

DONet Communications, LLC

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.10. DEPOSITS**

2.10.1. Company reserves the right to require Customer to make a deposit to guarantee payment of charges.

2.10.2. Deposit and Guarantee Requirements

The utility may require a deposit or guarantee of payment from any customer or applicant who has not established good credit with that utility, in accordance with the MTSS. Deposit or guarantee of payment requirements as prescribed by the utility must be based upon standards which bear a reasonable relationship to the assurance of payment. The utility may determine whether a customer has established good credit with that utility, except as herein restricted:

1) A customer, who within the last 12 months has not had service disconnected for nonpayment of a bill and has not been liable for disconnection of service for nonpayment of a bill, and the bill is not in dispute, shall be deemed to have established good credit. When required, a customer may assure payment by submitting a deposit. A deposit shall not exceed an estimated two months' gross bill or existing two months' bill where applicable.

2) A deposit or a guarantee of payment shall not be based upon income, home ownership, residential location, employment tenure, nature of occupation, race, color, creed, sex, marital status, age, national origin, or any other criteria which does not bear a reasonable relationship to the assurance of payment or which is not authorized by Ohio statutes or rules.

3) Credit reports shall not be used other than those reflecting the purchase of utility services to determine the adequacy of a customer's credit history without the permission in writing of the customer. Any credit history so used shall be bailed to the customer in order to provide the customer an opportunity to review the data. Refusal of a customer to permit use of a credit rating or credit service other than that of a utility shall not affect the determination by the utility as to that customer's credit history.

4) Qualifying applicants for service connection assistance will receive the service at no charge or reduced cost.

5) The amount of a deposit assessed for local service or toll service shall not exceed 230% of the estimated or, where the customer or service applicant has either an existing or a previous service account billing history with the local or toll service provider, the historic month average total charge for all regulated local services provided (or to be provided) to the Customer by the Company.

Issued:

Effective Date:

Issued By:

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SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.10. DEPOSITS (Cont'd)****A. General**

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

- Waiver of applicable deposit requirements under this Tariff.
- Full or partial waiver up to \$60 of applicable service connection charges for establishing or re-establishing local exchange service as described in this Tariff (Service Connection Assistance does not apply to network wiring charges).

B. Regulations

1. Service Connection Assistance is a basic local exchange residential service offering available to customers who are currently participating in one of the following assistance programs:
 - a. Home Energy Assistance Program (HEAP);
 - b. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
 - c. Food Stamps;
 - d. Federal Public Housing or Section 8 Assistance; or
 - e. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid).
 - f. National School Lunch Program
 - g. Temporary Aid to Needy Families (TANF)
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 Paragraph 2.B.1.above; identifying the specific program or programs from which the customer receives benefits.
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.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.15. CANCELLATION BY COMPANY (Cont'd)**

2.15.4. Except as provided above, the Company will discontinue or restrict service only under the following circumstances:

- 2.15.4.1. the Company will discontinue basic service only for the Customer's nonpayment of basic service charges;
- 2.15.4.2. the Company will discontinue ancillary services only for the Customer's nonpayment of ancillary charges OR if the Company has discontinued basic service in accordance with this Tariff or Ohio State law and/or regulation;
- 2.15.4.3. the Company will discontinue interexchange access only for the Customer's nonpayment of interexchange charges OR if the Company has discontinued basic service in accordance with this Tariff or Ohio State law and/or regulation;
- 2.15.4.4. the Company, at its own discretion, may permit a Customer access to toll-free numbers when the Customer's interexchange access service is discontinued or restricted.

2.15.5. Reserved for future use

2.15.6. Except as provided in Section 2.16.1, the Company will mail to the Customer, via first class mail, written notification of discontinued service at least seven (7) calendar days prior to discontinuance or disconnection of service, which will contain the following:

- 2.15.6.1. a discontinuation date that is not less than seven (7) calendar days after the postmark date for which the notice is mailed;
- 2.15.6.2. the amount(s) owing for service that is subject to discontinuation or restriction;
- 2.15.6.3. a statement that clearly indicates the amount the Customer must pay in order to maintain basic service or restricted service, regardless of the full amount owed by the Customer;
- 2.15.6.4. instructions on how to correct the problem to avoid discontinuation of service;
- 2.15.6.5. information about any discontinuation or restoration charges that may be assessed;
- 2.15.6.6. information about how the Customer can avoid discontinuation of service under the medical emergency provisions of this Tariff, section 2.16.8 through 2.16.12, above;
- 2.15.6.7. the Company's name, address, toll-free number, and TTY number for the Customer to contact the Company to discuss pending discontinuation of service.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.15. CANCELLATION BY COMPANY (Cont'd)****2.15.6 (Cont'd)**

- 2.15.6.8 a statement that reads, "If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called DONet, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 or for TTY at 1-800-686-1570 from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov ."

If the account is residential, the following statement: "Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org."

- 2.15.6.9. a statement that 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 non-regulated service charges.

- 2.15.7 Except as provided above, the Company will provide the Customer with personal notice of its intent to discontinue service as follows:

- 2.15.7.1 The Company will attempt at least two (2) personal contacts with the Customer via telephone during regular business hours. The Company will use all telephone numbers disclosed by the Customer as contact numbers.

- 2.15.7.2 Except in the case of danger to life or property, the Company will not discontinue service on days that it is not fully staffed to discussed discontinuation and reestablish service to the Customer on the same or following day.

- 2.15.8 The Company will not discontinue service while a customer billing dispute is pending before the Commission provided that the Customer pays all amounts of any bill due that is not in dispute.

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This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

9/22/2008 2:39:12 PM

in

Case No(s). 08-1029-TP-ACE

Summary: Tariff Local and Resale Tariff Sheets Revised electronically filed by Mr. Kristopher Twomey on behalf of DONet Communications and Mezera, David Mr.