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Judith A. Riley, J.D.

5909 Northwest Expressway, Suite 101  
Oklahoma City, OK 73132

February 10, 2010

**VIA OVERNIGHT DELIVERY**

Public Utilities Commission of Ohio  
Docketing Division  
180 East Broad Street  
Columbus, OH 43215-3793  
(614) 466-4095

RECEIVED-DOCKETING DIV  
2010 FEB 11 AM 8:52  
PUCO

RE: Impact Telecom, Inc.  
Case No. 10-021-TP-ACE  
Case No. 90-6401-TP-TRF  
Final Tariffs

Dear Commission:

Enclosed please find one (1) original and three (3) copies of Impact Telecom, Inc.'s final tariff pursuant to the cases entitled above.

Please acknowledge receipt of this filing by file-stamping the duplicate cover letter and returning in the self-addressed and stamped envelope.

Should you have any questions or need additional information, please do not hesitate to contact me at (405) 755-8177 extension 25 or by email at [amckay@telecompliance.net](mailto:amckay@telecompliance.net)

Sincerely,

A handwritten signature in cursive script, appearing to read "Alicia G. McKay".

Alicia G. McKay  
Regulatory Agent

Enclosure(s)

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician Sam Date Processed FEB 11 2010

TITLE SHEET

IMPACT TELECOM, INC.

OHIO TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for intrastate interexchange telecommunications services provided by Impact Telecom, Inc., with principal offices at 9250 E. Costilla Avenue, Ste. 400, Greenwood Village, CO 80112. This tariff applies for services furnished within the State of Ohio. This tariff is on file with the Public Utilities Commission of Ohio, and copies may be inspected, during normal business hours at the Company's principal place of business.

"Customers have certain rights and responsibilities under the Minimum Telephone Service Standards (Ohio Adm. Code 4901:1-5)(MTSS). These safeguards can be found in the Appendix to Ohio Adm. Code 4901:1-5-03, which is entitled "Telephone Customer Rights and Responsibilities." These rights and responsibilities include complaint handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of service."

This tariff is on file with the Ohio Public Utilities Commission and may be viewed from 8:00 am to 5:00 pm, Monday through Friday; or at the Company's principal place of business located at 9250 E. Costilla Avenue, Suite 400, Greenwood Village, CO 80112. The Company can also be contacted at (303) 779-5700 or Toll Free at 866-557-8918, and the Company's website offers 24/7 support from its website <http://www.impacttelecom.com/index.php>.

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Issued Date: February 15, 2010

Effective: February 17, 2010

By: Robert Beaty, President  
9250 E. Costilla Ave., Ste. 400  
Greenwood Village, CO 80112

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**CHECK SHEET**

Sheets 1 through 10 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below compromise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

<u>SHEET</u>	<u>REVISION</u>
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original

\* Indicates new or revised sheet.

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**SYMBOLS**

Whenever tariff sheets are revised, changes will be identified by the following symbols:

- (C) To signify change in regulation
- (D) To signify a deletion
- (I) To signify a rate increase
- (L) To signify material relocated in the tariff
- (N) To signify a new rate or regulation
- (R) To signify a rate reduction
- (T) To signify a change in text, but no change in rate or regulation

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**SECTION 1 – GENERAL**

**1.1 Application of Tariff**

1.1.1. This tariff contains the regulations and rates applicable to resold intrastate Interexchange services provided by the Company in the State of Ohio. The Company's services are furnished subject to the availability of facilities and the terms and conditions of this tariff. The Company intends to offer service to business customers throughout the State of Ohio.

The rates and regulations contained in this tariff apply only to the services furnished by the Company and do not apply, unless otherwise specified, to the lines, facilities, or services provided by another Common Carrier for use in accessing the services of the Company.

**1.2 Undertaking of the Company**

1.2.1 To the extent provided herein, the Company undertakes to furnish communications services to retail and business customers pursuant to the terms of this Tariff in connection with one-way and two-way information transmission between points in the State of Ohio.

**1.3 Deposits**

**1.3.1 Deposit Requirements**

Company may require from any Customer or prospective Customer a deposit to be held as a guarantee for the payment of charges. Any applicant who is either not a previous Customer having an established prompt payment record or whose credit record is not satisfactory may be required to pay a deposit. Company may require separate deposits for different Services purchased by Customer, all of which must be paid before any service is installed. In its calculation of a Customer's creditworthiness, Company will use trading banking references, credit reports, and any other information pertinent to a Customer's credit subject to applicable law.

**1.3.2 Amount of Deposit**

The amount of the deposit shall not be more than two (2) months of usage of Company's jurisdictional services for any specific Customer. The amount of such usage may be estimated from past usage, the Customer's estimated anticipated usage. The amount of deposit may exceed this total when services are provided for shorter periods of time or special occasions.

**SECTION 1 – GENERAL** (Cont'd)

**1.3 Deposits** (Cont'd)

**1.3.3 New or Additional Deposit**

A new or additional deposit may be required to cover the amount provided in Section 1.3.2 above when a deposit has been refunded or is found to be inadequate due to services ordered r provided or the Customer demonstrates nonpayment for one month.

Prior to the Company requesting a new or additional deposit, the Company will notify the Customer in writing no less than twelve (12) days of the need for the Customer to provide the deposit and the conditions under which the deposit is required. The Customer shall have twelve (12) calendar days from the date of mailing to provide the new or additional deposit.

**1.3.4 Handling of Deposits**

Deposits shall be sent or delivered to: Impact Telecom, Inc., 9250 E. Costilla Avenue, Suite 400, Greenwood Village, CO 80112. Company will maintain records that show the name and address of each depositor, the amount and date of the deposit, and each transaction concerning the deposit. Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account and shall be disposed of in accordance with law.

**1.3.5 Refund**

The deposit shall be refunded or credited to the Customer after not more than twelve (12) consecutive months of prompt payment or as required by applicable Commission rules. The account shall be reviewed after twelve (12) months of service, and if the deposit is retained, it shall again be reviewed at the end of Company's accounting year or on the anniversary date of the account.

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**SECTION 1 – GENERAL** (Cont'd)

**1.4 Late Payment Charges**

- 1.4.1 Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% will be applied. Late payment charge amounts will not be applicable for any previously billed late charges. Late payment charges will not apply to any amounts in dispute. All late charges are applied without discrimination.

**1.5 Return Check Charge**

- 1.5.1 When a check which has been presented to the Company by a Customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$20.00.

**1.6 Reconnect Charge**

- 1.6.1 A reconnect charge of \$10.00 applies when service is reestablished for customers which have been disconnected due to non payment. Payment of a reconnect charge and all other outstanding, undisputed charges, will be due in full prior to reconnection of service.

**1.7 Service Suspension Charge**

- 1.7.1 Customers who request temporary service suspension of service will be billed a rate of \$15.00 per month for all months requested for suspension. Partial months will be prorated at 1/30<sup>th</sup> the monthly charge.



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**SECTION 1 – GENERAL** (Cont'd)

**1.8 Customer Complaints and Billing Disputes**

- 1.8.1 Customer may notify the carrier of billing or other disputes either orally or in writing. There is no time limit for submitting disputes.
- 1.8.2 Customer whose complaints and/or billing disputes that are not satisfactorily resolved after contacting Impact Telecom, may contact the Public Utilities Commission of Ohio for assistance. The Public Utilities Commission of Ohio can be contacted at:

180 E. Broad Street  
Columbus, OH 43215-3793  
Local: (614) 466-3292  
Toll Free: 1-800-686-7826  
TDD/TYY: 1-800-686-1570  
Website: [www.puco.ohio.gov](http://www.puco.ohio.gov).