communication service is rendered to a calling station without the application of toll charges.

NET RATE

The applicable rate after deducting the discount, if any, provided by the Exchange Rate Tariff to be allowed for prompt payment.

NON-LISTED NUMBER SERVICE (N)

The telephone number is not published in the telephone directory, but can be obtained through Directory Assistance.

NON-PUBLISHED NUMBER SERVICE (N)

The telephone number is not published in the telephone directory and cannot be obtained through Directory Assistance.

OBSOLETE

These services are classified as "limited availability" offerings and are provided only to the extent that it is immediately available from existing company stock.

PARTY LINE

A central-office line designed for the connection of more than one main station.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (cont'd.)

PAYPHONE SERVICE

A business access line to which a coin or coinless instrument may be attached. If applicable, Coin Line Side Supervision is available that provides various central office features such as coin monitoring, coin control and/or answer supervision.

(N)

(N)

PREMISES

The building, portion or portions of a building, used and occupied at one time by the customer in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous in extent at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

PRIVATE-BRANCH-EXCHANGE TRUNK LINE

A central-office line connecting a private-branch-exchange system with a central office.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (cont'd.)

PRIVATE PROPERTY

The continuous plot of ground owned or leased and occupied by a customer and not separated by public highways or by property owned by others.

PRIVATE RIGHT OF WAY -- (See Right of Way)

PUBLIC HIGHWAY

A road, street, highway, way, lane, or alley under the control of and kept by the public.

(C)

RATES OR CHARGES BASED UPON COSTS INCURRED

Wherever "rates or charges based upon costs incurred" are applied in this tariff, such rates or charges consist of an estimate of the following items, to the extent that they are applicable:

- (a) Cost of maintenance.
- (b) Cost of operation.

Tariff P. U. C. O. No. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (Cont'd)

- (c) Depreciation on the estimated cost, installed, of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- (d) Administration costs, taxes, and uncollectible revenue, on the basis of reasonable average charges for these items.
- (e) Any other specific items of expense associated with the particular situation.
- (f) A reasonable amount, computed on the estimated cost, installed, of any facilities provided, for return and contingencies.

Estimated cost, installed, as mentioned in (c) and (f), above, includes cost of equipment and material specifically provided or used, plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights of ways, and any other items which are chargeable to the capital accounts.

RELAY CIRCUIT

An arrangement of circuits to provide for electrical separation, but at the same time allow for the transfer or passage of operations from one circuit to one or more other circuits, and also to provide, where necessary, additional sources of energy.

REPEATER

A combination of one or more amplifiers, together with their associated equipment, so arranged as to provide for two-way transmission in a telephone circuit.

RIGHT OF WAY

The right which the Telephone Company obtains to use the land of another for the purpose of installing, constructing, operating, and maintaining its facilities. The phrase "right of way" also means a strip of land which the Telephone Company has acquired the right to use for its facilities.

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In accordance with Order No. 72-539-Y, issued by
The Public Utilities Commission of Ohio, November 1, 1974

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (cont'd.)

Private Right of Way: A right of way on private property not a part of a public highway.

ROTARY SERVICE

An arrangement whereby two or more lines or private-branch-exchange trunk lines furnished to a customer at any given location are grouped so that calls to the first number of the grouped lines are automatically routed to the first nonbusy line of the lines so grouped, and a busy signal or busy report is not given unless all the grouped lines are busy.

(D)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (Cont'd)

(D)

(D)

SUBSCRIBER - CUSTOMER

(T)

The individual, partnership, association, or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Telephone Company.

(D)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (Cont'd)

(D)

TELEPHONE COMPANY

The Chillicothe Telephone Company, its successors and assigns.

TERMINAL

The designation given the equipment with which a circuit is connected or the equipment on which a circuit terminates.

TERMINATION CHARGES

A charge applied when a contract for service is terminated by the customer before the expiration of the initial contract period. (T)

TIE LINE

A circuit directly connecting a private-branch-exchange system with another private-branch-exchange system.

TOLL MESSAGE

A message from a calling station to a station located in a different local-service area, for which a toll charge is imposed as provided in the Ohio Bell Telephone Company Message Toll Service Tariff in which The Chillicothe Telephone Company concurs. (T)
(T)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS (cont'd.)

TRUNK LINE

A circuit over which customer's messages are sent between two central offices or between the central office and a private branch exchange system or key system.

- (a) Inter-Office Trunk: A circuit connecting central offices located in the same local service area.
- (b) P.B.X. Trunk: A circuit connecting a private branch exchange switchboard with a central office switchboard.
- (c) Key System Trunk: A circuit connecting a key system with a central office switchboard.

TYPE OF SERVICE

The term used in describing exchange service with respect to each of the following:

- (a) The use to be made of such service; i.e. by the customer, his family, employees, etc., or by the general public, or by both. With respect to this use of the term, the Telephone Company furnishes two types of service: customer service and payphone service.
- (b) The comparative limitation which the Telephone Company places on the number of times customer service may be used for the stipulated monthly charge. With respect to this use of the term, the Telephone Company furnishes only one type of service: flat-rate (or unlimited) service.
- (c) The physical characteristics of the service. With respect to this use of the term, the Telephone Company furnishes only one type of service: common-battery dial service.

(For distinctions, see definitions of Class of Service and Grade of Service.)

UNIVERSAL TOLL BLOCKING and Removal of

(N
)

The term used to describe the denial of a customer's access to 1+ interLATA and intraLATA toll service for nonpayment of regulated toll charges.

Removal of Universal Toll Blocking can occur:

- (a) When full payment of said toll charges is received; or
- (b) With authorization from another carrier that has accepted the customer for 1+ toll service.

A deposit, which is subject to rules established in the Ohio Administrative Code, may be required to establish toll service. A \$5.00 carrier change charge would apply to add a carrier.

(N
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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS

The Chillicothe Telephone Company will comply with PUCO Minimum Telephone Service Standards set forth in Chapter 4901:1-5 of the Ohio Administrative Code (O.A.C.). (N)

A. General

The following general regulations are applicable in addition to other regulations contained in this General Exchange Tariff and in the Telephone Company's Exchange Rate Tariff.

B. Obligation and Liability of Telephone Company

1. 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 for the construction, installation, testing and maintenance of the necessary pole lines, circuits and equipment.

2. Service Irregularities and Interruptions

Because the subscriber has control of his communications over the facilities furnished by the Telephone Company and of the other uses for which facilities may be furnished him by the Telephone Company, and because of the unavailability of errors incident to the services and to the use of such facilities, the Telephone Company's obligations are subject to the terms, conditions, and limitations herein specified.

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

The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or facilities and not caused by subscriber-provided equipment or facilities or by the negligence of the subscriber, or of the Telephone Company in failing to maintain proper standards of maintenance and operation and exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

B. Obligation and Liability of Telephone Company (cont'd.)

3. Directory Errors and Omissions (concl'd.)

Approval of this 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.

(N)

The Company will comply with PUCO 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 (F), and found in Section 5 of this Tariff.

4. Transmitting Messages

Except as otherwise specifically provided in this tariff, the Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons.

5. Use of Connecting-Company Lines

When the lines of another telephone company are used in establishing connections to points not reached by the Telephone Company's lines, the Telephone Company shall not be held liable for any act or omission of the other company.

6. Defacement of Premises

The Telephone Company is not liable for any defacement of or damages to the premises of a subscriber resulting from the attachment of the Telephone Company's instruments, apparatus, and associated wiring on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Telephone Company.

7. Service in Hazardous Locations

Except as otherwise specifically provided in this tariff, the Telephone Company will require the subscriber to install and maintain service at locations which are or may be hazardous or dangerous to its employees or property.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

B. Obligation and Liability of Telephone Company (concl'd.)

8. Service at Outdoor Locations

(S)

The Telephone Company will refuse to provide, maintain, or restore service at outdoor locations unless the subscriber agrees in writing to indemnify and save harmless the Telephone Company from and against any and all loss or damage that may result to instruments, apparatus, wiring, or other equipment furnished by the Telephone Company at such locations.

9. Subscriber Billing Adjustments for Local Exchange Service

(N)

The Company will comply with PUCO 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 5 of this Tariff.

10. Handling of Consumer Complaints

The Company will comply with PUCO Minimum Telephone Service Standards regarding the handling of consumer complaints, set forth in O.A.C. 4901:1-5-05, and found in Section 5 of this Tariff.

C. Use of Service and Facilities

1. Ownership and Use of Equipment

Equipment and lines (other than inside wire) furnished by the Telephone Company on the premises of a customer are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises during normal working hours of the Telephone Company (except when by prior arrangement another time has been agreed upon by the Telephone Company and the customer) for the purpose of installing, inspecting, maintaining, or repairing the equipment and lines (other than inside wire), or for the purpose of removing such equipment and lines (other than inside wire). Such agents and employees of the Telephone Company entering the premises of the customer shall show his credentials or emblems of authority and state the reason or reasons for his visit. Such equipment and lines (other than inside wire) are not to be used for performing any part of the work of transmitting, delivering, or collecting any message where any toll or consideration has been or is to be paid any party other than the Telephone Company, without the written consent of the Telephone Company.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

C. Use of Service and Facilities (cont'd.)

2. Authorized Attachments and Connections

Customer-provided equipment and facilities may be attached to or connected with facilities furnished by the Telephone Company, subject to provisions set forth in Section 16 of this tariff.

(S)

3 Use of Customer Service

Customer service, as distinguished from Payphone Service, is furnished only for use by the customer, his family, employees, or representatives, persons residing in the customer's household, or guests of the customer, except as the use of the service may be extended to patrons of hotels and hospitals, members of clubs, or to persons temporarily subleasing customer's residential premises.

4. Use of Party-Line Service

Applications for party line telephone service are no longer accepted by the Telephone Company.

(T)

5. Local Message

A local message is a communication between a calling station and any other station within the local-service area of the calling station.

D. Establishment and Furnishing of Service

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

(N)

1. Application and Contract for Service

Application for service shall constitute a contract when accepted verbally or in writing by the Telephone Company or upon the establishing of service. The initial minimum contract period for exchange service is one (1) month from the date service is established unless otherwise specified herein or elsewhere in the Telephone Company tariff.

(T)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

D. Establishment and Furnishing of Service (cont'd.)

2. Application of Business and Residence Rates

(b) Residence Rates

(1) Service is classified and charged for as residence service:

At all residence locations only where the primary use of the service is of a social or domestic nature, where non-residence use, if any, is solely incidental to the primary social or domestic use, and where a residence type listing is furnished.

(2) When furnished at any location as an access to a repeater control and/or autopatch facility of a bona fide amateur radio operator, organization or society duly licensed as a primary station by the Federal Communications Commission as an amateur radio station pursuant to FCC Part 97, Section 5 [47 CFR Section 97.5] or any successor regulation. The Telephone Company may request a copy of the amateur radio station license prior to the installation of service.

When it is determined that a subscriber to residence service is using the service in such a manner that it should be classified and charged for as business service under the above provisions, the Telephone Company will discontinue the service of such subscriber in the event he refuses to permit his service to be classified as business service and pay the applicable business rate.

(3) Advance Payments

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. (T)

(4) Establishment of Credit/Deposits/Guarantors

Service applicants may be required to establish creditworthiness. The Company will comply with PUCO Minimum Telephone Service Standards, set forth at O.A.C. 4901:1-5-13, and found in Section 5 of this Tariff. Customers may be assessed a deposit, pursuant to O.A.C. 4901:1-5-13 (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 5 of this Tariff.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

D. Establishment and Furnishing of Service (cont'd.)

(6) Payment for Service (cont'd.)

- (d) In accordance with O.A.C. 4901:1-5-17 found in Section 5 of this Tariff, a subscriber's bill shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If the bill is not paid by the due date, the account will be considered delinquent. (T)
- (e) The failure of the subscriber to promptly pay the delinquent bill may subject the customer's local or toll service to either temporary suspension or discontinuance of service pursuant to O.A.C. 4901:1-5-17. (T)
- (f) Each month shall be considered to have thirty (30) days for the purpose of computing charges, and shall be the basis for computing fractional portions of monthly billing, pro rata charges and adjustments to customer accounts.
- (g) Failure to receive a bill will not exempt a customer from prompt payment of any sum or sums due the Company.
- (h) A 1-1/2 percent late charge will be levied on any balance remaining on the 25th day after the bill is rendered. This charge will appear on the next bill.

(7) Denial or Disconnection of Local and Toll Service (T)

The Company will comply with PUCO 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 5 of this Tariff. (N)

In the event of abandonment of the service, the nonpayment of any sum due; use of the service in such a manner as to interfere with the service of other telephone users; use of the service for any purpose other than as a means of communication; or violation of any other regulation of the Telephone Company contained in its tariffs, which by its terms states that upon a violation thereof the Telephone Company may temporarily deny or terminate service to the subscriber; the Telephone Company may either temporarily deny service or terminate service to the subscriber at one or more or all locations where the subscriber receives service from the Telephone Company. (S)

Subsequent to the completion of an order to discontinue service, it will be re-established only upon the basis of a new service application. When service is restored after temporary denial, the Telephone Company will make a pro rata allowance at the schedule rate for the service denied for the entire period of denial, except that in cases where service is restored on or before the day following denial, no allowance will be made. (S)

Note: Tariff sheets 9A, 9B, 9C (blank) and 9D have been deleted. Text from 9D now appears on this sheet. (N)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

D. Establishment and Furnishing of Service (cont'd.)

7. Denial or Disconnection of Local and Toll Service (cont'd.) (T)

Notwithstanding the foregoing, the Telephone Company shall be responsible for actually notifying a customer of its intent to temporarily deny or terminate service, stating the reason therefor, and the Telephone Company shall not temporarily deny nor terminate service to a customer before seven days after written notice to the customer is given.

A. EXCEPT, that no such prior notice shall be required if:

1. The Telephone Company reasonably determines that the customer has an excessively large balance owing the Telephone Company and, after having been given prior written or telephone notice and opportunity to do so, the customer has not paid the same or made satisfactory arrangements for the payment of the same;
2. The customer has obtained service by false pretense, such as by using an "alias" or the name of another when there is a balance owing to the Telephone Company from the customer under his correct name.

B. For Failure To Pay Toll Charges

1. The Telephone Company may disconnect the toll service of a customer who fails to pay charges for toll service provided by the Telephone Company or by Interexchange Carriers (IXCs). The current carrier change charge would apply to add a carrier to the customer's service after disconnection of toll service.
2. Disconnection of a customer's toll service for nonpayment of toll charges shall be made in accordance with the rules as specified in this section, as well as PUCO Minimum Telephone Service Standards set forth in O.A.C.4901:1-5-17, and found in Section 5 of this Tariff. (T)
3. The Telephone Company will comply with PUCO Minimum Telephone Service Standards regarding applying partial payments as set forth in O.A.C. 4901:1-5-17 (C), and found in this Tariff. (T)
4. 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.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

D. Establishment and Furnishing of Service (cont'd.)

7. Denial or Disconnection of Local and Toll Service (cont'd.) (T)

B. For Failure To Pay Toll Charges: (cont'd.)

Universal Toll Blocking/Selective Access Policy

The Chillicothe Telephone 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, The Chillicothe Telephone 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) The Chillicothe Telephone 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) The Chillicothe Telephone 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.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

D. Establishment and Furnishing of Service (cont'd.)

7. Denial or Disconnection of Local and Toll Service (cont'd.) (T)

B. For Failure To Pay Toll Charges: (cont'd.)

Universal Toll Blocking/Selective Access Policy (cont'd.)

When a prospective customer, who has previously been universally blocked for nonpayment of toll charges by another carrier, seeks to select The Chillicothe Telephone Company as his or her 1+ carrier of choice, The Chillicothe Telephone 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 The Chillicothe Telephone Company, may negotiate a lower deposit. (T)

The Chillicothe Telephone Company may furnish credit information, acquired from The Chillicothe Telephone Company's own experiences with the customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. The Chillicothe Telephone 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. (T)

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

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

D. Establishment and Furnishing of Service (cont'd.)

7. Denial or Disconnection of Local and Toll Service (cont'd.) (T)

The customer's use of Telephone Company or customer owned equipment is causing problems with the facilities of the Telephone Company which can be eliminated by temporary denial or termination of service, such as:

- (i) Preventing proper actuation and operation of switching equipment, or
- (ii) Causing damage to or interference with the proper operation of Telephone Company equipment or facilities.

In any of the above cases of any temporary denial or termination of the customer's service without prior notice thereof, the Telephone Company shall promptly notify the customer of such denial or termination and the reason therefore and the Telephone Company shall exercise reasonable effort and cooperate with the customer to the end of remedying or eliminating the reason for the denial or termination so that service can be restored.

8. Installation, Maintenance, and Repairs

All ordinary expense of installation, maintenance, and repair, in connection with equipment and facilities provided by the Telephone Company, is borne by the Telephone Company unless otherwise specified in the Telephone Company's tariffs. In case of damage, loss, or destruction of any of the Company's property due to the negligence or willful act of the customer or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the Telephone Company in connection with the replacement of the property damaged, lost, or destroyed or the expense

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (Cont'd)

D. Establishment and Furnishing of Service (Cont'd)

8. Installation, Maintenance, and Repairs (Cont'd)

incurred in restoring it to its original condition. A customer is not permitted to install, rearrange, disconnect, remove, or repair any apparatus, or wiring (other than inside wire) of the Telephone Company, except in the case of service furnished at hazardous locations and then only upon the written consent of the Telephone Company. (C)

(D)

Issued: June 10, 1987

Effective: July 1, 1987

Issued by ROBERT McKELL, PRESIDENT
In accordance with Public Utilities Commission of Ohio
Order dated June 2, 1987 in Case Number 87-651-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (Cont'd)

F. SPECIAL PROMOTIONS

1. Monthly charges and service order charges may be waived for a period not to exceed ninety days for special promotions of optional (C) services (only). In the event that central office or other facilities of the Telephone Company do not permit the offering of special promotional services in all exchanges within the Telephone Company's service territory, special promotions may be conducted with respect to those exchanges capable of providing such services. This provision is applicable only when customers establish new or additional services during the promotion period.
2. All orders that are placed during special promotional periods will be honored under the terms of this provision if the service is installed during the promotional period or within a normal installation interval thereafter or within any period during which the installation interval must be extended for reasons beyond the control of the customer.
3. If the customer notifies the Telephone Company during the special promotion period that the customer does not wish to retain the new or additional service applied for during this promotional period, the new or additional service will be discontinued to that customer at no charge to the customer.
4. Monthly charges and/or service order charges will be waived only one per customer during each promotional period.
5. All details of each promotion will be provided to the Commission by the Applicant in the form of a letter, including our tariff number. These details will be provided to the Commission in an adequate period of time prior to the promotion, with the intent that the Commission will have ample notice of the promotion. (C)
|
|
|
(C)

Issued: October 4, 1993

Effective: November 3, 1993

Issued by THOMAS MCKELL, PRESIDENT
In accordance with Public Utilities Commission of Ohio
Order dated October 28, 1993 in Case Number 93-1644-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS

(T)

G. BASIC TELEPHONE ASSISTANCE

(T)

1. 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 Section 2 of this tariff.
- Full or partial waiver of applicable service connection charges up to \$60.00 for establishing or re-establishing local exchange service as described in Section 7 of this tariff. (Service Connection Assistance does not apply to network wiring charges). (T)

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 Programs (HEAP);
- (b) (D)
- (c) (D)
- (d) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
- (e) Food Stamps;

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS

G. BASIC TELEPHONE ASSISTANCE (cont'd.)

1. SERVICE CONNECTION ASSISTANCE (cont'd.)

B. Regulations (cont'd.)

- (f) Federal public housing assistance, or Section 8; or
 - (g) 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. (T)
 - 3. Customers of Service Connection Assistance cannot be a dependent (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 customers 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 member 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.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

DIRECTORY LISTINGS (Cont'd)

B. Primary Listings (cont'd)

3. Dual Name Listings (cont'd)

- d. Dual name listings are available only for residence customers.
- e. A secondary service order charge as specified in Section 4.3a(2) applies for:
 - (1) Changing a primary single name listing to a primary dual name directory listing.
 - (2) Changing the primary or additional dual name directory listing once established.
 - (3) Changing an additional dual name listing to a primary dual name listing.
- f. No non-recurring charge applies when the dual name listing is established with the initial establishment of service or when a change in an existing listing is required on an order for which service charges are otherwise applicable.

C. Regular Additional Listings

- 1. Business additional listings are listings in addition to the primary listing furnished in connection with business service and may be:
 - the names of partners or members, if the customer is a partnership; (D)
 - the names of officers, if the customer is a corporation; (D)
 - and, for any business establishment, the names of representatives or employees of the customer. Business additional listings may (D)
 - also be the bona fide names of firms which the customer owns or controls or is duly authorized to represent. (D)
- 2. Business additional listings are not permitted in connection with residence service.
- 3. Residence additional listings are listings in addition to the primary listing furnished in connection with residence service and may be the names of members of the customer's family or of other persons residing in the customer's household. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent guests residing in a hotel or club.

Issued: November 25, 1986

Effective: November 25, 1986

Issued by ROBERT McKELL, PRESIDENT
In accordance with Public Utilities Commission of Ohio
Order dated November 12, 1986 in Case Number 85-995-TP-AIR

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

DIRECTORY LISTINGS (Cont'd)

C. Regular Additional Listings (Cont'd)

4. Ordinarily, all additional listings are of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a private-branch-exchange station or extension station installed on premises of the customer, but at an

(T)

Issued: January 12, 1982

Effective: January 20, 1982

Issued by ROBERT McKELL, PRESIDENT
In accordance with Public Utilities Commission of Ohio
Order dated January 6, 1982 in Case Number 81-137-TP-AIR

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

DIRECTORY LISTINGS (Cont'd)

C. Regular Additional Listings (Concl'd)

address different from that of the switchboard or main station.

5. The monthly rate for each regular additional listing is:
- | | | |
|------------------------|---------|-----|
| Business Listing..... | \$ 1.95 | (I) |
| Residence Listing..... | 1.30 | (I) |
6. The charge at the rate quoted in paragraph C-5 dates from the day following the posting of information records. Information records are posted on the day following the Telephone Company's receipt of the order for additional listing, unless the customer specifies that (T) the posting shall be made as of the delivery date of the directory in which the listing first appears.

D. Special Types of Additional Listings

1. Duplicate Listings

Duplicate listings; i.e., listings of nicknames, abbreviated names, names which are commonly spelled in more than one way, and re-arrangements of names, are permitted when, in the opinion of the Telephone Company, they are not desired to secure a preferential position in the directory or for advertising purposes. The regular additional-listing rate quoted above in paragraph C-5 applies for each duplicate listing.

2. Alternate Listings

- a. Alternate listings; i. e., listings which refer calling persons to another telephone number at night and on Sundays and holidays, or in case no answer is received on the call to the primary number, are permitted for customers to all classes of service. (T) The regular additional-listing rate quoted above in paragraph C-5 applies for each alternate listing.
- b. Where two or more alternate listings are furnished under one directory note or caption heading, the additional-listing rate shall apply to each listing under the note or caption, but no charge shall be made for the note or caption itself.

Issued: January 12, 1982

Effective: January 20, 1982

Issued by ROBERT McKELL, PRESIDENT
In accordance with Public Utilities Commission of Ohio
Order dated January 6, 1982 in Case Number 81-137-TP-AIR

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

(D)

Issued: June 10, 1987

Effective: July 1, 1987

Issued by ROBERT McKELL, PRESIDENT
In accordance with Public Utilities Commission of Ohio
Order dated June 2, 1987 in Case Number 87-651-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS

(N)

The Chillicothe Telephone Company will comply with all PUCO 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) To 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.

(N)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS

(N)

Handling of Consumer Complaints (O.A.C. 4901:1-5-05) (cont'd.)

- (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.
- (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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

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 require 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 23, 2002

Effective: January 23, 2002

Issued by Thomas McKell, President
In accordance with the Public Utilities Commission of Ohio
Order dated September 13, 2001 in Case No. 00-1265-TP-ORD

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Establishment of Service (O.A.C. 4901:1-5-13) (cont'd.)

(N)

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

(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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Establishment of Service (O.A.C. 4901:1-5-13) (cont'd.)

(N)

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

(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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Establishment of Service (O.A.C. 4901:1-5-13) (cont'd.)

(N)

(B) Deposits. (cont'd.)

- (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.

(N)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Establishment of Service (O.A.C. 4901:1-5-13) (cont'd.)

(N)

(B) Deposits. (cont'd.)

- (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.
 - (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 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.

(N)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Establishment of Service (O.A.C. 4901:1-5-13) (cont'd.)

(N)

(B) Deposits. (cont'd.)

- (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.
- (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 of 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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Establishment of Service (O.A.C. 4901:1-5-13) (cont'd.)

(N)

- (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.

(N)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Subscriber Billing Adjustments for Local Exchange Service (O.A.C. 4901:1-5-16)(cont'd)

(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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Subscriber Billing Adjustments for Local Exchange Service (O.A.C. 4901:1-5-16)(cont'd)

(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 months' charges for any regulated local services rendered inoperative.
- (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.

(N)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Subscriber Billing Adjustments for Local Exchange Service (O.A.C. 4901:1-5-16)(cont'd)

(N)

- (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 in 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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Subscriber Billing Adjustments for Local Exchange Service (O.A.C. 4901:1-5-16)(cont'd)

(N)

- (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)

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In accordance with the Public Utilities Commission of Ohio
Order dated September 13, 2001 in Case No. 00-1265-TP-ORD

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Denial or Disconnection of Local and Toll Service (O.A.C. 4901:1-5-17)(cont'd.)

(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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Denial or Disconnection of Local and Toll Service (O.A.C. 4901:1-5-17)(cont'd.)

(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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Denial or Disconnection of Local and Toll Service (O.A.C. 4901:1-5-17)(cont'd.)

(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.
- (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.

(N)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Denial or Disconnection of Local and Toll Service (O.A.C. 4901:1-5-17)(cont'd.)

(N)

(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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Denial or Disconnection of Local and Toll Service (O.A.C. 4901:1-5-17)(cont'd.)

(N)

(8) The following statement:

If your questions are not resolved after you have called The Chillicothe Telephone Company, 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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Telecommunications Carrier Subscription / Slamming (O.A.C. 4901:1-5-8)

(N)

(A) No telecommunications provider shall submit or execute a change on behalf of a subscriber in the subscriber's selection of a provider of telecommunications service prior to obtaining:

- (1) Authorization from the subscriber;
- (2) Verification of that authorization in accordance with the verification procedures prescribed by the Federal Communications Commission (FCC) and in effect at the time of the change. For purposes of the transfer of a subscriber base from one telecommunications provider to another, if the providers comply with the Federal Communication Commission's rules for transfer of customer accounts from one telecommunications provider to another, then they are, unless the commission determines otherwise, exempt from compliance with this rule.

(B) A change of a telecommunications provider may take place immediately upon request. However, within ten business days of verification by the submitting carrier of a subscriber request for a change of a telecommunications provider, the submitting telecommunications provider shall send each new subscriber an information package, by first class mail, containing at least the following information concerning the requested change:

- (1) The information is being sent to confirm an order placed by the subscriber within the last two weeks;
- (2) The name of the submitting telecommunications provider;
- (3) A description of any terms, conditions, and/or charges that will be incurred;
- (4) The name, address, and telephone number of the subscriber;
- (5) A toll-free customer service telephone number, a postal address, and (if applicable) an e-mail address or website address for use to place inquiries or complaints with the submitting telecommunications provider; and
- (6) The address, telephone number, and website address of the commission.

(N)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS (cont'd)

Telecommunications Carrier Subscription / Slamming (O.A.C. 4901:1-5-8)(cont'd.) (N)

(C) Any telecommunications provider that is informed by a subscriber or the commission of an unauthorized provider change shall follow the informal complaint procedures and remedies prescribed by the Federal Communication Commission for the resolution of informal complaints of unauthorized changes of telecommunications providers.

(D) Any subscriber or telecommunications provider whose complaint cannot be resolved informally may file a formal complaint under section 4905.26 of the Revised Code; regarding any violation of section 4905.72 of the Revised Code, or of this rule. If the commission finds, after notice and hearing, that a telecommunications provider has violated section 4905.72 of the Revised Code or this rule, the telecommunications provider shall be subject to the remedies provided for in section 4905.73 of the Revised Code.

(E) All telecommunications providers that offer a PCF shall be required to do all of the following:

- (1) Offer PCF on a nondiscriminatory basis to all subscribers, regardless of the subscriber's provider selections;
- (2) Unbundle its PCF so that subscribers can request the service for any combination of intraLATA, interLATA, or local services;
- (3) Include, at least twice per year, in the bills of those subscribers who utilize a PCF, information indicating that a PCF applies, and to which services it applies;
- (4) Refrain from attempting to retain a subscriber's account during the process of changing a customer's telecommunications provider selection to another telecommunications provider or otherwise to provide such information to its marketing staff or any affiliate; and
- (5) Allow conference calls, during its normal customer service hours, among a subscriber, a submitting telecommunications provider, and the executing telecommunications provider, in order to effectuate a provider change for a subscriber who has PCF, as long as the subscriber consents.

(F) A PCF change shall be effectuated immediately once verification of the subscriber's intent to request the change is received by any of three methods, i.e., through the three-way conference call, by the customer's written consent, or by the customer's electronically signed authorization.

(N)

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In accordance with the Public Utilities Commission of Ohio
Case filed June 22, 2007 in Case No. 07-728-TP-ZTA

THE CHILLICOTHE TELEPHONE
COMPANY

Section 7
Second Revised Sheet No. 3A
Cancels First Revised Sheet No. 3A

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

(C)

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THE CHILlicoTHE TELEPHONE
COMPANY

Section 7
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Cancels Third Revised Sheet No. 5

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THE CHILLICOTHE TELEPHONE
COMPANY

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COMPANY

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THE CHILlicothe TELEPHONE
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COMPANY

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

G. RETURNED CHECK HANDLING CHARGES

	Nonrecurring Charge
Charges per check returned (Non Specific)	\$ 9.00

A \$9.00 nonrecurring returned check charge will be charged to the customer for each occasion a check, draft, or electronic funds transfer item is presented for payment for service by a subscriber and is not accepted by the institution upon which it is drawn. In addition, the Company will pass thru to the customer any charges that the Company's bank charges the Company for returned checks. A non-sufficient funds payment is considered by the company as payment not being made on the account. The NSF payment and nonrecurring returned check charges plus any additional bank charges must be paid in full with cash or cashiers check. An additional charge for reconnection may apply if service is disconnected as a result of a NSF payment.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

(C)

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Text previously on this page has been deleted.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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THE CHILlicoTHE TELEPHONE
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THE CHILlicothe TELEPHONE
COMPANY

Section 11
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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

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GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

(D)

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THE CHILlicothe TELEPHONE
COMPANY

Section 11
First Revised Sheet No. 10
Cancels Original Sheet No. 10

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Section 11
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Cancels Second Revised Sheet No. 11

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Section 11
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Cancels Second Revised Sheet No. 17

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Section 11
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Section 11
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Cancels First Revised Sheet No. 24

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Section 11
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COMPANY

Section 11
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THE CHILLICOTHE TELEPHONE
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Section 11
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THE CHILLICOTHE TELEPHONE
COMPANY

Section 11
Third Revised Sheet No. 32
Cancels Second Revised Sheet No. 32

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RESERVE FOR FUTURE USE

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THE CHILLICOTHE TELEPHONE
COMPANY

Section 11
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THE CHILLICOTHE TELEPHONE
COMPANY

Section 11
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Cancels First Revised Sheet No. 37

TARIFF P.U.C.O. NO. 12
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THE CHILLICOTHE TELEPHONE
COMPANY

Section 11
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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESALE AND SHARED TENANT SERVICE (STS)

A. APPLICATION

This Section contains regulations, rates and charges applicable to the Resale and Sharing of Local Exchange Telephone Service required by The Public Utilities Commission of Ohio Opinion and Order for Case No. 85-1199-TP-COI as entered in the Journal August 19, 1986.

B. GENERAL

1. This tariff does not permit, by a certified local exchange carrier or any other entity, the purchase of local residential service for resale as business service. Such resale is prohibited.
2. A reseller/sharer may provide service only within a single building, or a contiguous complex of buildings under common ownership or management (such complex may be intersected by public thoroughfares provided that the property segments created would be continuous in the absence of the thoroughfares). Where separate buildings are involved, they must have a related business purpose (e.g., industrial park, shopping center, university, etc.)
3. The STS provider or other reseller is the Company's customer, and will therefore act as the sole point of contact with the Company for orders, service and billing purposes.
4. Participation in reselling/sharing systems shall be limited to occupants of a building or contiguous complex of buildings which compose a resale/sharing system.
5. The customer will be responsible for any trouble analysis charges and/or service charges that may be billed by the Company where the Company responds to repair and maintenance requests from the customer's tenants or users.
6. Direct interconnection of PBX's serving different resale/sharing systems is prohibited.
7. Facilities of resellers and STS providers must meet FCC Part 68 standards for inside wiring and interconnection of CPE at the point of demarcation with the Telephone Company's switched access network.

Issued: April 16, 1999

Effective: April 16, 1999

Issued by Thomas McKell, President
In accordance with Public Utilities Commission of Ohio
Order dated April 8, 1999 in Case No. 96-937-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESALE AND SHARED TENANT SERVICE (STS) (cont'd)

(S)

B. GENERAL (cont'd)

8. Resale service and STS will be provided on a flat rate basis until message or measured rate service becomes available.
9. The Telephone Company will provide direct local service, upon request, to any tenant in an STS or other resale/sharing system. The Company, on behalf of the tenant, will obtain access to such tenants either by leasing the existing intra-building wiring from the STS provider, or by utilizing or installing its own facilities.
10. All applicable rates and charges for service and equipment will be billed to the customer. The Telephone Company will not be responsible for the manner in which the use of service or the equipment or the charges are allocated to users or tenants by the customer who resells or provides STS or equipment.
11. Reselling or sharing of basic exchange service will be permitted only on business, individual and/or trunk access lines.

C. RATES

1. The monthly rate for access line service which is resold or shared shall be determined as provided in the Local Exchange Tariff.
2. Directory listings for the tenants or users of customers who resell or share service will be provided at the rates for business additional listings as shown in Section 3 of this tariff. Listings of residential tenants will be placed in the residential section of the directory upon the request of the STS provider or reseller/sharer.
3. Service Connection Charges as specified in Section 7 of this tariff will apply to the installation of access line service.

(S)

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TARIFF P.U.C.O. NO. 12
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MISCELLANEOUS AND SUPPLEMENTAL SERVICES

(C)

A. General

The following rates and charges, with their associated regulations, apply for the following services listed, which are (C)
furnished as adjuncts to the various classes, grades, and types of exchange service. Such rates and charges, unless otherwise specified below, shall be in addition to applicable service connection, move, and change charges.

B. Call Transfer Service

Call transfer service, ring count type. After specified number of rings (determined by customer) call is transferred to another line within same exchange. Service is available only to one-party service customers and can transfer only within same exchange. Refer to Section 7, service connection charges, for nonrecurring rates. Service is furnished at a rate of \$4.05 per month.

(D)
(S)
(S)

C. Other Service Arrangements

Special service arrangements that are requested by a customer will be furnished providing the modification of equipment required will not interfere with the telephone network or be hazardous to personnel or equipment.

The Company, upon receiving a request from a customer for a new type of service, not previously offered in its tariff, shall file an application to establish a rate for such service pursuant to Section 4909.18, Ohio Revised Code or enter into an arrangement with the customer covering the provision under which such service shall be furnished, which shall be submitted to the Commission pursuant to Section 4905.31, Ohio Revised Code.

(C) (S)
(C)
(C)
(S) (D)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MISCELLANEOUS AND SUPPLEMENTAL SERVICES (concl'd.)

D. Automatic Emergency Call Central Office Equipment

Automatic emergency call central office equipment, which provides facilities for simultaneously interconnecting up to ten predetermined stations by dialing a specified telephone number will be furnished at the monthly rate of \$64.60 plus the applicable area monthly rate for one business-main-station-individual service line. The initial installation charge will be the same as the service connection charge for a business main station.

E. Rotary Service

Rotary service whereby calls are automatically switched from one to another of a group of main-station lines provided for a customer will be furnished at a charge of \$2.65 per month for each main-station line which is a part of the rotary switching system. This charge is not applicable to rotary service provided through private-branch-exchange service.

F. Toll Restriction

(T)

Individual central office toll restriction will provide toll restriction on individual lines.

Toll restriction will not allow 1+, 0+, 0-, 10-XXX, 900 service code, 700 service code toll calls, 411 local information or 555 toll information calls.

(T)

Toll restriction does not provide restriction of non-chargeable calls to numbers such as repair service, 911 or 1+8XX.

(T)

Monthly
Rate

\$2.90

THE CHILlicoTHE TELEPHONE
COMPANY

Section 13
Fourth Revised Sheet No. 3
Cancels Third Revised Sheet No. 3

TARIFF P.U.C.O. NO. 12
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THE CHILLICOTHE TELEPHONE
COMPANY

Section 13
Fifth Revised Sheet No. 7
Cancels Fourth Revised Sheet No. 7

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Section 13
Second Revised Sheet No. 7A
Cancels First Revised Sheet No. 7A

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Cancels Third Revised Sheet No. 8

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COMPANY

Section 13
Fourth Revised Sheet No. 10
Cancels Third Revised Sheet No. 10

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INFORMATION AND REFERRAL SERVICE-211

(N)

GENERAL

- A. In the Order of June 21, 2001 in Case No. 93-1799-TP-COI, the Public Utilities Commission of Ohio ("P.U.C.O.") locally assigned the three digit 211 abbreviated dialing code to the Approved Information and Referral Service Provider for use in providing community information and referral services to the public by way of voice grade facilities. The P.U.C.O. ordered incumbent local exchange carriers in each local calling area to make the 211 abbreviated dialing code available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "211 Service").
- B. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
- C. The 211 Service is not available for the following classes of service:
 - 1. Hotel/motel/hospital service
 - 2. Inmate service
 - 3. 1+ and 0+ calling
 - 4. 0- operated assisted calling
 - 5. 101XXXXX calling

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE
PROVIDER

- A. The Approved Information and Referral Service Provider shall make written application for 211 Service to the Company at the local exchange level. The Approved Information and Referral Service Provider may establish 211 Service in all, part or none of the Company's local exchanges.

(N)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INFORMATION AND REFERRAL SERVICE-211

(N)

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE
PROVIDER (cont'd.)

- B. The Approved Information and Referral Service Provider's written application to establish 211 Service in a Company local exchange shall include the following:
1. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated in an exchange, then the Approved Information and Referral Service Provider shall make a new application.
 2. A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.
 3. For network sizing and protection: an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
 4. An acknowledgment of the possibility that the Commission's assignment of the 211 abbreviated dialing code may be recalled at any time.
- C. Local Calling for Company Subscribers
1. The Company, in cooperation with the Approved Information and Referral Service Provider, shall assure that all 211 Service calls are local in nature and do not generate extended local calling (ELCSP), intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 2. When the Approved Information and Referral Service Provider makes application for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider shall supply the Company with a seven (7) or ten (10) digit telephone number that terminates within the Company local exchange or one of the local exchange's EAS exchanges. The Company's exchange facilities will translate the dialed 211 dialing code into the telephone number the Approved Information and Referral Service Provider provides once 211 Service is established in the local exchange.

(N)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INFORMATION AND REFERRAL SERVICE-211

(N)

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE
PROVIDER (cont'd.)

- C. Local Calling for Company Subscribers (cont'd.)
3. When the Approved Information and Referral Service Provider makes application for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange or one of the local exchange's EAS exchanges, then the Approved Information and Referral Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscriber's 211 Service calls remain local in nature.
- D. The customer obligations and indemnification language of Section 2, B, 2 of this tariff are fully applicable to Approved Information and Referral Service Providers ordering 211 Information and Referral Service under this section of the tariff.
- E. The Approved Information and Referral Service Provider shall develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
- F. The Approved Information and Referral Service Provider must be prepared to receive all calls to the 211 Service during normal business hours. To this end, the Approved Information and Referral Service Provider agrees to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
- G. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any services offered by the Company. For each line subscribed to by the Approved Information and Referral Service Provider, there will be one path available.

(N)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INFORMATION AND REFERRAL SERVICE-211

(N)

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE
PROVIDER (cont'd.)

- H. The Approved Information and Referral Service Provider shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 211 abbreviated dialing code in the event of a national assignment contrary to that made by the P.U.C.O.
- I. The Approved Information and Referral Service 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 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
- J. If requested by the Company, the Approved Information and Referral Service Provider shall assist the Company in responding to complaints made to the Company concerning the 211 Service.
- K. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an auto-dialer or broadcasting of tones that dial the 211 abbreviated dialing code.
- L. The Company can only make 211 Service available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
- M. The Approved Information and Referral Service Provider should work separately with competitive local exchange carriers ("CLEC") operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

(N)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

(N)

INFORMATION AND REFERRAL SERVICE-211

OBLIGATIONS OF THE COMPANY

- A. The Company shall provision the 211 Service within thirty (30) days of the Company's receipt of the Approved Information and Referral Service Provider's completed application(s) for service.
- B. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
- C. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.
- D. The rates charged for 211 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 Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

LIABILITY

- A. The Telephone Company's liability with respect to 211 Service shall be limited to the terms set forth in Section 2, B. of this tariff.
- B. The Commission's local assignment and the Approved Information and Referral Service Provider's use of the 211 abbreviated dialing code are subject to preemption by the Federal Communications Commission. The Company shall not be liable to the Approved Information and Referral Service Provider for any damages the Approved Information and Referral Service Provider may incur that result from a national assignment of the 211 abbreviated dialing code.

(N)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INFORMATION AND REFERRAL SERVICE-211

(N)

OTHER TERMS AND CONDITIONS

- A. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service as described in Section 4 of the Exchange Rate Tariff.
- B. The 211 Service is provided solely for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 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 Approved Information and Referral Service Provider.
- C. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 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 notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service 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.
- D. The Telephone Company reserves the right to discontinue service in accordance with Section 2, D. 7 of this tariff.

(Note: Sheet 6A – Reserved for future use – is being eliminated with this filing.)

(N)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INFORMATION AND REFERRAL SERVICE-211

RATES AND CHARGES

- A. Subject to other terms and conditions of this tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
- B. The Approved Information and Referral Service Provider shall pay a nonrecurring Central Office Charge for each Company host central office out of which 211 Service is established.
- C. The Approved Information and Referral Service Provider shall pay a nonrecurring Central Office Change Charge when it makes application to change the telephone number into which the 211 abbreviated dialing code is translated. The Central Office Change Charge shall be applied on a per telephone number, per host central office basis.
- D. Applicable service order charges as specified in Section 7 of this tariff will apply in addition to the rates listed below.
- E. Rates (2)

	Nonrecurring Charge	
	Current	Maximum
Central Office Charge (Per host Central Office)	\$100.00	\$200.00
Central Office Change Charge (see D above.)	\$ 11.25	\$ 22.50

(2) Denotes Tier 1 Non-core service.

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non Core services are capped at current rates until September 24, 2006. After September 24, 2006, 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 # 04-1253-TP-ALT effective September 24, 2004.

Issued: September 28, 2004

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Issued by Thomas McKell, President
In accordance with the Public Utilities Commission of Ohio
Order dated September 22, 2004 in Case No. 04-1253-TP-ALT

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

ONE CALL NOTIFICATION - 811

GENERAL

(N)

- A. 811 Dialing Code (811) is a three digit local dialing arrangement for telephone voice transmission to certified "One Call" notification systems entities as a toll free call. On March 14, 2005 the Federal Communications Commission (FCC) in CC Docket No. 92-105 assigned 811 as the dialing code for nationwide access to One Call Notification Systems. In an Order on February 14, 2007, in Case No. 05-1306-AU-COI, the PUCO ordered that all local exchange companies in Ohio shall take whatever actions may be prudent and necessary in order to offer and provide 811 service throughout their Ohio service areas.
- B. B.811 Service is available from The Chillicothe Telephone Company within the Company service area only. All 811 abbreviated dialing code calls must be local in nature and will not result in any intraLATA toll, interLATA long distance, or pay-per-call charges to Company subscribers.
- C. The 811 abbreviated dialing code is not available for the following classes of services: Hotel/hospital service, Inmate service, 1+, 0+, and 0- operator assisted calls, or 101XXXX calling.

(N)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

ONE CALL NOTIFICATION - 811

OBLIGATIONS OF THE APPROVED "ONE CALL" NOTIFICATION SYSTEMS
PROVIDER

(N)

- A. The 811 Provider must submit a written application to the Company. 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.
- B. The 811 Provider's written application to establish 811 Service in a Company local exchange must include the following:
 - 1. 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 set forth in the Rates and Charges section of this tariff.
 - 2. For network sizing and protection, an estimate of annual call volumes and holding time for calls to the 811 Service.
 - 3. An acknowledgement of the possibility that the Commission's assignment of the 811 abbreviated dialing code may be recalled at any time.
- C. Local Calling for Company Subscribers
 - 1. The 811 Provider, in cooperation with the Company, will assure that all 811 Service calls are local and do not generate any expanded local calling area (ELCA), intraLATA toll, interLATA long distance or pay-per-call charges for company subscribers.
 - 2. 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 Provider.
- D. 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 person, 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.
- E. 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)

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In accordance with the Public Utilities Commission of Ohio
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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

ONE CALL NOTIFICATION - 811

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

(N)

- F. 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.
- G. 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.
- H. The 811 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
- I. 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.
- J. 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.
- K. 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.
- L. The 811 Provider must work separately with CLECs or other telecommunications providers operating and serving customers in the Company's exchange(s) to ascertain whether 811 abbreviated dialing will be available to their end users.

(N)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

ONE CALL NOTIFICATION - 811

OBLIGATIONS OF THE COMPANY

(N)

- A. The Company will establish the 811 Service within ninety (90) days after receipt of the 811 Provider's completed application for service or the effective date of this Tariff, whichever is later.
- B. 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.
- C. 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.
- D. 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.
- E. The rates charged for 811 Service, if applicable, 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 operational 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.

LIABILITY

- A. 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)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

ONE CALL NOTIFICATION - 811

LIABILITY

(N)

- B. The Company is not liable for any losses or damages caused by the negligence of the 811 Provider.
- C. 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.
- D. The Commission's local assignment and the 811 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 provider for any damages the 811 Provider may incur that result from a national assignment of the 811 abbreviated dialing code.
- E. The Company will make every effort to route 811 calls to the appropriate 811 Provider call center. However, the Company will not be held responsible for routing mistakes or errors.

OTHER TERMS AND CONDITIONS

- A. 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 elsewhere in this Tariff.
- B. The 811 Service is provided for the benefit of the 811 Provider. The provision of the 811 Service by the Company shall not be interrupted, 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.
- C. 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 such 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.
- D. 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)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

ONE CALL NOTIFICATION - 811

RATES AND CHARGES

(N)

- A. A Central Office Charge applies for each Company host central office out of which the 811 Provider orders 811 Service, as follows:
1. 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.
 2. If the 811 Provider establishes 811 Service in multiple Company exchanges serviced by the same host central office, only one Central Office Charge applies.
- B. 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.
- C. Applicable service order charges as specified in Section 7 of this tariff will apply in addition to the rates listed below.
- D. Rates:

	Nonrecurring Charge
Central Office Charge (2) (Per host Central Office)	Current \$300.00
Central Office Change Charge (2)	\$ 11.25
Number Change Charge (1)	\$ 17.20

- (1) Denotes Tier 1 Core service.
(2) Denotes Tier 1 Non-core service.

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non Core services are capped at current rates until September 24, 2006. After September 24, 2006, 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 # 04-1253-TP-ALT effective September 24, 2004.

(N)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

ALL DISTANCE PHONE SERVICE

(N)

A. DESCRIPTION

“All Distance Phone Service” is a bundled service package available to residential customers only.

The package includes the following:

- Basic Local Exchange Service
- Touch Call
- Basic Voice Mail*
- Caller ID Name & Number
- Call Waiting
- Call Forwarding
- Speed Dialing (30 #)
- Three Party Conference with Transfer
- Unlimited Long Distance calling (within the Continental U.S.)

B. TERMS AND CONDITIONS

This package is not available in conjunction with any other discounts including employee concessions, Lifeline assistance, or any other packaged or bundled service on the same line.

Additional features may be purchased at regular tariff rates. In the event the customer wishes to order additional class or custom calling features, the multi-feature discount may still apply. Other calling features cannot be substituted for those listed as included in the bundle.

Additional bundle upgrades may be available as noted elsewhere in this tariff.

The Unlimited Long Distance portion of this package is for typical domestic residential voice usage only. If usage under this plan is not consistent with typical residential customer usage, as determined at the company's sole discretion, the company may offer the customer an alternative plan or suspend, restrict, or cancel the customer's service or assess additional charges for each month in which excessive usage occurred. Calls that are not consistent with typical residential voice use include but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing.

* Voice Mail is not subject to regulation by the Public Utilities Commission of Ohio.

(N)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

ALL DISTANCE PHONE SERVICE Cont.

B. TERMS AND CONDITIONS Cont.

Customers who have long distance toll blocking are not eligible to receive this offer. By choosing this package the customer authorizes the Company to establish a Preferred Carrier Freeze to prevent a change in the customer's preferred carrier without the customer giving express consent to the Company to make such a change. Any change of the customer's preferred carrier will result in termination of this agreement.

Chillicothe Telephone will comply with the PUCO Minimum Telephone Service Standards regarding a Preferred Carrier Freeze as set forth in Ohio Admin. Code 4901:1-5-8 (E), and found in Section 5 of this Tariff. (T)

All applicable non-recurring charges will apply.

If access line rates for residential service, as listed elsewhere in this tariff, increase, "All Distance Phone Service" rates may also increase (upon Commission approval).

Customer subscription to this bundle does not require a contract.

Chillicothe Telephone will follow the disconnection procedures set forth in Ohio Admin. Code 4901:1-6-21 (C)(2)(b). If a customer fails to submit timely payment sufficient to cover the entire amount of the regulated and unregulated bundled package rate, the Company may discontinue the provision of any regulated and unregulated services, other than basic local exchange service, if payment is sufficient to cover the rate for basic local exchange service.

"All Distance Phone Service" is only available to residential customers where services and facilities exist.

C. MONTHLY RATE \$49.95

Taxes and surcharges are not included in package price.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

FIRST CHOICE

(N)

A. DESCRIPTION

“First Choice” is a bundled service package available to residential customers only.

The package includes the following:

- Basic Local Exchange Service
- Touch Call
- Basic Voice Mail*
- Caller ID Name & Number
- Call Waiting
- Call Forwarding
- Speed Dialing (30 #)
- Three Party Conference with Transfer
- Unlimited Long Distance calling (within the Continental U.S.)
- Advantage 3M Internet*

B. TERMS AND CONDITIONS

This package is not available in conjunction with any other discounts including employee concessions, Lifeline assistance, or any other packaged or bundled service on the same line.

Additional features may be purchased at regular tariff rates. In the event the customer wishes to order additional class or custom calling features, the multi-feature discount may still apply. Other calling features cannot be substituted for those listed as included in the bundle.

Additional bundle upgrades may be available as noted elsewhere in this tariff.

The Unlimited Long Distance portion of this package is for typical domestic residential voice usage only. If usage under this plan is not consistent with typical residential customer usage, as determined at the company's sole discretion, the company may offer the customer an alternative plan or suspend, restrict, or cancel the customer's service or assess additional charges for each month in which excessive usage occurred. Calls that are not consistent with typical residential voice use include but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing.

* Voice Mail and Advantage 3M Internet are not subject to regulation by the Public Utilities Commission of Ohio.

(N)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

FIRST CHOICE Cont.

B. TERMS AND CONDITIONS Cont.

Customers who have long distance toll blocking are not eligible to receive this offer. By choosing this package the customer authorizes the Company to establish a Preferred Carrier Freeze to prevent a change in the customer's preferred carrier without the customer giving express consent to the Company to make such a change. Any change of the customer's preferred carrier will result in termination of this agreement.

Chillicothe Telephone will comply with the PUCO Minimum Telephone Service Standards regarding a Preferred Carrier Freeze as set forth in Ohio Admin. Code 4901:1-5-8 (E), and found in Section 5 of this Tariff. (T)

All applicable non-recurring charges will apply.

If access line rates for residential service, as listed elsewhere in this tariff, increase, "First Choice" rates may also increase (upon Commission approval).

Customer subscription to this bundle does not require a contract.

Chillicothe Telephone will follow the disconnection procedures set forth in Ohio Admin. Code 4901:1-6-21 (C)(2)(b). If a customer fails to submit timely payment sufficient to cover the entire amount of the regulated and unregulated bundled package rate, the Company may discontinue the provision of any regulated and unregulated services, other than basic local exchange service, if payment is sufficient to cover the rate for basic local exchange service.

"First Choice" is only available to residential customers where services and facilities exist.

C. MONTHLY RATE \$84.95

Taxes and surcharges are not included in package price.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

SMART CHOICE

(N)

A. DESCRIPTION

“Smart Choice” is a bundled service package available to residential customers only.

The package includes the following:

- Basic Local Exchange Service
- Touch Call
- Basic Voice Mail*
- Caller ID Name & Number
- Call Waiting
- Call Forwarding
- Speed Dialing (30 #)
- Three Party Conference with Transfer
- Unlimited Long Distance calling (within the Continental U.S.)
- View Plus Cable*

B. TERMS AND CONDITIONS

This package is not available in conjunction with any other discounts including employee concessions, Lifeline assistance, or any other packaged or bundled service on the same line.

Additional features may be purchased at regular tariff rates. In the event the customer wishes to order additional class or custom calling features, the multi-feature discount may still apply. Other calling features cannot be substituted for those listed as included in the bundle.

Additional bundle upgrades may be available as noted elsewhere in this tariff.

The Unlimited Long Distance portion of this package is for typical domestic residential voice usage only. If usage under this plan is not consistent with typical residential customer usage, as determined at the company's sole discretion, the company may offer the customer an alternative plan or suspend, restrict, or cancel the customer's service or assess additional charges for each month in which excessive usage occurred. Calls that are not consistent with typical residential voice use include but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing.

* Voice Mail and View Plus Cable are not subject to regulation by the Public Utilities Commission of Ohio.

(N)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

SMART CHOICE Cont.

B. TERMS AND CONDITIONS Cont.

Customers who have long distance toll blocking are not eligible to receive this offer. By choosing this package the customer authorizes the Company to establish a Preferred Carrier Freeze to prevent a change in the customer's preferred carrier without the customer giving express consent to the Company to make such a change. Any change of the customer's preferred carrier will result in termination of this agreement.

Chillicothe Telephone will comply with the PUCO Minimum Telephone Service Standards regarding a Preferred Carrier Freeze as set forth in Ohio Admin. Code 4901:1-5-8 (E), and found in Section 5 of this Tariff. (T)

All applicable non-recurring charges will apply.

If access line rates for residential service, as listed elsewhere in this tariff, increase, "Smart Choice" rates may also increase (upon Commission approval).

The Company reserves the right to increase the prices and charges for video programming services provided to the customer in the event that one or more cable channel providers increase the programming costs charged to the Company. The customer shall be notified of such increase by bill message or other notice.

Customer subscription to this bundle does not require a contract.

Chillicothe Telephone will follow the disconnection procedures set forth in Ohio Admin. Code 4901:1-6-21 (C)(2)(b). If a customer fails to submit timely payment sufficient to cover the entire amount of the regulated and unregulated bundled package rate, the Company may discontinue the provision of any regulated and unregulated services, other than basic local exchange service, if payment is sufficient to cover the rate for basic local exchange service.

"Smart Choice" is only available to residential customers where services and facilities exist.

C. MONTHLY RATE \$94.95

Taxes and surcharges are not included in package price.

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Effective: June 22, 2007

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In accordance with the Public Utilities Commission of Ohio
Case filed June 22, 2007 in Case No. 07-729-TP-ZTA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

PRIME CHOICE

(N)

A. DESCRIPTION

“Prime Choice” is a bundled service package available to residential customers only.

The package includes the following:

- Basic Local Exchange Service
- Touch Call
- Basic Voice Mail*
- Caller ID Name & Number
- Call Waiting
- Call Forwarding
- Speed Dialing (30 #)
- Three Party Conference with Transfer
- Unlimited Long Distance calling (within the Continental U.S.)
- Advantage 3M Internet*
- View Plus Cable*

B. TERMS AND CONDITIONS

This package is not available in conjunction with any other discounts including employee concessions, Lifeline assistance, or any other packaged or bundled service on the same line.

Additional features may be purchased at regular tariff rates. In the event the customer wishes to order additional class or custom calling features, the multi-feature discount may still apply. Other calling features cannot be substituted for those listed as included in the bundle.

Additional bundle upgrades may be available as noted elsewhere in this tariff.

The Unlimited Long Distance portion of this package is for typical domestic residential voice usage only. If usage under this plan is not consistent with typical residential customer usage, as determined at the company's sole discretion, the company may offer the customer an alternative plan or suspend, restrict, or cancel the customer's service or assess additional charges for each month in which excessive usage occurred. Calls that are not consistent with typical residential voice use include but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing.

- * Voice Mail, Advantage 3M Internet and View Plus Cable are not subject to regulation by the Public Utilities Commission of Ohio.

(N)

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In accordance with the Public Utilities Commission of Ohio
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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

PRIME CHOICE Cont.

(N)

B. TERMS AND CONDITIONS Cont.

Customers who have long distance toll blocking are not eligible to receive this offer. By choosing this package the customer authorizes the Company to establish a Preferred Carrier Freeze to prevent a change in the customer's preferred carrier without the customer giving express consent to the Company to make such a change. Any change of the customer's preferred carrier will result in termination of this agreement.

All applicable non-recurring charges will apply.

If access line rates for residential service, as listed elsewhere in this tariff, increase, "Prime Choice" rates may also increase (upon Commission approval).

The Company reserves the right to increase the prices and charges for video programming services provided to the customer in the event that one or more cable channel providers increase the programming costs charged to the Company. The customer shall be notified of such increase by bill message or other notice

Customer subscription to this bundle does not require a contract.

Chillicothe Telephone will follow the disconnection procedures set forth in Ohio Admin. Code 4901:1-6-21 (C)(2)(b). If a customer fails to submit timely payment sufficient to cover the entire amount of the regulated and unregulated bundled package rate, the Company may discontinue the provision of any regulated and unregulated services, other than basic local exchange service, if payment is sufficient to cover the rate for basic local exchange service.

"Prime Choice" is only available to residential customers where services and facilities exist.

C. MONTHLY RATE \$114.95

Taxes and surcharges are not included in package price.

(N)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

BUNDLED SERVICE PACKAGE UPGRADES

(N)

A. DESCRIPTION

Customers who subscribe to "All Distance Phone Service," "First Choice," "Smart Choice" or "Prime Choice" bundled service packages may upgrade their package as follows:

1. Incoming Call Control may be added to any bundle for \$3.00 per month.
2. Safe and Sound Security Monitoring* may be added to any bundle for \$14.95 per month.
3. Customers may upgrade Basic Voice Mail* to Premium Voice Mail* for \$5.00 per month.
4. Customers may upgrade bundles including Advantage Internet* to Premier Internet* for \$10.00 per month.
5. Customers may upgrade bundles including Advantage Internet* to Gaming Internet* for \$15.00 per month.

B. TERMS AND CONDITIONS

Upgrades or discounts to bundled services, as indicated above, are not available in conjunction with any other offer or discount. Other services or features cannot be substituted for those listed above.

The Company reserves the right to withdraw bundle upgrade options at any time (upon Commission approval).

- * Voice Mail, Safe and Sound Security Monitoring, Advantage, Premier and Gaming Internet services are not subject to regulation by the Public Utilities Commission of Ohio.

(N)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

PROMOTIONS

A. DESCRIPTION OF PROMOTION

1. Customers who sign a two (2) year commitment on the non-regulated services included in the following bundles will receive the first year at the promotional price.
 - a. FIRST CHOICE..... Promotion Price \$74.95
 - b. SMART CHOICE..... Promotion Price \$84.95
 - c. PRIME CHOICE..... Promotion Price \$99.95
2. Customers who subscribe to "First Choice," "Smart Choice," and "Prime Choice" during the promotional period, February 11, 2008 to May 29, 2008, will receive free standard installation. (C)

B. TERMS AND CONDITIONS

Standard installation includes three (3) TVs and one computer. Additional TVs or computers may be installed for an additional \$19.95 per run.

Customer equipment must be present at the time of installation.

Customers disconnecting prior to the expiration of the two-year commitment will be charged a penalty equal to the value of three (3) months service as agreed on in the commitment. The Company may waive this penalty under the following circumstances:

- a. Customer death or relocation/move from the DSL service area for vocational or medical purposes;
- b. Customer relocation within Ross County to an area without DSL access
- c. Customer requesting to terminate this agreement to participate in another Chillicothe Telephone promotional program

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Issued by William McKell, President
In accordance with the Public Utilities Commission of Ohio
Case filed February 14, 2008 in Case No. 90-5012-TP-TRF

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

DIRECT CHOICE

A. DESCRIPTION

“Direct Choice” is a bundled service package available to residential customers only.

The package includes the following:

Basic Local Exchange Service	
Touch Call	
Caller ID Name & Number	(D)
Call Waiting	
Call Forwarding	
Speed Dialing (30 #)	
Three Party Conference with Transfer	(D)

B. TERMS AND CONDITIONS

This package is not available in conjunction with any other discounts including employee concessions, Lifeline assistance, or any other packaged or bundled service on the same line.

Additional features may be purchased at regular tariff rates. In the event the customer wishes to order additional class or custom calling features, the multi-feature discount may still apply. Other calling features cannot be substituted for those listed as included in the bundle.

Additional bundle upgrades may be available as noted elsewhere in this tariff.

The Unlimited Long Distance portion of this package is for typical domestic residential voice usage only. If usage under this plan is not consistent with typical residential customer usage, as determined at the company's sole discretion, the company may offer the customer an alternative plan or suspend, restrict, or cancel the customer's service or assess additional charges for each month in which excessive usage occurred. Calls that are not consistent with typical residential voice use include but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing.

(D)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

DIRECT CHOICE Cont.

B. TERMS AND CONDITIONS Cont.

Customers who have long distance toll blocking are not eligible to receive this offer. By choosing this package the customer authorizes the Company to establish a Preferred Carrier Freeze to prevent a change in the customer's preferred carrier without the customer giving express consent to the Company to make such a change. Any change of the customer's preferred carrier will result in termination of this agreement.

Chillicothe Telephone will comply with the PUCO Minimum Telephone Service Standards regarding a Preferred Carrier Freeze as set forth in Ohio Admin. Code 4901:1-5-8 (E), and found in Section 5 of this Tariff.

All applicable non-recurring charges will apply.

If access line rates for residential service, as listed elsewhere in this tariff, increase, "Direct Choice" rates may also increase (upon Commission approval).

Customer subscription to this bundle does not require a contract.

Chillicothe Telephone will follow the disconnection procedures set forth in Ohio Admin. Code 4901:1-6-21 (C)(2)(b). If a customer fails to submit timely payment sufficient to cover the entire amount of the regulated and unregulated bundled package rate, the Company may discontinue the provision of any regulated and unregulated services, other than basic local exchange service, if payment is sufficient to cover the rate for basic local exchange service.

"Direct Choice" is only available to residential customers where services and facilities exist.

Internet speeds vary and are based on facilities available in each customer's area.

Taxes and surcharges are not included in package price.

(D)

This package can only be purchased in conjunction with certain non-regulated and/or detariffed services.

(T)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

DIRECT CHOICE PROMOTION

A. DESCRIPTION OF PROMOTION

1. Customers who sign a two (2) year commitment on the non-regulated services included in the Direct Choice bundle will receive the first year at the promotional price.
 - a. Promotional Price..... Promotion Price \$74.95
2. The \$15.00 loop extender charge (where applicable) will be waived for all customers who sign a two (2) year commitment on the non-regulated services included in the Direct Choice bundle.
3. Customers who subscribe to "Direct Choice" during the promotional period, February 11, 2008 to May 29, 2008, will receive free standard installation. (C)

B. TERMS AND CONDITIONS

Standard installation includes one (1) computer. Customer equipment must be present at the time of installation.

Customers disconnecting prior to the expiration of the two-year commitment will be charged a penalty equal to the value of three (3) months service as agreed on in the commitment. The Company may waive this penalty under the following circumstances:

- a. Customer death or relocation/move from the DSL service area for vocational or medical purposes;
- b. Customer relocation within Ross County to an area without DSL access
- c. Customer requesting to terminate this agreement to participate in another Chillicothe Telephone promotional program

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

WIN BACK PROMOTION, Prime Choice

(N)

A. DESCRIPTION OF PROMOTION

1. Available to all residential customers who have discontinued their service with the Company to establish service with another provider and wish to return to the Company and sign a two (2) year commitment on the Prime Choice Bundle will receive a special “win-back” promotional price for the first year and a discounted rate for the second year months.

- a. 1st year - Promotional Price \$ 79.84
- b. 2nd year - Promotional Price \$ 95.09

2. Customers who take advantage of this “win-back” promotional offer for “Prime Choice” during the promotional period, March 10, 2008 to June 10, 2008, will receive free standard installation.

B. TERMS AND CONDITIONS

Standard installation includes one (1) computer. Customer equipment must be present at the time of installation.

Customers disconnecting prior to the expiration of the two-year commitment will be charged a penalty equal to the value of three (3) months service as agreed on in the commitment. The Company may waive this penalty under the following circumstances:

- a. Customer death or relocation/move from the DSL service area for vocational or medical purposes
- b. Customer relocation within Ross County to an area without DSL access
- c. Customer requesting to terminate this agreement to participate in another Chillicothe Telephone promotional program

Additional bundle upgrades may be available as noted elsewhere in this tariff.

This offer is not available in conjunction with any other offer or discounts including employee concessions, Lifeline assistance, or any other package or bundled service on the same line.

Terms and conditions as described for Prime Choice elsewhere in this tariff still apply.

(N)

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In accordance with the Public Utilities Commission of Ohio
Case filed March 10, 2008 in Case No. 90-5012-TP-TRF

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

WIN BACK PROMOTION, All Distance Phone Service

(N)

A. DESCRIPTION OF PROMOTION

1. Available to all residential customers who have discontinued their service with the Company to establish service with another provider and wish to return to the Company and subscribe to the All Distance Phone Bundle will receive the first year at a special "win-back" promotional price.

\

a. Promotional Price..... \$21.29

2. Customers who take advantage of this "win-back" promotional offer for "All Distance" during the promotional period, March 10, 2008 to June 10, 2008, will receive free standard installation.

B. TERMS AND CONDITIONS

Additional bundle upgrades may be available as noted elsewhere in this tariff.

This offer is not available in conjunction with any other offer or discounts including employee concessions, Lifeline assistance, or any other package or bundled service on the same line.

Terms and conditions as described for All Distance Phone Service elsewhere in this tariff still apply.

Customer subscription to this bundle does not require a contract.

(N)

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Case filed March 10, 2008 in Case No. 90-5012-TP-TRF

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS (T)

A. General Provision

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

B. General Regulations

1. Responsibility of the Customer (T)

- a. Customers wishing to provide their own telephone terminal (T)
equipment may do so under provisions of the rules and
regulations set forth by the FCC Registration Program. The
terms of this program provide that customer-provided equipment
must be either registered or grandfathered in order to be
directly connected to the network.
- b. Where telecommunications service is available under this
tariff for use in connection with customer -provided equipment, (T)
the operating characteristics of such equipment shall not to
interfere with the rendering of any of the services offered
by the Telephone Company.
- c. Such use shall not: endanger the safety of Telephone Company
employees or the public; damage or require change in or
alteration of the equipment; interfere with the proper
functioning of such equipment or facilities; impair the
operation of the Telephone Company's telecommunications
system; or otherwise injure or interfere with the public's
use of the Telephone Company's services.
- d. Upon notice from the Telephone Company that customer - (T)
provided equipment is causing or is likely to cause such
hazard damage, injury or interference, the customer shall (T)
make such change as shall be necessary to remove, eliminate,
or prevent the same.

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Effective: July 1, 1987

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Order dated June 2, 1987 in Case Number 87-651-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS (Cont'd) (T)

2. Responsibility of the Telephone Company

- a. The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer - provided equipment. Message telecommunications service as provided by the Telephone Company is not represented to be, nor is it necessarily, adapted to the use of customer -provided equipment and where such equipment is connected to Telephone Company facilities. The Telephone Company shall not be responsible for (1) the through transmission of signals generated by the customer -provided equipment or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer -provided facilities. (T)
- b. The Telephone Company shall not be responsible to the customer or otherwise if changes in the criteria contained in this section or in any of the facilities, operations or procedures of the Telephone Company render any customer - provided equipment obsolete or require modification or alteration of such equipment so as to render it compatible with the facilities of the Telephone Company or otherwise affect its use or performance. (T)

3. Violation of Regulations

Where any customer -provided facilities are used with exchange and long distance message telecommunications service in violation of any of the provisions of this section, the Telephone Company will take such immediate action as it deems appropriate, including, at its option upon exercise of reasonable discretion, disconnection of the service, for the protection of the Telephone Company's facilities and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within 10 days, following written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in either temporary denial or (T)

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In accordance with Public Utilities Commission of Ohio
Order dated June 2, 1987 in Case Number 87-651-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS
(cont'd.)

B. General Regulations (concl'd.)

3. Violation of Regulations (concl'd.)

termination of such customer's service in accordance with the provisions of
Section 2, Sheet 9, Paragraph D.7 of this tariff until such time as the customer (T)
complies with the provisions of this tariff.

4. Network Control Signaling

Satisfactory performance of the Telephone Company's telecommunications
network requires continuing functional compatibility of the Telephone
Company's facilities. In the furnishing of telecommunications service, to
assure such continuing compatibility, network control signaling shall be
performed by equipment furnished, installed and maintained by the Telephone
Company.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS (Cont'd)

C. Customer-provided equipment may be connected to Chillicothe Telephone Company facilities, subject to the following regulations:

1. Method of Connection - Equipment must be connected to the Telephone Company demarcation point with ease of disconnection so as to serve as a test point between the Telephone Company network and customer wiring and equipment. (C)
(C)
(C)
2. Coupler - If a coupler is required it may be provided by either the customer or the Telephone Company.
3. Initial Inspection of Equipment - Employees of the Telephone Company must be permitted to inspect the equipment prior to installation if so requested.
4. Customer-Provided Coupler - The customer may use its own coupler providing it meets with the code of Federal regulation.

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Issued by ROBERT McKELL, PRESIDENT
In accordance with Public Utilities Commission of Ohio
Order dated June 2, 1987 in Case Number 87-651-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS (Cont'd)

RESERVED FOR FUTURE USE

(D)

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In accordance with Public Utilities Commission of Ohio
Order dated June 2, 1987 in Case Number 87-651-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS (Cont'd) (T)

6. Maintenance - Customer -provided equipment must not be (T)
detrimental to the service of the Telephone Company provided to
other customers. Connection of customer -provided equipment is (T)
permitted with the understanding that generally accepted
telephone-industry standards of installation and maintenance
will be observed by the customer. (T)(D)

(D)
The customer is required to satisfy himself that trouble is not (T)
in his own equipment before requesting assistance from the
Telephone Company. A charge will be made if a telephone
technician is sent to clear trouble that results from customer- (T)
provided equipment or its associated customer -provided wiring. (T)

7. Periodic Inspection - Employees of the Telephone Company shall
be allowed to inspect customer -provided equipment periodically. (T)

8. Unreported Customer -Provided Equipment - A Telephone Company (T)
employee who discovers previously unreported customer -provided (T)
equipment shall be allowed to, and shall, inspect the install-
ation to see if it meets the requirements and standards contained
herein. If it does not meet such requirements and standards,
the equipment shall be disconnected or a coupler of the proper
type installed, depending on the wishes of the customer. (T)
If changes in the installation are necessary, they shall be
described and explained to the customer. Information about (T)
the equipment shall be turned in for the Telephone Company's
billing and plant records.

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In accordance with Public Utilities Commission of Ohio
Order dated June 2, 1987 in Case Number 87-651-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS (Cont'd)

D. Rates and Charges:

	Non-Recurring Charge	Per Month
1. Customer-provided equipment		
Initial or periodic inspection of equipment - if requested	37.50	-0-
Repair trip made-trouble found to be in customer-provided equipment	37.50	-0-

(D)

(D)

Issued: June 10, 1987

Effective: July 1, 1987

Issued by ROBERT McKELL, PRESIDENT
In accordance with Public Utilities Commission of Ohio
Order dated June 2, 1987 in Case Number 87-651-TP-ATA

THE CHILLICOTHE TELEPHONE
COMPANY

Section 16
Third Revised Sheet No. 8
Cancels Second Revised Sheet No. 8

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS (Concl'd)

RESERVED FOR FUTURE USE

(D)

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Order dated June 2, 1987 in Case Number 87-651-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

(D)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

(D)

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In accordance with Public Utilities Commission of Ohio
Order dated June 2, 1987 in Case Number 87-651-TP-ATA

THE CHILLICOTHE TELEPHONE
COMPANY

Section 17
Third Revised Sheet No. 4
Cancels Second Revised Sheet No. 4

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

(D)

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In accordance with Public Utilities Commission of Ohio
Order dated June 2, 1987 in Case Number 87-651-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

(D)

Issued: June 10, 1987

Effective: July 1, 1987

Issued by ROBERT McKELL, PRESIDENT
In accordance with Public Utilities Commission of Ohio
Order dated June 2, 1987 in Case Number 87-651-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

ENTERPRISE SERVICE

A. General

1. Enterprise Service provides an arrangement in connection with message toll telephone service whereby a customer's patrons can call him without the payment of a charge for a message toll call and without having to request specific reversal of this charge.
2. This service is available only to business customers having private branch exchange service, key system trunk, Centrex Service, or individual line service, except Payphone Service.
3. The exchanges of the Telephone Company from which calls may be made are selected by the customer, subject to the approval of the Telephone Company, and the Telephone Company assigns and lists in the directory for each of such exchanges a special telephone number designation for the use of patrons.
4. Calls for the special number are accepted only when originated at telephones located in the exchange with which the special telephone number is associated, and only those toll calls placed by calling this special number are considered as coming within the scope of the service.
5. The customer shall pay the message toll charges for all calls made to such special number.

B. Charges and Regulations of Other Companies

When the facilities of another telephone company are involved in providing this service, any regulation or charge of such other company which may be applicable to this service and which is not in conflict with the foregoing regulations will also apply.

C. Charges

1. The customer to this service is charged the sent-paid station-to-station message toll telephone service rate for each completed call.
2. In addition to the charges otherwise applicable, the customer shall pay a monthly charge of \$12.75 for the first exchange he selects.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

ENTERPRISE SERVICE

C. CHARGES (concl'd.)

2. (concl'd.)

and a monthly charge of \$3.80 for each additional exchange he selects.

3. One directory listing for each exchange selected will be provided without additional charge. Additional directory listings will be provided at the business additional listing rate.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

TOUCH CALLING SERVICE

A. General

1. Touch calling service is provided for the origination of telephone calls through the use of pushbutton rather than a rotary dial.
2. Touch calling service requires special central office equipment for lines and trunks and will be provided only from central offices when facilities are available. In addition to special central office equipment for Key and P.B.X. trunks, additional equipment within the Key and/or P.B.X. is required for touch calling service.

B. Rates (1)

1. The following rates apply for pushbutton telephone residential service associated with lines equipped for touch calling service and are in addition to the monthly and nonrecurring rates and charges applicable for the associated service and facilities elsewhere in this tariff provided for:

	Monthly	
	Current	Maximum
Touch calling residential access line (individual or party)	\$ 2.20	\$ 2.20

2. The following rates apply for pushbutton telephone business service associated with lines, P.B.X. trunks and Key System trunks equipped for touch calling service and are in addition to the monthly and nonrecurring rates and charges applicable for the associated service and facilities elsewhere in this tariff provided for:

	Monthly	
	Current	Maximum
Touch calling business access line (individual or party)	\$ 2.20	\$ 2.20

(1) Denotes Tier 1 Core service.

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non Core services are capped at current rates until September 24, 2006. After September 24, 2006, 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 # 04-1253-TP-ALT effective September 24, 2004.

Issued: September 28, 2004

Effective: September 24, 2004

Issued by Thomas McKell, President
In accordance with the Public Utilities Commission of Ohio
Order dated September 22, 2004 in Case No. 04-1253-TP-ALT

THE CHILlicoTHE TELEPHONE
COMPANY

Section 19
Fifth Revised Sheet No. 2
Cancels Fourth Revised Sheet No. 2

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

(D)

Issued: June 10, 1987

Effective: July 1, 1987

Issued by ROBERT McKELL, PRESIDENT
In accordance with Public Utilities Commission of Ohio
Order dated June 2, 1987 in Case Number 87-651-TP-ATA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

(D)

(D)

Issued: April 15, 2005

Effective: April 15, 2005

Issued by Thomas McKell, President
In accordance with the Public Utilities Commission of Ohio
Case filed April 15, 2005 in Case No. 05-496-TP-ZTA

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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(D)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONCURRENCE WITH TARIFFS
OF OHIO BELL TELEPHONE COMPANY

Concurrence

The Telephone Company assents to, adopts, and concurs in the following tariffs of the Ohio Bell Telephone Company, as filed with the Public Utilities Commission of Ohio and as such now exist, or as they may be revised, added to, or supplemented, insofar as the same relate to service jointly rendered by the Telephone Company and the Ohio Bell Telephone Company, including such service as may be participated in by one or more other connecting telephone companies, and insofar as the same are not in conflict with the provisions of the tariffs of the Telephone Company, the Telephone Company hereby obligating itself to observe the same to the extent of the foregoing assent, adoption, and concurrences:

1. Private Line Service Tariff
2. Foreign Exchange Service Tariff
3. Wide Area Telecommunications Service Tariff

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Issued: August 1, 1989

Effective: August 1, 1989

In accordance with the Finding and Order in case No. 83-464-TP-COI, (Subfile C), issued by The Public Utilities Commission of Ohio, July 18, 1989

By Thomas McKell, President, Chillicothe, Ohio

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONCURRENCE WITH TARIFFS
OF NATIONAL EXCHANGE CARRIER ASSOCIATION

Concurrence

The Telephone Company asserts to, adopts, and concurs in the following tariffs of the National Exchange Carrier Association, as filed with the Federal Communications Commission and as such now exist, or as they be revised, added to, or supplemented, insofar as the same relate to service jointly rendered by the Telephone Company and the Ohio Bell Telephone Company, including such service as may be participated in by one or more other connecting telephone companies, and insofar as the same are not in conflict with the provisions of the tariffs of the Telephone Company, the Telephone Company hereby obligating itself to observe the same to the extent of the foregoing assent, adoption, and concurrences:

1. National Exchange Carrier Association No. 1,
except Section 4 "End User Access Service".

Issued: November 25, 1986

Effective: November 25, 1986

Issued by ROBERT McKELL, PRESIDENT
In accordance with Public Utilities Commission of Ohio
Order dated November 12, 1986 in Case Number 85-995-TP-AIR

THE CHILLICOTHE TELEPHONE
COMPANY

Section 22
Second Revised Sheet No. 1
Cancels First Revised Sheet No. 1

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

(D)

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THE CHILLICOTHE TELEPHONE
COMPANY

Section 22
Second Revised Sheet No. 2
Cancels First Revised Sheet No. 2

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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(D)

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THE CHILlicoTHE TELEPHONE
COMPANY

Section 22
First Revised Sheet No. 3
Cancels Original Sheet No. 3

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

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(C)

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THE CHILLICOTHE TELEPHONE
COMPANY

Section 23
Second Revised Sheet No. 1
Cancels First Revised Sheet No. 1

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

(C)

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in

Case No(s). 08-0381-TP-ATA

Summary: Tariff Application to Detariff all regulated Toll, certain Tier 2 services and other changes necessary to implement PUCO 06-1345-TP-ORD (Part 4 of 5, resubmitted as directed by staff) electronically filed by Tammy D Perry on behalf of Chillicothe Telephone Company