

Via E-FILE

April 29, 2011

Ms. Renee' Jenkins, Director of Administration
Public Utilities Commission of Ohio
180 East Broad Street, 13th Floor
Columbus, OH 43215-0573

Re: CenturyTel of Ohio, Inc. d/b/a CenturyLink
Case No. 90-5010-TP-TRF
Case No. 11-2770-TP-ATA

Dear Ms. Jenkins:

Enclosed for filing is CenturyTel of Ohio, Inc. d/b/a CenturyLink filing to establish a tariff which is for BLES services and any other tariffed services as required in accordance with the Commission's January 19, 2011 Entry in Case No. 10-1010-TP-ORD.

If you have any questions regarding this filing, please call me or Gary Baki at (614) 220-8629.

Sincerely,

/s/ Debra A. Levy

Debra A. Levy

Enclosures

cc: Gary Baki

OH 11-01

Debra A. Levy
Tariff Analyst II
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The Public Utilities Commission of Ohio
TELECOMMUNICATIONS APPLICATION FORM for
DETARIFFING AND RELATED ACTIONS

Per the Commission's 01/19/2011 "Implementation Order" in Case No. 10-1010-TP-ORD
(Effective: 01/20/2011 through 05/20/2011)

In the Matter of the Application of CenturyTel of Ohio, Inc.)
d/b/a CenturyLink to Detariff Services and make other)
changes related to the Implementation of Case No. 10-1010-)
TP-ORD)

TRF Docket No. 90-5010-TP-TRF

Case No. 11 - 2770 - TP - ATA

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

Name of Registrant(s) CenturyTel of Ohio, Inc.

DBA(s) of Registrant(s) CenturyLink

Address of Registrant(s) 100 CenturyLink Drive, Monroe, LA 71203

Company Web Address <http://about.centurylink.com/tariffs/>

Regulatory Contact Person(s) Gary Baki

Phone 614-220-8629

Fax 614-224-3902

Regulatory Contact Person's Email Address gary.s.baki@centurylink.com

Contact Person for Annual Report Ken Buchan

Phone 318-362-1538

Address (if different from above)

Consumer Contact Information Donna Powell

Phone 866-883-7206

Address (if different from above)

Part I – Tariffs

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

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

Carrier Type	<input type="checkbox"/> ILEC	<input type="checkbox"/> CLEC	<input type="checkbox"/> CTS
Tariff for Basic Local Exchange Service (BLES) and/or other services required to be tarified pursuant to 4901:1-6-11(A); detariffing of all other services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other changes required by Chapter 4901:1-6 (Describe in detail in Exhibit C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part II – Exhibits

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

Included	Identified As:	Description of Required Exhibit:
<input checked="" type="checkbox"/>	Exhibit A	The existing affected tariff pages.
<input checked="" type="checkbox"/>	Exhibit B	The proposed revised tariff pages.
<input checked="" type="checkbox"/>	Exhibit C	Narrative summarizing all changes proposed in the application, and/or other information intended to assist Staff in the review of the Application.
<input checked="" type="checkbox"/>	Exhibit D	One-time customer notice of detariffing and related changes consistent with rule 4901:1-06-07
<input checked="" type="checkbox"/>	Exhibit E	Affidavit that the Customer Notice described in Exhibit C has been sent to Customers.

Part III. – Attestation

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

AFFIDAVIT

Compliance with Commission Rules

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

I attest that these tariffs comply with all applicable rules for the state of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules, as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the state of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

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

Executed on (Date) April 29, 2011 at (Location) Overland Park, Kansas

*(Signature and Title) /s/ Debra Levy, Tariff Analyst (Date) April 29, 2011

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

VERIFICATION

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

*(Signature and Title) /s/ Debra A. Levy, Tariff Analyst (Date) April 29, 2011

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

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

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

Or

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

EXHIBIT A

POLE ATTACHMENT TARIFF
P.U.C.O. No. 1

CenturyTel of Ohio, Inc.

Original Title Sheet

CenturyTel of Ohio, Inc.

POLE ATTACHMENT TARIFF

Applying in all exchanges of the Company

Issued: May 14, 1999

Effective: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer
In accordance with Order No. 99-320-TP-ATA issued by the
Public Utilities Commission of Ohio, dated May 12, 1999

POLE ATTACHMENT TARIFF
P.U.C.O. No. 1

CenturyTel of Ohio, Inc.

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Original Index A

POLE ATTACHMENT

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POLE ATTACHMENT TARIFF
P.U.C.O. No. 1

CenturyTel of Ohio, Inc.

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POLE ATTACHMENT

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POLE ATTACHMENT TARIFF
P.U.C.O. No. 1

CenturyTel of Ohio, Inc.

Section 1
Original Sheet No. 1

POLE ATTACHMENT

1.1 GENERAL

1.1.1 Conditions

Poles owned by the Company are designed and engineered to distribute telephone service using contemporary materials and are not intended for lease to the General Public. When the Company is contacted by a party requesting lease of pole space for attachments and the requesting party determines that telephone plant is adequate for their intended use, the Company may lease such space subject to this tariff and the accompanying application.

The leasing party, hereinafter referred to as Licensee, may not sublease pole space.

1.1.2 Application Required

The Licensee must make application for use of pole space, subject to certain terms and conditions of this tariff. Acceptance of the application by the Company will be indicated by completion of the permit and the initiation of the service by the Company. The fully executed application and permit shall constitute a contract between the Licensee and the Company. The Licensee will be required to post bond and evidence of insurance as required.

1.1.3 Use of Space

Licensee's attachments must be used only for the purposes Licensee states in the original application. Any use for other purposes or any use of pole space that causes interference to telephone service or to other Licensees may constitute a breach of the contract and may result in termination of the permit.

1.1.4 Delays or Loss of Service

Licensee must hold the Company harmless for any loss of service or delay in service attributable to the lease of or delay in providing pole attachment space.

POLE ATTACHMENT TARIFF
P.U.C.O. No. 1

CenturyTel of Ohio, Inc.

Section 1
Original Sheet No. 2

POLE ATTACHMENT

1.1 GENERAL (Continued)

1.1.5 Definitions

Community Antenna Television Service - means any service which consists of the distribution of broadcast television programs obtained off-the-air by Licensee's antenna or by means of an antenna tower or towers at distant locations and from which such broadcast program is transmitted to Licensee's Community Antenna Television System by relay facilities pursuant to appropriate Federal Communications Commission authorization. Such Community Antenna Service may also include, but is not limited to, music received off-the-air, "fill-in" music originating in Licensee's control house, news and weather announcements, occasional local television programs, occasional closed circuit television programs, and pay television programs.

Community Antenna Television System - means a non-broadcast facility consisting of a set of transmission paths and associated signal generation, reception, and control equipment, under common ownership and control, that distributes or is designed to distribute to subscribers the signals of one or more television broadcast stations.

Joint User - means any public utility, governmental body or other entity which has or hereafter shall be granted, the right to jointly use any pole owned by the Company, and any owner of poles to which the Company has been extended joint use attachment privileges.

Licensee's Equipment - means any facility or equipment of whatever kind owned or controlled by Licensee, including but not limited to aerial wires, drop wires, tap-offs, cables and associated appliances such as amplifiers, power supply equipment and other transmission apparatus used in connection with the operation of Licensee's System.

Telephone Company Poles - means poles owned or controlled by the Company and poles owned by others in which the Company has the right to contract for use of the communications portion of the poles and used, in whole or in part, for wire communications by the Company.

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POLE ATTACHMENT TARIFF
P.U.C.O. No. 1

CenturyTel of Ohio, Inc.

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POLE ATTACHMENT

1.1 GENERAL (Continued)

1.1.6 Tree Trimming

All tree trimming required on account of Licensee's equipment shall be done by Licensee at its sole risk and expense and in a manner satisfactory to the Company and any other Licensee. No tree shall be trimmed without written permission of the Company, except those trees on private property of Licensee's subscribers when necessary for clearance of Licensee's service drops.

1.2 ATTACHMENT PERMITS AND CHARGES

1.2.1 Licensee Authorization

- a. Prior to making any application for lease of pole attachment space, Licensee must possess the necessary authority to construct, install, erect and maintain its equipment within the public streets, highways, alleys and other thoroughfares of the service areas. Licensee shall submit satisfactory evidence to the Company of such authorization.
- b. Licensee agrees to assist in and bear all expense of securing any consents, permits or licenses that may be required of the Company by reason of this tariff filing or the associated contract. Upon (60) days' prior written notice from the Company to Licensee that the use of any poles is forbidden by any public authority or property owner, the permit covering the use of such facility or facilities shall immediately terminate and Licensee shall remove its equipment from the affected poles.

Issued: May 14, 1999

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POLE ATTACHMENT TARIFF
P.U.C.O. No. 1

CenturyTel of Ohio, Inc.

Section 1
Original Sheet No. 4

POLE ATTACHMENT

1.3 SPECIFICATIONS

1.3.1 Licensee's Equipment

Licensee's equipment, in each and every location, including all equipment which is not attached to the Company's poles but which in any way may result in excessive or improper voltages or current being impressed upon any facility of the Company or in any hazard to Telephone Company employees or to the public, shall be erected, installed, maintained, and removed in accordance with the requirements and specifications of the National Electrical Safety Codes, as amended and revised, and in compliance with any applicable rules, regulations or orders now in effect or hereafter issued by any federal, state, municipal, or other public authority having jurisdiction.

1.3.2 Licensee's Cable and Distribution System

Licensee agrees that trunk and distribution cable attached to Telephone Company poles will be of the latest State-of-The-Art design at the time of placement, which meets or exceeds all Federal Communications Commission Radiation Leakage requirements.

1.4 REPLACEMENT AND REARRANGEMENT

1.4.1 Inadequate Facilities

If any of the Company's facilities are inadequate to support or accommodate the Licensee's facilities in accordance with the specifications set forth in this tariff or the associated contract, but the Company nevertheless determines that it is willing to permit the attachment of Licensee's equipment to such poles it will inform the Licensee of the estimated costs which it will be required to bear to rearrange, construct, change or otherwise make available the space required by Licensee. Upon acceptance by Licensee of the Company's estimate of the cost involved, the Company will place orders for materials and begin to make its facilities suitable for Licensee. Licensee must make arrangements with any other licensee or joint user for rearrangement of those facilities where required.

Issued: May 14, 1999

Effective: May 14, 1999

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POLE ATTACHMENT TARIFF
P.U.C.O. No. 1

CenturyTel of Ohio, Inc.

Section 1
Original Sheet No. 5

POLE ATTACHMENT

1.4 REPLACEMENT AND REARRANGEMENT (Continued)

1.4.2 Determinations of Costs

All costs, expenses and capital investment subject to reimbursement shall be determined in accordance with the regular and customary methods of determining costs, expenses and capital investments on the books and records of the Company.

1.4.3 Billing for Telephone Company Charges

Bills for replacement, rearrangement, engineering, inspection, expenses and other charges other than rentals for attachment to poles shall be payable within thirty (30) days after presentation to Licensee.

1.5 RESERVATION OF RIGHTS AND INSPECTIONS

1.5.1 Ownership of Facilities

No use, however extended, of the Company facilities and no payments made under this tariff and the associated contract or other action of the Company shall create or vest in Licensee any ownership or property rights in the Company's facilities and Licensee's rights therein shall remain a mere license. Nothing in this tariff shall be construed to compel the Company to maintain any facilities for a period longer than necessitated by its own service requirements.

1.5.2 Right to Operate

The Company reserves to itself, its successors and assigns, and joint users, the right to construct, install, operate and maintain its facilities in such manner, as in its judgment shall best enable it to fulfill its service or operating requirements, including consideration of economy and safety

POLE ATTACHMENT TARIFF
P.U.C.O. No. 1

CenturyTel of Ohio, Inc.

Section 1
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POLE ATTACHMENT

8.5 RESERVATION OF RIGHTS AND INSPECTIONS (Continued)

8.5.3 Other Rights Not Affected

Nothing in this tariff shall be construed as affecting the rights and privileges previously granted by the Company, by contract or otherwise, to others to use any poles and the Company retain the right to continue and extend such rights and privileges. The attachment privileges provided for herein shall at all times be subject to such existing contracts and agreements. Nothing contained in this tariff shall be construed as affecting or limiting the right of the Company to make additional contracts or agreements with other persons, firms, corporations or associations for the joint use of its poles.

8.5.4 Inspections

The Company reserves the right to inspect at any time each new attachment or placement of Licensee's equipment on Telephone Company poles and to make inspections semiannually of the entire space of Licensee. The Licensee shall reimburse the Company for the expense of such inspections. Such inspections or lack thereof shall not operate in any way to relieve the Licensee or its insurer of any responsibility, obligation or liability.

Issued: May 14, 1999

Effective: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer
In accordance with Order No. 99-320-TP-ATA issued by the
Public Utilities Commission of Ohio, dated May 12, 1999

POLE ATTACHMENT TARIFF
P.U.C.O. No. 1

CenturyTel of Ohio, Inc.

Section 1
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POLE ATTACHMENT

1.6 RISK OF LOSS, LIABILITY AND INSURANCE

1.6.1 Damage to Telephone Company Property

In the event Licensee, its contractors, agents or employees cause damage to the property of the Company or other joint users and damage is caused by the presence or placement or attachment of Licensee's equipment to Telephone Company facilities, Licensee shall assume all responsibility for, and agrees promptly to reimburse in full, the Company and through the Company the joint users, for all loss and expense occasioned by such damage. The Licensee shall make immediate report to the Company of the occurrence of any such damage.

1.6.2 Hold Harmless

The Licensee shall indemnify, protect, save harmless and insure the Company and any joint user from and against all claims or demands for damages as a result of injury or destruction of property or as a result of injury to or death of a person or persons, including payments made under Workmen's Compensation law or under any plan for employee's disability and death benefits, and including all expenses incurred in defending against any such claims or demands, which may arise out of or be caused by the creation, installation, maintenance, presence, use, rearrangements, or removal or withdrawal, or abandonment of the attachments or placement of Licensee's equipment on the Company's facilities or by the proximity of Licensee's equipment, apparatus and appliances or by an act of Licensee, its contractors, agents and employees on or in the vicinity of the Company's facilities.

Issued: May 14, 1999

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In accordance with Order No. 99-320-TP-ATA issued by the
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POLE ATTACHMENT TARIFF
P.U.C.O. No. 1

CenturyTel of Ohio, Inc.

Section 1
Original Sheet No. 8

POLE ATTACHMENT

1.6 RISK OF LOSS, LIABILITY AND INSURANCE (Continued)

1.6.3 Certificate of Insurance

Licensee shall submit to the Company evidence of Licensee's insurance coverage in such form and with such companies as is satisfactory to the Company, for such types of insurance and in such amounts as requested by the Company. All insurance shall be furnished by Licensee at its own expense and shall remain in force for the entire period that Licensee's attachments occupy space on the Company's facilities.

1.6.4 Other Liability

In addition, Licensee shall indemnify, protect, save harmless and insure the Company and any joint user;

- a. with respect to all communications transmitted over Licensee's system from and against claims and demands for infringement of copyright, libel, slander, business disparagement, unauthorized use or treatment of television broadcast programs or other programs of other program material, infringement of patents with respect to the manufacture, use or operation of Licensee's equipment arising from the use of Licensee's equipment in combination with the Company's poles and;
- b. from and against any and all claims and demands which may arise out of or be caused by electrical voltages and currents being conducted over Licensee's equipment, including drop wires, whether resulting from lightning, electrical power line current or other wise and regardless of whether such electrical voltages and currents were also conducted along and through the Company's facilities and;
- c. for all loss and expense which may result from any claims of governmental bodies, property owners or others that Licensee has not a sufficient right or authority for placing and maintaining its equipment at the location of the Company's poles.

Issued: May 14, 1999

Effective: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer
In accordance with Order No. 99-320-TP-ATA issued by the
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POLE ATTACHMENT TARIFF
P.U.C.O. No. 1

CenturyTel of Ohio, Inc.

Section 1
Original Sheet No. 9

POLE ATTACHMENT

1.6 RISK OF LOSS, LIABILITY AND INSURANCE (Continued)

1.6.5 Interruptions of Service

The Company shall not be liable to the Licensee, its customers or any others, for any interruptions to service of Licensee or for any interference with the operation of Licensee's equipment arising in any manner out of the use of the Company's poles hereunder unless due solely to the Company's negligence and in any event, the extent of the Company's liability shall be limited to the actual damage, if any, caused to Licensee's equipment.

1.6.6 Bond

Licensee shall furnish a bond issued by a company satisfactory to the Company to cover the faithful performance by Licensee of its obligations under this tariff. The amount of the bond shall be computed on the basis of twenty-five dollars (\$25.00) for each pole attached or occupied by Licensee; provided, however, that the minimum amount of said bond shall be one thousand dollars (\$1,000). All bonds must specify that the Company be notified thirty (30) days prior to expiration or cancellation of bond.

Issued: May 14, 1999

Effective: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer
In accordance with Order No. 99-320-TP-ATA issued by the
Public Utilities Commission of Ohio, dated May 12, 1999

POLE ATTACHMENT TARIFF
P.U.C.O. No. 1

CenturyTel of Ohio, Inc.

Section 1
Original Sheet No. 10

POLE ATTACHMENT

1.7 RATES AND BILLING

1.7.1 Attachment Fee

Per Pole Attachment

Per Year
\$2.95

1.7.2 Payments

Rental payments shall be made annually, in advance, on the 15th day of January of each year. The amount of the advance payment shall be the amount shown in 8.7.1 above times the number of poles physically contacted on each December 15th preceding payment date. In addition, Licensee shall pay to the Company, on the 15th day of January of each year, for past occupancy, the amount of the fee in excess, if any, of the number of poles physically contacted on December 15th over the number of poles physically contacted on the preceding December 15th.

1.7.3 Termination of Service

Upon termination of service, the rental payment shall be prorated to the time of actual occupancy during the final annual period and shall be set off against the advance rental paid by Licensee for that period. Rental shall be payable for poles physically contacted by Licensee without regard to whether service is actually provided through the attached facilities.

1.7.4 Adjustments in Attachment Fee

The attachment fee in existence at the time of the advance billing shall apply to additional attachments made during the billing.

Issued: May 14, 1999

Effective: May 14, 1999

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In accordance with Order No. 99-320-TP-ATA issued by the
Public Utilities Commission of Ohio, dated May 12, 1999

EXCHANGE RATE TARIFF
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc. d/b/a CenturyLink (C)

1st Revised Title Sheet

CenturyTel of Ohio, Inc. d/b/a CenturyLink

(C)

EXCHANGE RATE TARIFF

Applying in all exchanges of the Company

Detariffed Business Tier 2 Services and Rates can be found in the Company's Business Price List at
www.centurytel.com

Issued: September 9, 2009

By: Chantel Mosby
Director – Tariffs
Monroe, Louisiana

Effective: October 19, 2009

EXCHANGE RATE TARIFF
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc..

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	Individual Line, 2nd or 3rd	Tier 1 Non Core	2
	Individual Line, 4th or more	Tier 2	2
	Business ⁽¹⁾		
	Individual Line, Initial	Tier 1 Core	2
	Individual Line, 2nd or 3rd	Tier 1 Non Core	2
	Church Line, Initial	Tier 1 Core	2
	Church Line, 2nd or 3rd	Tier 1 Non Core	2

⁽¹⁾ Service to non-residential customers with four or more access lines will receive tier 2 treatment for all access lines in accordance with rule 4901:1-6-05 of the Administrative Code.

EXCHANGE RATE TARIFF
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc..

SECTION 1
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BASIC LOCAL EXCHANGE SERVICE

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	Business ⁽¹⁾			
	Individual Line, Initial	Tier 1 Core	2	
	Individual Line, 2nd or 3rd	Tier 1 Non Core	2	
	Church Line, Initial	Tier 1 Core	2	
	Church Line, 2nd or 3rd	Tier 1 Non Core	2	
1.2.3	Prepaid Local Telephone Service (PLTS)	Tier 1 Core	2.1	(N)

⁽¹⁾ Service to non-residential customers with four or more access lines will receive tier 2 treatment for all access lines in accordance with rule 4901:1-6-05 of the Administrative Code.

EXCHANGE RATE TARIFF
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc..

SECTION 1
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BASIC LOCAL EXCHANGE SERVICE

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EXCHANGE RATE TARIFF
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc.

SECTION 1
Original Sheet No. 1

BASIC LOCAL EXCHANGE SERVICE

1.1 GENERAL

1.1.1 Local Exchange Service

- a. The Company furnished local exchange service (only metropolitan - local - area service, as defined in Section 1 of its P.U.C.O. No. 12, General Customer Services Tariff) in the following exchange areas: Avon Lake, Avon, Lorain, Amherst, Vermilion and Birmingham.
- b. Maps of those areas appear in Section 1.3 of this tariff.
- c. Each exchange service customer is entitled and enabled to make and receive calls on a local message basis (i.e., without the application of toll charges) as follows:
 - (1) to make calls to all stations in all exchange areas of the Company; and
 - (2) to receive calls from all customer stations in exchange areas of the Company.

1.1.2 General Customer Services Tariff Governs Services

All services provided for by this tariff are subject to, and governed by, the Company's Tariff P.U.C.O. No. 12, General Customer Services Tariff, as it now exists, or as it may be revised, added to or supplemented. In addition, see P.U.C.O. No. 12 for definitions of Tier Classifications. 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 4901:1-1-5-03, 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.

1.1.3 Detariffed Services

This tariff no longer contains nonresidential Tier 2 services. All business services other than basic access line customers with three or fewer lines will find nonresidential, business Tier 2 service rates, terms and conditions in the Company's Business Price List at www.centurytel.com or customers can request information by calling toll free 1-800-201-4099 for business customers with one to three lines or 1-800-201-4102 for business customers with four or more lines.

1.2 MONTHLY LOCAL EXCHANGE SERVICE RATES

1.2.1 Application of Rates

The following rates apply to all grades of main station local exchange service furnished in all exchanges by the Company. For all other rates, see the General Customer Services Tariff.

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EXCHANGE RATE TARIFF
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc.

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BASIC LOCAL EXCHANGE SERVICE

1.2 MONTHLY LOCAL EXCHANGE SERVICE RATES (Continued)

1.2.2 Rates
Local Exchange Service ⁽¹⁾

	<u>Current Monthly Rate</u>	<u>Maximum Monthly Rate</u>	<u>Classification⁽²⁾</u>
a. RESIDENTIAL			
Individual Line, Initial Line	\$12.55	\$12.55	Tier 1 Core
Individual Line, 2nd or 3rd Line	\$12.55	\$25.10	Tier 1 Non Core
Individual Line, 4th Line or more	\$12.55	-	Tier 2
b. BUSINESS			
Individual Line, Initial Line	\$32.00	\$32.00	Tier 1 Core
Individual Line, 2nd or 3rd Line	32.00	64.00	Tier 1 Non Core
Church Line, Initial Line	12.55	12.55	Tier 1 Core
Church Line, 2nd or 3rd Line	12.55	25.10	Tier 1 Non Core

(1) All rates are for access lines only.

(2) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 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 # 04-62 effective March 2, 2004.

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SECTION 1
Original Sheet No. 3

BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

- 1.3.1 Lorain Exchange
(233, 240, 244, 245, 246, 277, 282, 288, 960, 203, 204, 949)
- 1.3.2 Avon Exchange
(934, 937)
- 1.3.3 Avon Lake Exchange
(930, 933)
- 1.3.4 Amherst Exchange
(984, 985, 986, 988)
- 1.3.5 Vermilion Exchange
(967)
- 1.3.6 Birmingham Exchange
(965)

Maps are on file with the Commission.

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CenturyTel of Ohio, Inc.

SECTION 1
Original Sheet No. 4

BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL CALLING SERVICE (ELCS)

1.4.1 General

- a. Extended Local Calling Service is a four-element measured rate service provided between specific intrastate exchanges.
- b. Extended Local Calling Service is a local service offering; therefore, any stimulation to calling volumes between exchanges that occurs after its implementation may not be used as a basis for requests for any type of flat rate toll alternative.
- c. Extended Local Calling Service is a service provided in addition to local exchange service as specified in Section 1.2 of this tariff.
- d. Extended Local Calling Service is restricted to customer-dialed, station-to-station, sent paid calls to the extended exchange(s) and does not apply to operator-assisted calls.
- e. The effective date of this offering is contingent upon availability of facilities and equipment from the manufacturer.

1.4.2 Availability

- a. Extended Local Calling Service, the rules, regulations, rates and charges for which are set out in 1.3.1 preceding and 1.3.3 following, is available only in those specific exchanges as ordered by the Public Utilities Commission of Ohio, and the rates and charges are not applicable beyond a fifty-five mile radius of originating exchanges.
- b. Extended Local Calling Service will be provided in lieu of flat-rate extended local calling when so ordered by the Public Utilities Commission of Ohio.
- c. All extended area service existing prior to the establishment of this tariff will continue unless discontinued by order of the Public Utilities Commission of Ohio.
- d. Extended Local Calling Service is provided upon request and in the following exchanges:

<u>Exchange(s) In Which Service is Offered Offered</u>	<u>Exchange(s) Which Can Be Called</u>	<u>Mileage From Exchange</u>
Lorain	Elyria	7.95
Avon	Elyria	6.65
Avon Lake	Elyria	10.83
Amherst	Elyria	6.80
Birmingham	Elyria	12.76
Vermilion	Elyria	13.90
Lorain	Oberlin	12.10
Avon Lake	Cleveland	18.00
Avon Lake	Trinity	7.91

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CenturyTel of Ohio, Inc.

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Original Sheet No. 5

BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL CALLING SERVICE (ELCS) (Continued)

1.4.3 RATES

CURRENT RATES

- a. Implementation of Extended Local Calling Service in an exchange will not affect the monthly rate, as indicated in Section 1.2 of this tariff for local exchange service.
- b. Extended Local Calling Service is available upon request and is provided at the following rates:

- (1) Initial Minute Rate
Monday through Friday: To Telephone Numbers in Designated Exchanges Within the Following Distance Bands

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification</u>
(a) 8 AM to, but not including 9 PM	\$.13	\$.15	\$.16	Tier 1 Core
(b) 9 PM to, but not including 8 AM	\$.07	\$.08	\$.09	Tier 1 Core
(c) Saturday, Sunday and Holidays	\$.07	\$.08	\$.09	Tier 1 Core

- (2) Rate for Each Additional Minute
Monday through Friday: To telephone Numbers in Designated Exchanges Within the Following Distance Bands

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification⁽¹⁾</u>
(a) 8 AM to, but not including 9 PM	\$.045	\$.07	\$.08	Tier 1 Core
(b) 9 PM to, but not including 8 AM	\$.035	\$.06	\$.07	Tier 1 Core
(c) Saturday, Sunday and Holidays	\$.030	\$.06	\$.07	Tier 1 Core

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P.U.C.O. NO. 11

CenturyTel of Ohio, Inc.

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BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL CALLING SERVICE (ELCS) (Continued)

1.4.3 RATES

b. (continued)

MAXIMUM RATES

(3) Initial Minute Rate

Monday through Friday: To Telephone Numbers in Designated Exchanges
Within the Following Distance Bands

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification</u>
(a) 8 AM to, but not including 9 PM	\$.13	\$.15	\$.16	Tier 1 Core
(b) 9 PM to, but not including 8 AM	\$.07	\$.08	\$.09	Tier 1 Core
(c) Saturday, Sunday and Holidays	\$.07	\$.08	\$.09	Tier 1 Core

(4) Rate for Each Additional Minute

Monday through Friday: To telephone Numbers in Designated Exchanges
Within the Following Distance Bands

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification</u>
(a) 8 AM to, but not including 9 PM	\$.045	\$.07	\$.08	Tier 1 Core
(b) 9 PM to, but not including 8 AM	\$.035	\$.06	\$.07	Tier 1 Core
(c) Saturday, Sunday and Holidays	\$.030	\$.06	\$.07	Tier 1 Core

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CenturyTel of Ohio, Inc.

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BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL EXCHANGE SERVICE (ELCS) (Continued)

1.4.3 Rates (Continued)

- c. Charges for calls made where Extended Local Calling Service has been implemented, whether between exchanges of the Company or to exchanges of other telephone companies, are based upon four measured elements, e.g., frequency (the total number of outgoing completed calls), the distance and duration of each call and the time of day each call is originated, subject to the following:

(1) Distance

The charges for calls vary based on the airline distance (i.e., rate mileage) between the rate centers of the central offices serving the originating and terminating points of the call. These airline distances are determined in the same manner as message toll rate distances.

(2) Duration

- (a) Initial minute rates are for connections of one minute, or any fraction thereof.
- (b) Additional minute rates are for each additional minute, or any fraction thereof, that the connection continues beyond the initial minute.
- (c) Chargeable time is started when the called party answers or when the caller is connected to automatic answering recording equipment.
- (d) Chargeable time ends when the calling station "hangs up" thereby releasing the network connection is released by automatic timing equipment in the telephone network.
- (e) Chargeable time does not include time lost because of faults or defects in the service.

(3) Time of Day

- (a) Holiday rates apply on Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day and Thanksgiving Day or resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, July 4, respectively.
- (b) In cases where a call begins in one rate period and ends in another, the rate in effect at the time the connection is established applies to the entire message.

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Original Sheet No. 8

BASIC LOCAL EXCHANGE SERVICE

1.5 COMMUNITY CALLING SERVICE

1.5.1 Description of Service

Community Calling Service is an optional service which affords one-way customer dialed calling to specified exchange areas within Ohio, without the application of message toll rates.

1.5.2 Availability of Service

Community Calling Service is furnished in the exchange areas set forth below, to the exchanges indicated:

Exchanges in Which
Community Calling
Service is Offered

Exchanges to Which Calls May Be Made

Avon
Avon Lake

Berea
Cleveland
North Royalton
Olmsted Falls

Strongsville
Trinity
Victory

1.5.3 Regulations

- a. Community Calling Service is provided only to individual-line business, residence, and church customers.
- b. Calls may be placed only from the customer's station bearing the telephone number for which the customer is billed for Community Calling Service. Such calls shall be dialed directly by the customer. If a call is operator handled, the applicable message toll rate will apply.
- c. Community Calling Service is provided with a one-month minimum service period.
- d. Limitations of Service
 - (1) Community Calling Service is offered subject to the availability of the message toll facilities required to render such service and the capacity thereof. In case of a shortage of facilities, the rendition of message toll telephone service shall take precedence.
 - (2) Community Calling Service will not be furnished with Foreign Exchange Service.

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BASIC LOCAL EXCHANGE SERVICE

1.5 COMMUNITY CALLING SERVICE (Continued)

1.5.3 Regulations (Continued)

- e. The Company's "General Regulations," as published in its General Customer Services Tariff, apply, to the extent pertinent, to community calling service.

1.5.4 Rates

- a. Application of Rates

The rates set forth apply in all exchanges in which Community Calling Service is offered. Rates are applied upon a per-line basis for the first 60 minutes, and for each additional 6 minutes or fraction thereof, of use per month. When the service is furnished to a customer on two or more lines at a given premises, the initial time period will be the product of 60 minutes multiplied by the number of lines, and the additional period will be the sum of the accumulated measured times in excess of that product.

- b. Monthly rates (in addition to those for individual-line business, residence, or church service as provided in the Exchange Rate Tariff, per line, are:

<u>Customer's Exchange Area</u>	<u>First 60 Minutes Per Month Per Line</u>		<u>Each Additional 6 Minutes or Fraction Thereof, Business, Residence and Church Service Classification</u>		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
Avon	\$ 6.00	\$ 4.00	\$.40	\$.40	Tier 2
Avon Lake	\$ 6.00	\$ 4.00	\$.40	\$.40	Tier 2

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BASIC LOCAL EXCHANGE SERVICE

1.7 CUYAHOGA CALLING PLAN

1.7.1 Description of Service

Cuyahoga Calling Plan is an optional pilot service that allows one-way customer dialed calling to the specified exchange areas within Ohio, without the application of message toll rates. This optional pilot service is being offered pursuant to the July 7, 1997 "Telephone Company/Consumer Agreement on a Conceptual Framework for EAS Options in Ohio" and will remain in effect for one year after implementation unless the company files to extend, modify, or make permanent the service. Modification of the plan could include imposing a cap on the minutes of usage allowed under the plan and/or changing the scope and rates of the plan.

1.7.2 Availability of Service

Cuyahoga Calling Plan is furnished in the exchange areas set forth below, to the exchanges indicated:

Exchanges in which
Cuyahoga Calling
Plan is offered

Exchanges to which calls may be made

Amherst
Avon
Avon Lake
Birmingham
Lorain
Vermilion

Berea	Hillcrest
Bedford	Independence
Brecksville	Montrose
Chagrin Falls	North Royalton
Cleveland	Olmsted Falls
Gates Mills	Terrace
Strongsville	Trinity
Victory	

1.7.3 Regulations

- a. Cuyahoga Calling Plan is provided only to individual-line business, residence and church customers.
- b. Calls may be placed only from the customer's station bearing the telephone number for which the customer is billed for Cuyahoga Calling Plan. Such calls shall be dialed directly by the customer. If a call is operator handled, the applicable message toll rate will apply.
- c. Cuyahoga Calling Plan is provided with a one-month minimum service period.

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Original Sheet No. 24

BASIC LOCAL EXCHANGE SERVICE

1.7 CUYAHOGA CALLING PLAN (Continued)

1.7.3 Regulations (Continued)

d. Limitations of Service

(1) Cuyahoga Calling Plan is offered subject to the availability of facilities required to render such service and the capacity thereof. In case of a shortage of facilities, the rendition of message toll telephone service shall take precedence.

(2) Cuyahoga Calling Plan will not be furnished with Foreign Exchange Service.

e. The Company's "General Regulations," as published in its General Customer Services Tariff, apply, to the extent pertinent, to Cuyahoga Calling Plan.

1.7.4 Rates

The current monthly rates (in addition to those for individual-line business, residence, or church services as provided in the Exchange Rate Tariff) are:

<u>Business</u>	<u>Residence and Church Service</u>	<u>Classification</u>	(C)
\$20.00	\$20.00	Tier 2	(C)

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P.U.C.O. NO. 11

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BASIC LOCAL EXCHANGE SERVICE

1.8 ELYRIA CALLING PLAN

1.8.1 Description of Service

Elyria Calling Plan is an optional pilot service that allows one-way customer dialed calling to the specified exchange areas within Ohio, without the application of message toll rates. This optional pilot service is being offered pursuant to the July 7, 1997 "Telephone Company/Consumer Agreement on a Conceptual Framework for EAS Options in Ohio" and will remain in effect for one year after implementation unless the company files to extend, modify, or make permanent the service. Modification of the plan could include imposing a cap on the minutes of usage allowed under the plan and/or changing the scope and rates of the plan.

1.8.2 Availability of Service

Elyria Calling Plan is furnished in the exchange areas set forth below, to the exchanges indicated:

Exchanges in which
Elyria Calling
Plan is offered

Exchange to which calls may be made

Amherst
Avon
Avon Lake
Birmingham
Lorain
Vermilion

Elyria

1.8.3 Regulations

- a. Elyria Calling Plan is provided only to individual-line business, residence and church customers.
- b. Calls may be placed only from the customer's station bearing the telephone number for which the customer is billed for Elyria Calling Plan. Such calls shall be dialed directly by the customer. If a call is operator handled, the applicable message toll rate will apply.
- c. Elyria Calling Plan is provided with a one-month minimum service period.

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SECTION 1
Original Sheet No. 26

BASIC LOCAL EXCHANGE SERVICE

1.8 ELYRIA CALLING PLAN (Continued)

1.8.3 Regulations (Continued)

d. Limitations of Service

(1) Elyria Calling Plan is offered subject to the availability of facilities required to render such service and the capacity thereof. In case of a shortage of facilities, the rendition of message toll telephone service shall take precedence.

(2) Elyria Calling Plan will not be furnished with Foreign Exchange Service.

e. The Company's "General Regulations," as published in its General Customer Services Tariff, apply, to the extent pertinent, to Elyria Calling Plan.

1.8.4 Rates

The current monthly rates (in addition to those for individual-line business, residence, or church service as provided in the Exchange Rate Tariff) are:

<u>Business</u>	<u>Residence and Church Service Classification</u>	
\$19.00	\$19.00	Tier 2

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc. d/b/a CenturyLink (C)

1st Revised Title Sheet

CenturyTel of Ohio, Inc d/b/a CenturyLink

(C)

GENERAL CUSTOMER SERVICES TARIFF

Applying in all exchanges of the Company

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Director – Tariffs
Monroe, Louisiana

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GENERAL CUSTOMER SERVICE TARIFF
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CenturyTel of Ohio, Inc.
d/b/a CenturyLink

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6th Revised Sheet No. 1
Cancels 5th Revised Sheet No. 1

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GENERAL CUSTOMER SERVICE TARIFF

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1st Revised Sheet **No. 5**
Cancels Original Sheet No. 5

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GENERAL CUSTOMER SERVICE TARIFF
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EXHIBIT B

CenturyTel of Ohio, Inc.

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GENERAL CUSTOMER SERVICE TARIFF

P.U.C.O. No. 12

CenturyTel of Ohio, Inc.
d/b/a CenturyLinkCheck Sheet
12th Revised Sheet No. 9
Cancels 11th Revised Sheet No. 9CHECK SHEET

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5th Revised Sheet No. 10
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Original Sheet No. 18

DEFINITION OF TERMS

AC	-	Alternative Current
ACD	-	Automatic Call Distribution
AIOD	-	Automatic Identification Outward Dial
ASR	-	Automatic Send and Receive
CPE	-	Customer-Provided Equipment
CPI	-	Customer-Provided Instrument
DA	-	Directory Assistance
db	-	Decibel
DC	-	Direct Current
DID	-	Direct Inward Dial
DOD	-	Direct Outward Dial
EAS	-	Extended Area Service
FCC	-	Federal Communications Commission
FX	-	Foreign Exchange
Hz	-	Hertz (cycles per second)
INC	-	Initial Nonrecurring Charge
IOD	-	Identification Outward Dial
KSR	-	Keyboard Send and Receive
msc	-	Microseconds
NC	-	No Charge
OCC	-	Other Common Carrier
PBX	-	Private Branch Exchange
PERMO	-	The Monthly Charge
PL	-	Private Line
RO	-	Receive Only
ROTR	-	Receive Only Typing Reperforator
SC	-	Service Charge
WATS	-	Wide Area Communications Service

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DEFINITION OF TERMS

Abandoned Call Clearing - Provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call is presented to the agent position.

Access Line - A central office line which provides access by a customer to the exchange telephone network for local and long distance telephone service.

ACD - Automatic Call Distribution.

ACD Call-Forcing Tone - Provides a warning tone either to the headset or the handset, thereby alerting the agent to the arrival of an incoming call.

ACD Call Transfer with Time - Enables a call that has been answered by an ACD Agent and then requires transfer to another ACD Group to be inserted in the new group's highest priority queue, based on the total time the call has previously been enqueued for and talking with an agent in the Original group.

ACD Directory Numbers - Any valid directory number of up to seven digits within the customer numbering plan, used to receive incoming ACD calls.

ACD Distinctive Ringing - Enables agents to distinguish between ACD and non-ACD calls.

ACD Line-of-Business Code Key - Allows a supervisor to review a record of each agent's incoming call category and holding time by assigning this feature to each agent's position. Each call category is recorded.

ACD MIS Interface, Data Link - Enables a downstream processor to use a data stream to collect ACD information from the DMS ACD mode.

ACD Multiple Line-of-Business Codes - Increases the number of business codes an agent can enter for each call from one to three. This enables the customer to track multiple activities handled on the same call simply and accurately.

ACD Multistage Queue Status Refresh - An option which enhances the existing Multistage Queue Status display at agent stations by automatically updating and displaying ACD enqueued call status information on a regular, near real-time basis.

ACD Observe-Agent/Three Way Calling - Allows a supervisor to monitor (visually) or observe (audio-monitor) three-way calls in which an ACD agent is taking part.

ACD Overflow of Enqueued Calls - Enhances the existing DMS ACD call-overflow capability by adding new timing thresholds for calls that are already enqueued.

ACD Remote Load Management - Allows the ACD Load Management and ACDSHOW capabilities to be implemented from a supervisor terminal linked to the down-stream processor.

ACD Set Login/Logout - Allows an agent to login to an ACD group by dialing an activation code, identification code, and, if required, a password. The agent can also logout of an ACD group by dialing a deactivation code.

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SECTION 1
Original Sheet No. 20

DEFINITION OF TERMS

ACD Walkaway/Closed Key Operation - Introduces the following two ACD-group options, ACD Walkaway and Non-Immediate Cutoff, which enhance the capability of the existing ACD Not-Ready (NR) Key feature for the Business Set user.

ACD on 2500 Sets - Allows many of the DMS ACD features available for Business Sets to be used. However, because it lacks the feature keys and display of a Business Set, a 2500 set cannot access key or display-dependent features.

ACD on 2500 Set Feature Assignment - 2500-type sets can be assigned and deleted from ACD groups and moved from one ACD group to another.

ACD 2500 Set Not-Ready - Allows an agent to perform post-call processing of a call before the next ACD call is presented.

ACD 2500 Set MIS/Load Management - Allows sets to be reassigned from one ACD group to another, and ACDSHOW commands display information about the group's agent positions.

Acoustic Connection - A connection made by sound.

Add-On - An arrangement by which a third telephone can be added to the conversation.

Agent Key - Permits the supervisor to call an agent by pressing the Call-Agent key and then pressing the key associated with a particular agent (ACD).

Agent Login Enhancement - Provides two new options to ensure that only assigned agents are able to log into an Automatic Call Distribution (ACD) group.

- a. Partitioning of agent login identification numbers between customer groups; and
- b. Agent login password option.

Agent Queue - Ensures an even distribution of the workload among the agents in the group. The agent waiting the longest in the answering position receives the first incoming call (ACD).

Agent Status Lamp - Provides the status of agent positions to the supervisor of the group (ACD).

Air Line Measurement - The shortest distance between two points.

Alternating Current Supply - Electrical energy which is used for the operation of bells and signal devices.

Alternative Regulation Plan - A plan authorized by the Public Utilities Commission of Ohio allowing the Company pricing flexibility on certain services depending on their Tier designations of Tier 1 Core, Tier 1 Non Core, or Tier 2.

Apartment Hotel - An establishment of a hotel type, offering residential apartments with facilities for preparing meals, for occupancy by tenants primarily on other than a day-by-day basis.

Apartment House - A residential building, offering residential apartments with facilities for preparing meals, for occupancy by tenants on other than day-by-day basis.

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SECTION 1
Original Sheet No. 21

DEFINITION OF TERMS

Appointment Call - An arrangement made in advance with a particular party for the establishment of a person-to-person long distance message telephone connection at a specified time.

Attendant's Cabinet - A cabinet used in connection with dial switching private branch exchange systems in which central office lines and tie lines terminate on jacks or keys for the purpose of answering incoming calls, and for the performance by the attendant of other service functions (in connection with which various features may be provided according to need).

Attendant Console to ACD - Increases the accessibility of DMS ACD groups, and can be used to originate or extend calls to ACD directory numbers.

Authorized Protective Connecting Module - A protective unit approved by the Company which is manufactured in accordance with the design set forth in Bell Specifications and is in compliance with the requirements set forth in the latest issue of AT&T specifications. This module is to be incorporated in a Conforming Answering Device.

Auto Answer Back (AAB) - Allows any incoming call to the Primary Directory Number (PDN) of the set to be automatically answered after 4 seconds. Conversation takes place through a handsfree unit. When the calling party hangs up, the call is automatically disconnected (ACD).

Automatic Dial (AUD) - Allows a station user to call a frequently dialed number by pressing the assigned feature key. The user is permitted to change to assigned number stored against the feature key (ACD).

Automatic Identification Outward Dial - Provides the capability of automatically identifying the number being called and the number from which the call originated.

Automatic Line (AUL) - A directory number (DN) feature that can be assigned to individual DN appearances on a business set including the primary DN. When an off-hook is reported from a DN appearance to which AUL has been assigned, a conversation is automatically established to a predetermined location (ACD).

Automatic Line and Multiple Appearance Directory Number - Allows a Multiple Appearance Directory Number (MADN) SCA/MCA member to be assigned as an AUL. In addition, it makes automatic lines compatible with main features and options that do not require initial dial tone (ACD).

Automatic "Not-Ready" Capability - This feature automatically applies Not-Ready against the Incalls Key when the agent presses the Secondary Directory Number key (ACD).

Automatic Overflow (30% standard queuing) - Permits a customer to specify both a maximum number of calls that can be queued and a maximum waiting time for incoming calls. A new incoming call will be rerouted according to the customer's instructions when one of the preceding conditions is exceeded (ACD).

Auxiliary Line - An individual circuit connecting an additional main station with a central office and used for the purpose of relieving the load on the main individual lines service of a customer.

Base Rate - A schedule rate for any class of exchange service available within the base rate area.

Base Rate Area - That portion of the exchange area in which exchange service is furnished at schedule rates for each class of service without mileage or construction charges.

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SECTION 1
Original Sheet No. 22

DEFINITION OF TERMS

Baud - A unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark or space) within a code signal. The speed in baud is the number of signal elements per seconds.

Bridging Connection - Amplifying equipment and services required to connect a station, or an interexchange channel serving a station, at an intermediate point on an additional station at a terminal point.

Building (Same) - A structure under one roof, or two or more structures under separate roofs, but connected by passageways, in which the wires or cables of the Company can be safely run - provided the plant facility requirements are appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

Busy Lamp Field - Allows a Business Set User to monitor station status of a directory number (DN) through the use of Business Set Lamp state (ACD).

Busy Override - Allows a business set user to gain access to a busy station by pressing the Busy Override key. Busy Override is a set feature and applies to all DNS on the business set (ACD).

Call Agent Key - Permits a supervisor to directly call an agent (ACD).

Call Back Queuing - Allows the user encountering an all-trunks-busy condition to have the option of being notified when a trunk becomes idle. The user is then automatically connected to the called number (ACD).

Call Delay Announcement - Provides an announcement to callers such as status of call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. A call delay announcement is a prerecorded central office announcement produced by the Company (ACD).

Call Forcing - Provides that an agent can be presented with a call without activating a key. Rather than ringing, a short burst of tone alerts the agent that a new call is connected (ACD).

Call Forward - A subset feature that allows the user to specify at data fill time what DN Keys will be affected (ACD).

Call Forwarding - A service which permits a customer to transfer all incoming calls to another dialable telephone number.

Call Forwarding Busy Line - Causes all calls to be redirected to an alternate station when the called station is busy (ACD).

Call Forward Don't Answer - Allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings (ACD).

Call Hold - Allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call (ACD).

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CenturyTel of Ohio, Inc.

SECTION 1
Original Sheet No. 23

DEFINITION OF TERMS

Call Monitoring - Allows a supervisor to monitor an agent's activity by viewing that individual's Agent-Status lamp. The lamp always automatically reflects the agent's current status (ACD).

Call Observing - Allows a supervisor to observe agent ACD calls and non-ACD calls on the data filled DSDN. The feature automatically switches between calls as the agent moves between conversation on the two directory numbers (ACD).

Call Park - Enables a user to park a call against his/her directory number. The parked call can be retrieved from any station by first requesting Call Park Retrieve and then dialing the directory number of the station against which the call was parked (ACD).

Call Park by ACD Agent - Allows ACD agents to park calls. The initial application for this feature is in the hospital environment (ACD).

Call Pick-Up - Permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code (ACD).

Call Source Identification - Provides for the display, at the agent's position, of either the calling party's extension number (for calls originating from within the same customer group) or the common language location identified (CLLI) code of the incoming trunk group (ACD).

Call-Supervisor and Answer-Agent Keys - Allows communication and quick access between the supervisor and agents. The lamp on the Answer-Agent key flashes and ringback is heard at the supervisor's set. A busy tone is heard by the agent if the supervisor is talking to another agent (ACD).

Call Transfer - Allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number (ACD).

Called Name/Number Display - Provides display of the directory number the caller dialed and the associated ACD group name. It also allows ACD agents to identify the called ACD group and to appropriately answer and process the call (ACD).

Call Waiting - A service which by means of a tone signal alerts a customer who is using his telephone that another caller is trying to reach that station. This permits putting the first call on hold by depressing the switch hook so that the second call can be answered.

Cancel Call Waiting - Allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code (ACD).

Cancellation Charge (See Termination Charge) - A charge applicable under certain conditions when an application for service and/or facilities is canceled in whole or part prior to the completion of the work involved.

Caption Listing - The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business, names of individuals, etc.

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 1
Original Sheet No. 24

DEFINITION OF TERMS

Central Office - A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

Central Office Line (See also "Access Line") - A circuit connecting an individual or party-line main station, key telephone system, PABX system or Data equipment with a central office.

Channel - A path or combination of paths, for electrical communication between two or more stations or Company offices and furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by means of a single physical facility or route.

Channel Terminal - The facilities required for terminating and connecting a channel of the base capacity to a station and also the facilities required where, at the request of the customer, such an interexchange channel is terminated in Company office.

Circle Hunting - Allows calls directed to busy station in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

Circuit - The term applicable to a channel used for the transmission of electrical energy in the furnishing of telephone and other communication services. In the case of battery circuits and generator circuits, each pair of wires is considered as a separate channel

Class of Service - A subgrouping of telephone customers for the purpose of rate distinctions.

Code Restriction - Blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines (ACD).

Collect Call - The procedure by which toll messages, upon request, may be reversed (charged to the called station) upon acceptance of the call by the called station.

Common Battery Service - The type of telephone service for which electrical energy for talking and signaling is supplied from a central point.

Communications Systems - As used in connection with Telephone Exchange Service, WATS, Long Distance Telecommunications, DATAPHONE Digital Service, and Telecommunications Channel Service, denotes channel and other facilities which are capable, when not connected to such services, of two-way communications between customer-provided terminal equipment or between Company stations.

As used in connection with communications systems provided by an Other Common Carrier, denotes channels and other facilities furnished by The Other Common Carrier for private line services as such carrier is authorized by the Federal Communications Commission to provide.

Conduit or Duct - A tubular runway for underground cables.

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DEFINITION OF TERMS

Conformance Number - An identifying number assigned by AT&T to a particular model of "Conforming Answering Device" incorporating an "Authorized Protective Connecting Module", when the model complies with the latest issue of the AT&T specification PUB 46001 for Conforming Answering Devices. This number may be revoked if it is established that the associated Conforming Answering Device no longer complies with the latest issue of AT&T specification PUB 46001.

Conforming Arrangement - The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company, or of facilities of the Company with other facilities of the Company.

Conforming Device - A customer-provided terminal device, bearing a valid Identification Number, which has been approved by the Telephone Company for connection to Telephone Company equipment and facilities.

Connecting Company - A corporation, association, firm or individual owning or operating a toll line or one or more central offices and with whom communications traffic is interexchanged.

Connecting Stations - An exchange or toll station of a connecting company.

Construction Charge - A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the exchange tariffs.

Continuous Property - The continuous plot of ground, including any buildings thereon, owned or leased and occupied by a customer, which is not separated by public highways or by property occupied by others, except that where a customer owns or leases and occupies private 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.

Contract - The service agreement between a customer and the Company under which service and facilities for communication between specified locations for designated periods, and for the use of the customer and the authorized users specifically named, are furnished in accordance with the provisions of this tariff.

Controlled Interflow - Allows the supervisor to temporarily place an ACD group in a controlled-interflow mode, which directs new incoming calls to a customer-defined route in Table ACD RTE (ACD).

Customer - Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this tariff.

Customer Premises Equipment - Customer premise equipment is defined for this tariff as all equipment provided by the Telephone Company and located on the customer's premises except over voltage protection equipment, inside wiring, coin-operated or pay telephones, and multiplexing equipment to deliver multiple channels to the customer.

Customer Provided Equipment - Devices or apparatus and their associated wiring provided by a customer which are connected either electrically, acoustically or inductively and which are capable of communications between customer provided equipment and other stations.

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Data Access Arrangement - A protective connecting arrangement for use with the network control signaling unit; or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth by the Company.

Data Set - A device designed to accept from and/or impart to customer-provided data transmitting and/or receiving terminal equipment, material in the form produced and/or accepted by the customer-provided equipment into a form acceptable for transmission over Company facilities.

Delay Announcements - Can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available (ACD).

Dial Call Waiting for Business Sets - Allows the user to assign Call Waiting to a directory number of a business set.

Direct Burial - The installation of cables or conductors directly in the earth and not in conduit or duct.

Direct Current Supply - Electrical energy for talking and signaling purposes other than ringing except in the case of intercommunicating systems when direct current may be used for ringing the station bells.

Direct Electrical Connection - A physical connection of the electrical conductors in the communications path.

Direct Inward Dial - Provides the capability in a PBX or Centrex System for dialing to a station from the switching network, without attendant assistance.

Direct Outward Dial - Provides capability in a PBX or Centrex for outward dialing to an outside station without attendant assistance.

Directory - A book which alphabetically lists each telephone customer with his address and telephone number.

Display Agent Summary Key - Enables the ACD supervisor using a Business Set with display to quickly check the status of all ACD agent positions assigned to a particular agent group.

Display Queue-Status Key - Permits a key(s) to be reserved on the supervisor's position to monitor queues of different agent groups (ACD).

Distinctive Alerting/Call Waiting Indication - Allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones (ACD).

Do Not Disturb - Allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb (ACD).

Duplex Service - Service which provides for simultaneous transmission in both directions.

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DEFINITION OF TERMS

Emergency and Answer-Emergency Keys - Enables the agent to confer immediately with the supervisor or automatically connects a tape recorder in the event of a threatening or abusive call (ACD).

Emergency Key Backup - Allows the agent to obtain emergency help from a supervisor, and the abusive or difficult caller is unaware that a request for help has been initiated (ACD).

Emergency Key-Enhanced - Allows an ACD agent to add a supervisor and a recording device to a call simultaneously (ACD).

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

Equalization - The procedure applied to a program channel so that the component frequencies of the program material transmitted have about the same relationship at the two ends of the channel.

Exchange - A geographical area established for the administration of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may contain one or more central offices together with the associated plant, equipment and facilities used in furnishing communications service within that area.

Exchange Access Line - A central office line which provides access to the exchange telephone network for local and long distance telephone service.

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 Customer Services Tariff.

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.

Extended Agent Observe - Extends the supervisor's ability to observe calls presented on the Incalls Key of any agent or supervisor in any DMS ACD group within the same customer group.

Extended Area Service - A type of telephone service furnished under tariff provisions whereby customers of a given exchange may complete calls to and receive messages from one or more exchanges without the application, where provided by the tariff, of long distance message telecommunications charges.

Extension Line - A circuit connecting an extension telephone and signaling device with a telephone circuit to which the main telephone is connected, or for connecting a station to a PBX or Centrex switchboard or to another PBX or Centrex Station.

Extension Line Mileage - The measurement applying to that portion of an extension line in excess of the length provided by the Company without additional charge.

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Extra Listing - Any listing of a name or information in connection with a customer's telephone number beyond that to which he is entitled in connection with his regular service.

Facilities - Equipment which is provided by the Company and utilized by it in the furnishing of telecommunications services, or which is provided by a customer for his telecommunications purposes.

Flat Rate Service - A classification of exchange service furnished a customer under tariff provisions for which a stipulated charge is made regardless of the amount of use.

Forced Agent Availability - Allows the ACD supervisor to require an agent to receive available incoming ACD calls, even though the agent has pressed the Not-Ready key.

Forced Announcement for New and Overflowed Calls - Enables a recorded message to be presented to every incoming and overflowed call, regardless of priority level (ACD).

Foreign Central Office Service - Exchange service furnished under tariff provisions by means of a circuit connecting a customer's main station, key or PBX system with a central office other than that regularly serving customers within the same central office service area.

Foreign Exchange Listing - The listing of a customer in an exchange other than the exchange from which the customer is served.

Foreign Exchange Mileage - The mileage applied in establishing the rate for a customer receiving "Foreign Exchange Service".

Foreign Exchange Service - Exchange service furnished under tariff provisions by means of a circuit connecting a customer's main station, key, or PBX system with a central office of an exchange other than that which regularly serves the exchange area in which the customer is located.

Frozen Service - Frozen Service is a discontinued service offering that is not made available to additional customers and is limited to existing customers. The existing customers may continue subscribing to such service so long as the service is continuous. In the event the frozen service offering is terminated by disconnection, by changing to a different class of service or by changing to another address, such service will not be reestablished.

Grade of Service - Description of exchange service with respect to the number of main telephones which may be connected to a central office line.

Group Intercom - Enables a customer to terminate on a member of a predesignated group by using abbreviated dialing. An intercom group can have a maximum size of 10, 100, 1,000 or 10,000 numbers.

Half Duplex - The capability of transmission alternately in either direction, or for transmission in one direction only.

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DEFINITION OF TERMS

Household - A household comprises all persons who occupy a dwelling unit, that is, a house, an apartment, or other group of rooms, or a room that constitutes separate living quarters. A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head) and also the lodgers and employees, if any, who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

Identification Number - An identifying number assigned by AT&T to a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the latest edition of AT&T specifications. This number may be revoked if it is established that the associated "Conforming Device" no longer complies with the latest issue of AT&T specifications.

Incalls Key - Allows a DMS ACD agent with an Electronic Business Set to answer calls to any of the ACD group's 17 directory numbers by pressing the first key on the set.

Incoming-Call Queue - Places incoming calls in queue when all agents are busy (ACD).

Indented Listing - A directory listing indented under a captioned or subcaptioned listing.

Individual Line Service (or Single Line Service) - A classification of exchange service furnished under tariff provisions which provides that only one main station shall be served by the circuit connecting such station with the central office or other switching unit.

Inductive Connection - A connection made by using the electro-magnetic field generated by telephone equipment.

Initial Nonrecurring Charge (INC) - A nonrecurring charge made for the placing or furnishing of telephone equipment, which may apply in addition to service connection and other applicable charges for service or equipment.

Initial Rate - A schedule rate for any class of exchange service available within the initial rate area.

Initial Service Period - The minimum period of time for which service, facilities or equipment are provided.

Installation Charge - A nonrecurring charge made for the placing, connecting, or furnishing of telephone equipment, or for the establishment of service.

Intercom Dialing - Allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.

Intercommunicating Line - An arrangement involving two or more stations which permits intercommunication between two or more stations associated with any such system.

Interexchange Channel - That portion of through channel which interconnects exchanges, or locations outside of exchanges, in which stations or channel termination in Company offices are located.

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DEFINITION OF TERMS

Interexchange Facilities - Refers to circuits designed and suitable for use, and ordinarily used, for handling interexchange calls. Such circuits have both terminals in central offices. (Term is used in distinction from "local channels.")

Interexchange Local Channel - That portion of a through channel between "Primary Terminations" in different exchanges which is provided to connect a "Primary Termination" with an interexchange channel.

Interface - Denotes that point on the premises of the customer, authorized user or joint user, at which provision is made for connection of other than Company provided facilities to facilities provided by the Company.

Interface Equipment - Equipment provided by the Company at the interface location to accomplish the direct electrical connection of facilities provided by the Company with facilities provided by other than the Company.

Intermediate Central Office - A central office from which a service point on a private line is served and through which the private line is routed.

Intraexchange Channel Service - Channel connecting two or more "Primary Terminations" in the same exchange.

Joint User Service - An arrangement whereby an additional person or firm (whose telephone needs, in the judgement of the Company, are not such as to require the provision of separate customer service) is permitted to use the service of an existing customer. A person who is designated by the customer as a user of the service will be billed under a "Joint User" arrangement in accordance with Company provisions.

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

Local Channel - Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more stations within an exchange area.

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

Local Service - The intercommunication (by means of facilities connected with a Company central office or offices and under the provisions of the Company) between telephone stations located in the same exchange or in different exchanges between which no toll rates apply.

Local Service Area - That area in which a customer obtains local telephone service without the payment of a toll charge. A local service area may be made up of one or more central office areas.

Long Distance Message Telecommunications Service - Facilities furnished by means of wire, radio or a combination thereof for telecommunications between stations in different local service areas in accordance with the regulations and system of charges specified by the Company. The toll service charges specified are in payment for all service furnished between the calling and called telephone.

Long Distance Trunk - A line used exclusively for toll services and directly connected with a toll center.

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DEFINITION OF TERMS

Main Station - A communication between two telephone stations. Messages may be classified as local or toll.

Make Busy - Can be used to temporarily to make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station (ACD).

Make Set Busy - Is used by agents to log out of service, and allows them to continue to originate calls on secondary numbers (ACD).

Malicious-Call Hold - Allows a business set user to hold a connection at the DMS-100 enabling the call to be traced back to the originating party. Where both the calling and called parties are terminated in the DMS-100, the entire connection is held until the called party releases the call (ACD).

Meet-Me Conference - Allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time, and can be accessed by 500/2500 type sets, Business Sets, Attendant Consoles, and incoming trunks (ACD).

Message - A communication between two telephone stations. Messages may be classified as local or toll.

Message Rate Service - A class of exchange service furnished to a customer at a rate which includes the privilege of sending a specified number of local messages, termed a message allowance, to other stations within the local service area in which the customer is located, and of sending additional local messages at a stipulated rate per message.

Message Unit - The measurement upon which the charges for telephone connections are based when the calling station and the station with which connection is established are both within a specific area in which the unit plan of charging is operative.

Message Waiting - The capability of a visual message waiting indication key, that indicates a message is waiting at the message center.

Mileage - The measurement (airline, route, etc.,) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

Mileage Service Area - A geographical area defined by the Company for the purpose of administering its mileage service rate.

Mileage Service Area Center - A specified geographical location with a mileage service area from which mileage measurements are determined for the application of mileage rates between the mileage service areas.

Minimum 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.

Miscellaneous Common Carriers - Communications common carriers which are not engaged in the business of providing either a public landline message telephone service or a public message telegraph service.

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DEFINITION OF TERMS

Miscellaneous Equipment - Equipment associated with the various classes of customer service and furnished at additional charges.

Multifunction System - The multifunction system generally located on the customer premises has the ability through programming to become a true PABX with dial access trunks of a Key Telephone system with direct button access of each trunk or a combination of both systems. A multifunction system will be considered a PABX for the purposes of applying rates for service.

Multiple Appearance Directory Number (MADN) - Allows a directory number that is assigned to more than one business set. MADN groups can be comprised of up to 32 stations, and can be configured in either a Single-Call Arrangement (SCA) or a Multiple-Call Arrangement (MCA) (ACD).

Multistage Queue Status Display - Increases the efficiency of handling incoming calls by allowing ACD supervisors with display sets to quickly and easily determine the length of time calls are held in the incoming call queue before being answered. This information then enables supervisors to add or redistribute agents as required (ACD).

Music on Delay - The ability to connect incoming callers in a queue to a customer provided music source while waiting for an available agent or when calls are placed on hold at an agent position (ACD). Does not include the music source or the connection.

Network Control Signaling - The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification and audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

Night Service - Allows calls directed to the attendant to be rerouted to predesignated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends) (ACD).

Night-Service Recorded Announcement and Forward - Allows a recorded message to be given to out-of-hours callers before their calls are forwarded to a night-service number (or to an ACD group at another location) (ACD).

Night Treatment - Provides for a night announcement advising callers that the ACD location is closed, or automatically forwards calls to an ACD group at another location or to a night-service number.

Nonmultiple Cord Switchboard - A cord switchboard arranged so that each line has only one appearance or jack termination.

Nonpublished Telephone Number - A telephone number associated with an exchange station which at the request of the customer is not listed in the telephone directory and is not made available to the general public by the Company.

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DEFINITION OF TERMS

Normal Exchange - The exchange which normally serves the exchange area in which the customer is located.

Not-Ready Key - Used when an agent requires post-call work time to complete a transaction (ACD).

Observe Agent from 2500 Set - Enables supervisors to observe agents who are active on either ACD or non-ACD calls, and if desired, to conference in on those calls. It allows monitoring quality of service received by callers, as well as be used in agent training.

Observe-Agent Key - Permits the supervisor to establish a listening path into a conversation between an agent in that supervisor's group and a caller (ACD).

One Party Service - Any access line designated for the provision of exchange to one customer.

On-Hook Dialing - Allows the user to originate calls within lifting the handset. On-Hook Dialing can be used with Feature Keys such as Speed Calling, Ring Again, and Automatic Dialing, and can be terminated by pressing the release key (ACD).

Optional "Not-Ready" Capability - This feature enhances the existing Not-Ready Key feature by enabling it to be selectively assigned on a per-ACD set basis. Also, it allows an agent to follow up on a transaction without being interrupted by the next ACD call, which is not desirable in certain high-volume applications characterized by short transaction times.

Other Common Carrier (OCC) - This term denotes Specialized Common Carriers, Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing private line services as such carriers may be authorized by the Federal Communications Commission to provide.

Overflow Enhancement - Allows the capability to program up to four ACD groups within the DMS ACD node as potential overflow routes before a call is rerouted to the customer-specified overflow destination.

Overflow of Enqueued Call to Directory Number - Enhances the existing ACD Overflow of Enqueued Calls feature to give the ACD customer greater flexibility in handling enqueued incoming calls.

Pay Station - A coin telephone.

Payphone Service - Includes lines to which coin, coinless, card reader, or a combination of coin/card reader telephones may be attached.

Person-to-Person Call - A service whereby the person originating the call specifies to the Company operator a particular person to be reached, particular mobile station to be reached through a "Miscellaneous Common Carrier" attendant, or a particular station, department or office to be reached through a PBX or Centrex attendant.

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DEFINITION OF TERMS

Premises (Same) - Except in connection with inside moves, the same premises consist of:

- a. The building or buildings, together with the surrounding occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.
- b. The portion of the building occupied by the customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others.
- c. The continuous property operated as a single farm whether or not intersected by a public road. In connection with inside moves, the premises consists of the building or portion of a building occupied as a unit by the customer in the conduct of his business or as a residence or a combination thereof, and not intersected by a combination thereof, and not intersected by a public thoroughfare, a corridor, or a space occupied by others.

Primary Termination - Applies to channels which extend beyond the continuous property of a customer to the confines of a single building housing the premises of more than one customer. Also, denotes the first termination of such a channel at a station or PBX on the continuous property of a customer. When more than one customer's premises is located within the same building, the first termination of such a channel at that building constitutes a "Primary Termination" for channel services associated with "Switching System Services" is considered to be at the "Switching System Services" serving central office. When the "Switching System Services" serving central office is not in the same exchange as the main location, the "Mileage Service Area" center for the main location will be used in lieu of the "Switching System Services" serving central office.

Primary Trunk - A unit or assembly of automatic switching equipment which provides the path from the calling station line to and inclusive of the first selector or selector-connector, and in the case of one type of automatic switching equipment, to and inclusive of the station line. (Is not a trunk line.)

Principal Central Office - Refers to the central office in a single office exchange or to that office (usually the toll office) or a multi-office exchange which is designated as such for the purposes of measuring local and interexchange channel mileages.

Private Branch Exchange (PBX) - A PBX system is a versatile common control switching system generally located on customer premises. The system consists of single line or Key Telephones, attendant answering set and associated switching equipment. Permits telephone access to and control of a number of outgoing central office lines and features through dial access and/or switch hook control. Incoming central office lines are generally answered by the attendant at the attendant's set and extended inward to any one of the assigned stations. Incoming calls can also be answered with dial access providing the system has night access arrangements.

Private Line - A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office apparatus.

Public Right-Of-Way - A road, highway, way, lane, or alley under the control of and kept by the public.

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DEFINITION OF TERMS

Published Telephone Number - A number which appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory, and which also appears in the information records for general public information.

Queuing - May optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed onto a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt groups or Series Completion groups (ACD).

Queue-Status Lamps - Enable supervisors to determine which ACD groups need help and whether additional agents or a redistribution of agent positions is required to handle incoming calls more efficiently.

Rate Area - A specific section of an exchange area within which schedule rates for local service apply without exchange line mileage charges.

Rate Center - A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

Rates or Charges Based Upon Costs Incurred - Whenever rates or charges "based upon costs incurred" are applied in this tariff, such costs consist of an estimate of the following items, to the extent that they are applicable:

- a. Cost of maintenance
- b. Cost of operation.
- c. Depreciation of 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 item 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-way, and any other items which are chargeable to the capital accounts.

Reference Listing - The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

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DEFINITION OF TERMS

Regular Hunting or Linear Hunting - Is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal (ACD).

Registered Equipment - The term "Registered Equipment" as used in this tariff denotes equipment which complies with and has been approved within the Registration provision of Part 68 of the Federal Communications' Rules and Regulations.

Remote Console - A regular Centrex attendant's or supervisor's console connected to the Centrex common equipment, but located at a location other than the principal location. Remote consoles are not connected to switching equipment at secondary locations.

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 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 Company has acquired to use for its facilities.

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

Ring Again - Allows the business set user to monitor a busy DN and notify the user when the called station becomes free (ACD).

Ring-Down Operation - A type of signaling in connection with which ringing current is applied to the line by the operation of a key or other device.

Ring Threshold - Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue if there is no agent available (ACD).

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 the 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.

Satellite Location - Secondary location service provided to the same customer at a different premise through the use of auxiliary dial switching equipment connected by tie lines to the dial switching equipment at the primary location on the customer's premises.

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DEFINITION OF TERMS

Secondary Directory-Number Key - Allows agents to place or receive non-ACD calls or to receive transferred calls directed specifically to them (ACD).

Secretarial Lines - Extension or main station lines of the patrons of a telephone answering bureau which terminate in telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls of such lines.

Selective Ringing - The method of signaling stations on a party line circuit which permits a particular station to be signaled without ringing the bells of the other stations on the circuit.

Service Charge - The nonrecurring charge a customer is required to pay at the time of establishment of telephone service or subsequent addition to that service.

Service Point - A rate center (usually an exchange) in which a customer's station is located, or an interexchange channel terminated in a Company office at the request of the customer. Where a station is not located in an exchange, the location of the station is considered to be an exchange for the purpose of this definition.

The point on the customer's premises where channels provided by or furnished to the customer terminate in transmitting and receiving terminal equipment or in switching equipment used, at least in part, for communications with stations or customer provided terminal equipment located on the premises.

Short Term Rate - A rate quoted for service for a period less than the regular service term and quoted specifically for such period of service.

Signal Conditions Equipment - That equipment connected to a channel to condition signals generated by date terminal equipment.

Signal Source - A location at which video and audio baseband signals are supplied to a local distribution system or an interexchange system.

Signal Channel (Half Duplex) - A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

Speed Calling - A feature which permits the station dialer to reach other stations by abbreviated dialing.

Station - A telephone instrument, consisting of a transmitter, receiver, and associated apparatus, so connected as to permit the transmitting and receiving of telephone messages. ("Station" is synonymous with "telephone station".)

- a. Main Station: A station directly connected by means of an individual line or by a toll circuit (foreign-exchange), with a central office or toll office.
- b. Extension Station: An additional station connected on the same central office line as a main station and having the same telephone number as the main station. (The term "extension station" is not applied to any station which is part of a PBX system.)

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Station (Continued)

- c. Private Branch Exchange Station: Any station (including the attendant's set or sets) connected directly or indirectly with a PBX system. May be of the following categories (among others).
- (1) Manual Station - A station, with or without a station dial, which requires the assistance of the private branch exchange attendant for originating or completing all calls.
 - (2) Restricted Station - A dial station furnished for intercommunication service only. Connections cannot be established between such stations and central office lines.
 - (3) Semi-restricted Station - A dial station which has direct access to other dial stations for intercommunication, but requires the assistance of the private branch exchange attendant to establish connection to a central office line.
 - (4) Non-restricted Station - A dial station which has direct access to other dial stations for intercommunication, and direct access to central office lines for originating calls.
- d. Intercommunicating Line Station: A station connected directly to an intercommunicating line.

Station Controlled Conference - Allows a Digital Centrex user with a 500/2500 type set to establish a conference call consisting of more than three conferees (maximum six) without the assistance of the attendant (ACD).

Supervisor Control of Night Service - Can eliminate or minimize unanswered calls left in the incoming-call queue at the onset of Night Service, and allows newly arriving calls to be given night-service treatments (ACD).

Supersedure of Service - An applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a customer discontinuing that service when the applicant is to take service on the premises where that is being rendered if a notice to that effect from both the customer and the applicant is presented to the Company and if an arrangement acceptable to the Company, is made to pay outstanding charges against the service. The Company may require such notice to be in writing.

Suspension of Service - An arrangement made at the request of the customer or initiated by the Company, for temporarily interrupting service, without termination of contract. During the period of suspension, the Company's equipment remains at the customer's premises in anticipation that normal service will be resumed at some future date.

Telephone Network (or System) - The circuits and central office switching equipment, accessories, controlling, signaling, and other supporting facilities, of the Company and all other telephone companies, with whose customer serving circuits are directly or indirectly connected for the rendition of switched telecommunications service to the Company's customers.

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DEFINITION OF TERMS

Terminal Equipment - Equipment on a customer's premises or at which a central office line terminate, or with which the central office line is connected. When the central office line is an access line terminating in a network protective device, the term "terminal equipment" does not include such device. It includes all other interconnected and associated equipment, devices, accessories, and facilities, wherever located, beyond the point of termination of connection of the central office line. (Examples of terminal equipment are telephone, private branch exchange system, data sets, key telephone systems and equipment, etc.)

Termination of Service - The discontinuance of service or facilities (including channels and station equipment) provided by the Company, either at the request of the customer or by the Company under its regulations concerning cancellation for cause.

Termination Charge - A charge applied when a customer discontinues an item of service or equipment prior to the expiration of the minimum contract period designated for such item.

Three-Way Calling - Permits adding a third party to an established connection without operator or attendant assistance.

Tie Line - A circuit connecting two switching systems (PBX and/or Automatic Call Distribution Systems) for the purpose of intercommunicating between the station connected. The circuit is not intended to provide for general exchange service through either of the systems with which it connects.

Tie Line Mileage - The measurement upon which the rate for tie lines is based in accordance with tariff provisions.

Tie Trunk - A tie trunk is a voice grade communication channel between PBX systems. The circuit is not intended to provide for general exchange service through either of the systems with which it connects.

Toll Message - A communication between two telephone stations, the called station being outside of the local or metropolitan service area of the station from which the message originates.

- a. Person-to-Person Toll Message - A toll message in which the user stipulates a desire for communication with a specified person or extension station at a specified location.
- b. Station-to-Station Toll Message - A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.
- c. Collect Message - A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.
- d. Third Number Message - A toll message in which associated charges are not billed to the calling station, but rather to a station not involved in the message.
- e. Credit Card Message - A toll message in which associated charges are billed to a credit card number assigned by a telephone company and issued to either the called or calling party.

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Toll Service - That part of the total telephone service rendered by the Company which is furnished between local service areas in accordance with the rates and regulations specified in the Company's Exchange Rate Tariff.

Toll Terminal - A line to which only toll service is furnished.

Touch Calling Service - A classification of exchange service furnished from certain central offices, whereby calls are originated through the use of pushbuttons in lieu of a rotary call.

Transfer to Incalls Key - Enables the ACD agent to transfer an incoming ACD call directly to another agent's Incalls key in the same customer group.

Trunk Line - A circuit between central office switching equipment and the switching equipment of a private branch exchange.

Two-Point Intraexchange Channel Service - A channel connecting two "Primary Terminations" in the same exchange.

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 Company furnishes two types of service: Customer Service and Payphone Service.
- b. The comparative limitations on the number of times customer service may be used for the stipulated monthly charge. With respect to this use of the term, the Company furnishes only one type of service: Flat rate (or unlimited) service.
- c. The scope of the service; i.e., the area throughout which service is rendered without the application of toll charges. With respect to this use of the term, the Company furnishes two types of service: Metropolitan Local Area Service and Community Calling Service.
- d. The physical characteristics of the service. With respect to this use of the term, the Company furnishes only one type of service: Common Battery Dial Service.

Uniform Call Distribution - Is intended to distribute calls evenly among the stations in a Multiline Hunt Group (ACD).

Uniform Service Order Code (USOC) - A Company assigned code used on internal records for service identification purposes.

Variable Wrap-Up Time - Enables the ACD customer to establish a predetermined interval between an agent completing one call and receiving the next one.

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Voice Grade Facility - A communications path between two points comprised of any form of configuration of physical plant capable of and typically used in the telecommunications industry for the transmission of the human voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz.

Weather Announcement Service - An announcement service providing the means for telephone access by the general public to a brief announcement of current and forecasted weather conditions. The service is furnished by an electronic or electromechanical device and may be publicly advertised. The announcements may contain advertising messages.

Wide Area Telecommunications Service (WATS) - A service designed to meet the needs of customers who make or receive substantial volumes of long distance telephone calls. This service is only provided on an inward or outward basis.

Wide Area Telecommunications Service Access Line - A central office facility provided for the purpose of completing WATS calls. Each such line will be arranged at the customer's option for either outward or inward service, but not both, subject to the provisions of this tariff.

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GENERAL REGULATIONS

2.1 General

The regulations contained in this Section are applicable, unless otherwise stated or unless modified by specific regulations contained elsewhere in this tariff, the Exchange Rate Tariff, or the Long Distance Tariff, to all telecommunications services offered by CenturyTel of Ohio, Inc. referred to as the Company.

2.1.1 Customer Rights and Responsibilities

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 4901:1-1-5-03, 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.

2.2 Explanation of Symbols

- (C) - Change in regulations
- (D) - Discontinued rate or regulation
- (E) - Correction of an error
- (I) - Increase in rate
- (N) - New rate or regulations
- (O) - Obsolete
- (R) - Reduction in rate
- (T) - Text change only

2.3 Limitations and Use of Service

2.3.1 Use of Customer's Service

- a. Customer service is furnished only for use by the persons residing in the customer's household or guests of the customer, except, as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises. The Company will refuse to install customer service, or to permit such service to remain, on premises of public or semipublic character where the instrument is so located that the public in general or the patrons of the customer may make use of the service.

If it is found that the customer is sharing the service with an individual other than a person residing in the customer's household, or a guest of the customer, the Company will thereafter require the customer to take Joint User Service unless he terminates the joint use of the service. The Company will require a customer permitting public use of service to take public or semipublic service unless such use is terminated.

- b. Except as otherwise provided in this tariff, service furnished by the Company is intended only for communications in which the customer has a direct interest. It shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any person, firm or corporation for the use of the service or for the collection, transmission or delivery of communication. This prohibition shall not apply to a customer who is engaged as a communications common carrier in a public telegram message business, nor does it restrict resale to carriers certified by the Public Utilities Commission of Ohio.

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GENERAL REGULATIONS

2.3 Limitation and Use of Service (Continued)

2.3.1 Use of Customer's Service (Continued)

- c. In view of the fact that the customer has exclusive control of communication over the facilities furnished by the Company and of the uses for which such facilities may be furnished, and because of unavoidableness of errors incident to the services and to the use of such facilities, the service and facilities by the Company are subject to the terms, conditions and limitations herein specified.

2.3.2 Establishment of Identity

- a. The calling party shall establish his identity in the course of any communication as often as may be necessary, and shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called locations.

2.3.3 Customer Provided Equipment and Facilities

Customer provided equipment and facilities may be connected with the facilities by the Company for telecommunications services provided in Section 11 of this tariff.

2.3.4 Accessories Provided by the Customer

Accessories which aid a customer's convenience in the use of Company facilities in the service for which they are furnished under this tariff are permissible provided any such accessory meets the following conditions:

- a. The safety of Company employees or the public cannot be endangered.
- b. It must not damage or require alteration of Company equipment or facilities.
- c. Direct electrical connection to Company equipment or facilities cannot be made.
- d. The accessory must not impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services.

2.3.5 Broadcast of Recordings of Telephone Conversations

The broadcast of a recording of a telephone conversation or an incoming message during the period of recording is permissible provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with customer-provided voice recording, reproducing and automatic answering and recording equipment as specified in Section 11 of this tariff.

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2.3 Limitation and Use of Service (Continued)

2.3.6 Recorded Public Announcements

Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:

- a. For purposes of identification, telephone service customers who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided. Customers transmitting factual public announcements such as time, stock market quotations, airline schedules, and similar information are excluded from this condition.
- b. Nonpublished telephone numbers will not be furnished for use with recorded public announcements.
- c. Failure to comply with these provisions shall be cause for termination of the service.

2.3.7 Limited Communication

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

2.3.8 Transmitting Messages

The Company offers the use of its facilities when available for transmission of messages, but the Company will not transmit messages and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company.

2.3.9 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for any unlawful purpose. However, the Company cannot incur the potential liability associated with making judgments about the validity of allegations of unlawful use. Accordingly, the Company will refuse to furnish, or discontinue furnishing, service on the ground of unlawful use of the service only when ordered to do so by a court of competent jurisdiction.

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GENERAL REGULATIONS

2.3 Limitation and Use of Service (Continued)

2.3.10 Cancellation of Service for Cause

- a. The Company, may, without incurring any liability, either suspend service or terminate the customer's service without suspension for any of the following reasons:
- (1) Abandonment of service. A customer will be held responsible for all service rendered until service is discontinued upon the request of the customer or until abandoned service is discontinued as a result of the customer vacating the premises without advising the Company.
 - (2) Failure of a customer to make the suitable deposit as required by this tariff.
 - (3) Impersonation of another with fraudulent intent.
 - (4) Nonpayment of any sum due for regulated local exchange Services The disconnect notice and procedures will comply with all applicable Commission rules and orders.
 - (5) Unlawful use of the service.
 - (6) Permitting public use of the service
 - (7) Failure to comply with the "Recorded Public Announcements" provisions of this tariff.
 - (8) Use of service in such a way as to impair or interfere with the service of other customers including, but not limited to, the use of telephone service by a customer or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls to such customer at or about the same time, which may result in preventing, obstructing or delaying the telephone service of others.
 - (9) Provision of false or misleading information in obtaining telephone service or credit from the Company.
 - (10) Violation on the part of the customer of any of the regulations contained in this tariff.
 - (11) Attachment or connection of equipment, apparatus, circuits or devices not furnished by the Company, except as provided in this tariff.

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GENERAL REGULATIONS

2.3 Limitation and Use of Service_(Continued)

2.3.10 Cancellation of Service for Cause (Continued)

a. (Continued)

(12) Abusive or fraudulent use of service as follows:

- (a) The use of service or facilities of the Company to transmit a message, to locate a person, or to give or obtain information, without payment of the charge applicable for the service.
- (b) The obtaining or, the attempting to obtain, or the assisting of another to obtain or to attempt to obtain local or distance message telecommunications service; by rearranging, tampering with, or making connection with any facilities of the Company; by any trick, scheme, false representation, or false credit device; or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment in whole or in part, of the regular charge for such service.
- (c) The use of service or facilities of the Company for a call or calls anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
- (d) The use of profane, obscene, or abusive language over or by means of the Company's facilities.
- (e) The use of service in such a manner as to interfere unreasonably with the use of the service by one or more customers.
- (f) The use of the service for any purpose other than as a means of communications.

- b. Following a suspension of service for any of the above reasons, the Company may disconnect the service and remove any of its equipment from the customer's premises.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service

2.4.1 Availability of Facilities

- a. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.
- b. The rates and charges quoted in this tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- c. When excessive costs are involved for the construction of accordance with the regulations set forth in Section 5, except as otherwise specified.

2.4.2 Application for Service

- a. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect. If the applicant refuses to comply with the requirements set forth in the Company's tariffs prior to the establishment of service, the Company may cancel the application and any amounts collected from the applicant will be refunded. The application is merely a request for service and does not in itself bind the Company to furnish the service, (except under reasonable conditions as set forth in the tariffs), nor does it bind the applicant to take service.
- b. Pursuant to the rules and regulations of the Commission, the Company reserves the right to refuse service, or subsequently can suspend or disconnect service of any applicant who is found to be indebted to the Company for service during the previous twelve months. The disconnect notice will comply with all applicable Commission rules and orders.
- c. Reserved for Future Use
- d. When an application for service and facilities or a request for additions, rearrangements, relocation or modifications of service and equipment are canceled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge is not to exceed all charges which would apply if the work involved in complying with the request had been completed.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.2 Application for Service (Continued)

- e. If equipment has been ordered for the specific needs of a customer and the installation thereof is unduly delayed by or at the request of the customer, appropriate charges apply for such equipment for the period of the delay.
- f. When a customer requests a change in locations of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service and equipment prior to completion of the work involved, the customer is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.
- g. Any change in rates or regulations prescribed by public authority having jurisdiction modifies all terms and regulations of applications or contracts to the extent of such changes, without further notice.

2.4.3 Application of Rates For Business and Residence Service

- a. Although, in general, business rates apply at business locations and residence rates apply at residence locations, the determination as to whether customer service should be classified as business or residence is based on the character of use to be made of the service.
- b. Business Service Rate

The service is classified and charged for as Business Service where the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or where a business listing is furnished.
- c. Residence Service Rate

The service is classified and charged for as Residence Service where the use of the service is of a social or domestic nature and the business use, if any, is merely incidental and the service is located in a residence. In the case of a combined business and residence premises, the service is classified and charged for as Residence Service where it is located in a bona fide residential quarters of such premises. Residence Service may not be extended into the business quarters, but Business Service may be extended into residence quarters. A main station or an extension station located in a rectory, parsonage or pastor's residence will be classified and charged for as Residence Service.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.3 Application of Rates for Business and Residence Service (Continued)

c. Residence Service Rate (Continued)

The service is classified and charged for as Residence Service 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.

- d. Changes from business service to residence service are made only in the event of a change in the customer's arrangements which would entitle him to a residence classification of his service, as specified in Paragraph c. The customer can be required to retain business service for the remaining directory period, unless the facts indicate that the service is no longer to be used substantially for business purposes.

- e. Changes from residence to business service may be made without change in telephone number if the customer so desires. Service connection charges applicable for such changes are quoted in Section 4 of this tariff.

When it is determined that the service of a customer to Residence Service should be classified and charged for as Business Service, the Company will discontinue the service of such a customer in the event he refuses to permit the service to be classified and charged for as Business Service.

2.4.4 Supersedure of Service (Transfer of Service)

- a. Service previously furnished to one customer may be assumed by a new customer upon due notice of cancellation or in the case of abandonment, provided there is no lapse in the rendition of service. Such supersedures are subject to service connection charge regulations and may be arranged for in either of two ways:

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.4 Supersedure of Service (Transfer of Services) (Continued)

a. (Continued)

- (1) If the new customer fully understanding the regulations governing the service and the status of the account, willingly assumes all obligations thereunder, then future bills are rendered without an adjustment to or from any particular date, with the company arranging for the requested change in billing and directory listing.
- (2) If the new customer does not wish to assume payment of the old account, a new service application is taken and an adjustment in billing is made to and from the date the supersedure is effective.

b. Under either method of supersedure, the reassignment of the old telephone number to the service of the new party is arranged for only after the former customer has given consent to its use, and then only when there exists no relationship, business or otherwise, between the old and new customers, and a change in the telephone number is not required.

c. When a relationship does not exist, business or otherwise, between the old and new customers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid and then only if a change in the telephone number is not required.

2.4.5 Minimum Service Periods

- a. Termination liability contracts will apply to all equipment provided under lease. This will include miscellaneous, individual Residence and Business stations.
- b. Unless otherwise specified, the minimum service period for all services offered in this tariff is one month commencing with the installation date of the service except as follows:

- (1) The minimum service period for directory listings is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day succeeding directory is first distributed to customers.
- (2) For all other services furnished with minimum service periods exceeding one month, the applicable minimum service period is the number of months indicated in that section of this tariff containing the service offered.

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CenturyTel of Ohio, Inc.

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GENERAL REGULATIONS

2.4 Established and Furnishing of Service (Continued)

2.4.5 Minimum Service Periods (Continued)

- c. The minimum service period relates to each applicable unit of service, either on the initial or subsequent installations.
- d. For the purpose of administering this regulation and all other applicable regulations and rates of the Company's tariffs, every month is considered to have thirty days.
- e. Minimum service periods begin on and include the day following the establishment of service.

2.4.6 Floor Space, Electric Power and Operation of Company Facilities at the Customer's Premises

- a. All suitable space and floor arrangements including adequate lighting, temperature control, power outlets, commercial power and any other arrangements which may be required on the premises for communication facilities provided by the Company will be provided by and at the expense of the customer. All responsibility for the safe condition or wiring, outlets and power remains with the customer.
- b. The operation of communication facilities provided by the Company at the customer's premises will be performed at the expense of the customer and must conform with the operating practices and procedures of the Company.

2.4.7 Provision and Ownership of Equipment and Facilities

- a. Equipment and facilities furnished by the Company on the premises of a customer or authorized user are the property of the Company and are provided upon the condition that such equipment and facilities, except as expressly provided in this tariff, must be installed, relocated and maintained by the Company. Company employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the customer's premises, or to remove such equipment and facilities which are no longer necessary for the provision of service.
- b. Customers may not disconnect, remove or permit others to disconnect or remove any apparatus installed by the Company, except in the case of service furnished at hazardous locations and then only upon the written consent of the Company or as otherwise specified in the Company's applicable tariffs.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.7 Provision and Ownership of Equipment and Facilities (Continued)

- c. Upon termination of service from any cause whatsoever, equipment and facilities furnished by the Company shall be returned in good condition, reasonable wear and tear thereof expected. The customer will be held responsible for loss of or damage to any equipment or apparatus furnished by the Company, unless such loss or damage is due to causes beyond his control.

2.4.8 Provision and Ownership of Directories

- a. Telephone directories shall be issued annually. The classification for the initial directory is Tier 1 Core. The Company reserves the right to make a charge for directories issued in replacement of directories defaced or mutilated while in possession of customers.
- b. Directories are furnished to customers as part of the telephone service. No binder, holder, insert, or auxiliary cover or attachment of any kind not furnished by the Company shall be attached to the telephone directory, except that this prohibition shall not apply to a customer-provided binder, holder, insert, or auxiliary cover which is attached so that it does not obstruct vital and essential information such as the identity of the exchanges covered by the directory, the effective date of the directory, emergency numbers, federal and state laws, and Rules and Regulations of the Commission pertaining to telecommunication services. Any person, firm or corporation violating this rule, or permitting it to be violated is made subject to having service suspended.
- c. Telephone directories are copyrighted by the Company and the Company is the sole owner of their content.
- d. One copy of the local directory shall be distributed per access line, with additional copies up to one per station available at no charge when the customer picks up the book at the Telephone Company. Additional directories may be mailed for a charge of \$1.00 plus postage per book. Upon a subscriber's request, free of charge, directories for Extended Area Service (EAS) exchanges will be provided.
- e. Foreign Directories may be provided as follows:

Customer Pick-up	\$3.00 first Book - Plus cost of Book .75 each add'l Book Same order - Plus Cost of Book
Mailed (U.S. Postal Service) Cost of Book	.75 per book plus postage - Plus

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.9 Provision and Ownership of Telephone Numbers

Telephone numbers are assigned to the Company by the North American Numbering Plan Administrator (NANPA) and are assigned by the Company to the service furnished the customer. The customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company, nor to the continuance of service through any particular central office. Notwithstanding the above, the customer number is portable to another carrier pursuant to federal and state rules and regulations. The Company reserves the right to change such numbers and/or the central office designation associated with such numbers assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

2.4.10 Installation, Maintenance and Repairs

a. All ordinary expense of installation, maintenance and repairs, unless otherwise specified in this tariff is borne by the Company. Where special conditions or requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft or destruction of any of the Company's property due to 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 Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.

b. The customer shall not install, disconnect, rearrange, remove, or attempt to repair any customer premises hardwired equipment or facilities furnished by the Company or permit others to do so, except in the case of service furnished at hazardous locations and then only upon the written consent of the Company or as otherwise specified in the Company's applicable tariffs.

c. When equipment or facilities of the customer are connected to equipment or facilities of the Company under provisions of this tariff or a contract, it is contemplated that when trouble develops, the customer will make appropriate tests of his equipment or facilities to determine whether such trouble is in his own or the Company's equipment or facilities before reporting an out-of-service condition to the Company. Where the trouble is reported to the Company and the Company determines that the trouble is in the customer's equipment or facilities, the customer shall upon demand reimburse the Company for the expense incurred by it because of the customer's erroneous determination and report.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.11 Company Facilities at Hazardous or Inaccessible Locations

- a. Where service is to be established at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the customer may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company. Renumeration is to be based on the costs involved.
- b. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, other actions or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.

2.4.12 Work Performed Outside Regular Working Hours

The rates and charges specified in this tariff contemplate that all work in connection with furnishing or rearranging service be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours, or prior to the normal installation interval, or that work once begun be interrupted, the customer may be required to pay, in addition to the other rates and charges specified in this tariff, the amount of additional costs the Company incurs as a result of the customer's special requirements.

2.4.13 Service at Outdoor Locations

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

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.14 Termination of Service

a. Termination of Service by the Company

- (1) When the service is terminated on the initiative of the Company because of violation of its regulations by the customer, the regulations stipulated in the paragraphs below for termination of service by the customer apply.
- (2) When a residential subscriber's local service is disconnected for nonpayment, the local service provider shall maintain the subscriber's access to emergency services (9-1-1) for a period of at least fourteen days following such disconnection.
- (3) A LEC may restrict long distance service to a customer who owes past due long distance charges to the LEC or to a provider on whose behalf the LEC is billing. The LEC shall not restrict a customer from establishing toll service with a different toll provider for whom it does not bill.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.14 Termination of Service (Continued)

b. Termination of Service by the Customer

(1) Miscellaneous Service - Special Systems, Data Sets, Stations, etc.

The customer will furnish the Company with thirty (30) days prior written notice should it desire to terminate, in whole or in part, an application or contract for special equipment for which the initial application or contract period is in excess of one month at the same location. Customers who terminate any such application or contract prior to the end of the minimum period will be subject to termination charges as follows:

(a) In the event of termination prior to the establishment of service, the termination charge will be an amount equal to all expenses incurred by the Company in connection with the performance of the contract.

(b) In the event of termination after the establishment of service, the charge will be the proration of the total termination liability due applicable to the customer's contract reducible by each month the equipment has been in service.

(2) A customer is not permitted to carry over a termination liability due from one system and apply it to a new system or contract.

(3) Periods for which a system has been temporarily suspended by the customer, or suspended for nonpayment by the Company will not be credited to the determination of a termination liability.

2.4.15 Ringer and Signal Equipment Limitations

a. Except as provided herein, one ringer is provided for each station and such ringer is located in the station. If additional ringers are desired, or if the ringer is not located in the station, such ringers will be provided as specified for in Section 10 of this tariff.

2.4.16 Special Equipment and Service Arrangements (Special Assemblages)

The rates and charges quoted in the General Customer Services Tariff and the Exchange Rate Tariff contemplate the use of service arrangements, equipment and facilities in quantities and types regularly furnished by the Company.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.16 Special Equipment and Service Arrangements (Special Assemblages) (Continued)

Where equipment, facilities, or service arrangements, not provided for in the Company's applicable tariffs are requested, rates and charges will apply based upon the cost incurred, in each case whenever it is practicable to provide the service requested. In such cases, the Company reserves the right to require a minimum contract period longer than one month at the same location.

2.4.17 Construction

The rates and charges quoted in the General Customer Services Tariff and the Exchange Rate Tariff provide of the furnishing of service and facilities where suitable plant facilities are available or when the construction of the necessary facilities does not involve excessive costs. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section 5.1 of this tariff.

2.4.18 Insufficient Central-office Lines

If a customer is served by a number of trunk lines or individual lines which is inadequate to handle the volume of his incoming and outgoing messages, the telephone service of persons trying to call him is impaired and the Company's central-office switching equipment is overburdened by the resulting excessive numbers of vain attempts by others to call the customer. This is detrimental to the Company's service to its patrons generally. Therefore, when such a condition exists, the Company will inform the subscriber of the inadequacy of the number of central office lines by which he is served. He must then subscribe to an adequate number of trunk lines or individual lines. If he fails to do so after reasonable notice, his service will be discontinued.

2.4.19 Promotional Offerings

- a. For promotional purposes, the Company may from time to time offer certain services at reduced prices or may reduce or waive non-recurring charges.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.20. Telecommunications Service Priority (TSP) System

- a. A TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. Priority installation and/or restoration of NSEP telecommunications shall be provided in accordance with Part 64.401, Appendix A, of the Federal communications Commission's (FCC's) Rules and Regulations
- b. Regulations, rates and charges are specified in CenturyTel Operating Companies Tariff F.C.C. No. 1, Access Service, Section 13.

2.5 Customer Relations

2.5.1 Credit Deposit

- a. Applicants for service or existing Customers whose financial condition is not acceptable to the Company, or not a matter of general knowledge, may be required at any time to provide the Company a security deposit. All deposits will be handled in accordance with the provisions of 4901:1-17 O.A.C. and 4901:1-5-05O.A.C. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation.

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GENERAL REGULATIONS

2.5 Customer Relations (Continued)

2.5.1 Credit Deposit (Continued)

- b. The deposit will not exceed an amount equal to two month's average monthly bill for all regulated local exchange services for the ensuing twelve months, plus thirty percent (30%) of estimated monthly recurring charges.
- c. The Company will pay interest on deposits held for 180 days or longer while the service is active. The interest rate paid for deposits is 3%.
- d. The applicant may provide a third party guarantor in lieu of a deposit.

2.5.2 Reserved for Future Use

2.5.3 Thirty-day Month

For the purpose of computing charges for equipment, facilities, and services, except for allowances for interruptions in service, every month shall be considered to have thirty days.

2.5.4 Payment for Service

The customer is required to pay all charges for service and equipment in accordance with the Company's billing and collection practices. The customer will be held responsible for all charges for telephone service rendered in connection with local and long distance messages placed from his station and in connection with toll messages received at his station on which the charges have been reversed with the consent of a person at the called station.

2.5.5 Subscriber Billing Adjustments for Local Exchange Service

The Company incorporates by reference, and will adhere to, the guidelines for subscriber billing adjustments for local exchange service as found in 4901:1-5-08 O.A.C.

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GENERAL REGULATIONS

2.5 Customer Relations (Continued)

2.5.6 Allowance for Temporary Denial

When service is restored after temporary denial, the 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.

2.5.7 Multiple Copies of Bills

Normally the Telephone Company provides one bill per customer account each month. Where the customer requests additional copies of the bill the Company will provide them at a cost of \$1.25 per bill copy.

2.5.8 Establishment of Credit

The company will require the applicant to satisfactorily establish financial responsibility by meeting the criteria in 4901:1-17 O.A.C. When deposits are required, the Company will apply them based on the "individual service history method". This 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.

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GENERAL REGULATIONS

2.6 Liability of Company

2.6.1 Service Irregularities

- a. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delay, errors or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer or of the company in failing to exercise reasonable supervision or to maintain proper standards of maintenance and operation, shall in no event exceed an amount equivalent to the proportionate charge to the customer period of service during which such service irregularities occur.
- b. When facilities of others are used in establishing connections to points not reached by the Company's facilities, the Company is not liable for any act or omission of others furnishing such facilities.
- c. When a service or channel is temporarily surrendered by a customer, at the request of the Company, credit determined as in a. above will be allowed for the entire period surrendered.

2.6.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by those facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

2.6.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless (including cost and reasonable attorney's fees) by the customer against: claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over Company facilities or the use thereof, claims for infringement of patents arising from combining facilities furnished by the Company with, or using the facilities in connection with, apparatus and systems of the customer and all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

2.6.4 Defacement of Premises

The Company is not liable for any defacement or damage to the premises of a customer resulting from the furnishing of service or the installation, attachment or removal of the instruments, apparatus and associated wiring furnished by the Company on such premises, when such defacement or damage is not the result of the sole negligence of the Company or its employees.

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GENERAL REGULATIONS

2.6 Liability of Company (Continued)

2.6.5 Equipment in Explosive Atmospheres

- a. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.
- b. The Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.
- c. The customer shall furnish, install and maintain sealed conduit with explosive-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

2.6.6 Liability for Directory Service

- a. The Company shall not be liable for any error, omission or other failure in connection with directory listings furnished without additional charge. The customer agrees to hold the Company free and harmless of and from any claims, loss, damage or liability which may result from such errors, omissions, or other failures.
- b. The liability, if any, of the Company for any error, omission or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for the listing during the effective life of the directory in which the error or omission is made.
- c. In accepting listings as prescribed by applicants or customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories.
- d. Approval of the above tariff language by the PUCO does not constitute a determination by the Commission that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a court's responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

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SERVICE CHARGES*

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*(1) Service to nonresidential customers with four or more access lines will receive tier 2 treatment for all access lines in accordance with rule 4901:1-6-05 of the Administrative Code. Service Charges for nonresidential tier 2 services can be found in the Company's Business tariff at www.centurytel.com.

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SERVICE CHARGES

4.1 Definitions

4.1.1 Service Charges

A service charge consists of one or more of the following non-recurring charges for work required due to customer requests. The charges below are separately established in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

- a. Service Order Charge - Applicable for receiving information and taking action in connection with a customer's or applicant's request. Service order charges are classified as either primary or secondary.
- b. Line Connection Work Charge - Applicable for testing and connecting functions required within the central office and/or for work done in providing or rearranging the drop wire, outdoor circuit or protector on the customer's premises.
- c. Initial Nonrecurring Charge (I.N.C.) - A charge applicable to the provision of certain items of equipment or facilities. It is distinguishable from service charges in that it is listed within the specific tariff description with which it is associated. This charge is in addition to the applicable service charges.
- d. Restoration Charge - Applicable for restoration of service following a suspension of service.

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SERVICE CHARGES

4.2 Application

4.2.1 General

- a. Service charges are applicable for all equipment and services furnished to the customer as indicated throughout this tariff except as provided hereinafter.
- b. Where the service desired requires more than one of the multi-element charges described in this tariff, the total charge is the sum of the separate charges for each function required except as hereinafter provided. All station handling work and line connection work requested at the same time for service on one premises will be covered by one service order charge and one premises visit charge.
- c. Service charges do not apply for service reestablished after destruction of the customer's premises by Act of God, public enemy, or fire whether at the same or another location. Regular Service Charges apply, however, to service reestablished in the old location after termination of service or subsequent to its establishment at another location under the above circumstances.
- d. Services charges may be required to be paid at the time of application for service.
- e. Service charges are not applicable for:
 - (1) Normal maintenance and repair of the Company's equipment and services.
 - (2) Change or correction in name or billing address when there is not a change in responsibility and no connection, disconnection, move or change in the service except as provided for dual name listing request.
 - (3) An upgrade of service except that premises visit and other charges will apply if necessitated.
 - (4) Customer provided telephone sets or other terminal equipment connected by the customer when no line connection or customer premises work is required.

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SERVICE CHARGES

4.2 Application (Continued)

4.2.1 General (Continued)

- f. No service charges other than termination charges apply for the disconnection, discontinuance, or removal of equipment or service. Termination charges will apply as specified in Section 4.5 of this tariff.
- g. Changes in the locations of existing stations or terminations to points outside the customer's premises are considered new installations at the new location.
- h. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchanges.
- i. In no case shall the combination of charges applicable for a move or a change of equipment or service exceed the charges applicable for a new installation of that equipment or service.

4.2.2 Service Order Charges

- a. A service order charge will be applicable in addition to the appropriate line connection work and/or installation charge(s).
- b. The primary service order charge is applicable for requests for initial connection of service and connection of additional local exchange lines, private lines, off-premises extension lines, or tie lines to an established service, and transfer of service involving change in name and responsibility whether or not there is a lapse in service.
- c. The secondary service order charge is applicable for requests for connection of a number change, restoration of service and change from business to residence service or residence to business service.
- d. The primary service order charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the primary and secondary service order charges would otherwise be applied, only the primary service order charge is applicable.

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SERVICE CHARGES

4.2 Application (Continued)

4.2.3 Premises Visit Charge

The premises visit charge is applicable if a premises visit is required to complete any requested work on the customer's premises with the following exceptions. The premises visit charge does not apply for:

- a. Removal of equipment or service.
- b. Number change (on a local exchange or a Centrex CO line number).
- c. Restoration of service following a suspension of service, when no physical work is required at the customer's premise.

4.2.4 Line Connection Work Charge

- a. The line connection work charge is applicable for work in the central office and for work done in providing or rearranging the drop wire or outdoor circuit on the customer's premises required in:
 - (1) Connection or reconnection of local exchange lines, local private lines, off-premises extension lines, and tie lines.
 - (2) Number changes on local exchange lines.
 - (3) Restoration of service following a temporary suspension.
 - (4) Rearrangement of Miscellaneous Service Arrangements.
- b. At least one line connection charge applies for each line connected or restored and for each telephone number changed.

When two or more segments of a local private line, tie line or off-premises extension line are bridged in the central office, only one Line Connection Charge - Central Office will apply for each line.

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SERVICE CHARGES

4.2 Application (Continued)

4.2.4 Line Connection Work Charge (Continued)

- c. The Line Connection Charge - Central Office applies when work is performed due to customer request in the central office related to the connection, reconnection, rearrangement, restoration or change of telephone service.
- d. The Line Connection Charge - Outside Plant applies when work is performed due to customer request on any Telephone Company facilities, exclusive of central office facilities, related to the connection, reconnection, rearrangement, restoration or change of telephone service.

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SERVICE CHARGES

4.3 Schedule of Service Charges*

4.3.1 Schedule of Charges

a.	Service Ordering Charge (1) Primary Service Order -	<u>Residence</u>	<u>Business*</u>	<u>Classification⁽¹⁾</u>
		\$15.50	\$18.00	Tier 1 Core
	(2) Secondary Service Order -	\$ 7.50	\$ 8.30	Tier 1 Core
b. Line Connection Charge, each central office line, off premises station line, or tie line.				
	(1) Line Connection Charge - Central Office	\$ 3.35	\$ 8.05	Tier 1 Core
	(2) Line Connection Charge - Outside Plant	\$10.15	\$24.20	Tier 1 Core

4.4 Initial Nonrecurring Charges

- a. Initial nonrecurring charges for services and/or equipment are identified and presented throughout this tariff is applicable as a part of the offering of individual service features.
- b. These charges apply in addition to the charges listed in 4.3.
- c. Initial nonrecurring charges do not apply where service is established without wiring, connection, inside move, or change.

4.5 Termination Charge

- a. The termination charge is determined by multiplying the monthly termination amount by the number of months remaining in the service contract.
- b. The basic termination charge and the initial service period are indicated in the section of this tariff covering the service items to which they apply.
- c. When a customer discontinues one or more units of a group of the same item, the equipment installed last shall be considered as the equipment first discontinued.

* Service to nonresidential customers with four or more access lines will receive tier 2 treatment for all access lines in accordance with rule 4901:1-6-05 of the Administrative Code. Service Charges for nonresidential tier 2 services can be found in the Company's Business tariff at www.centurytel.com.

⁽¹⁾ Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 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 # 04-62 effective March 2, 2004.

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SERVICE CHARGES

4.5 Termination Charge (Continued)

- d. When a customer cancels an order for service, which is subject to a termination charge, prior to the establishment of that service, a charge applies equal to the costs incurred by the Company in engineering, ordering, providing the equipment and disposing of it, less credits obtained through disposal. In no event will the customer be liable for charges that exceed the termination charges associated with the canceled service.

4.6 Restoration Charges

When the service of a customer has been temporarily denied for non-payment in accordance with Section 2.3.10 but the contract has not been terminated or the order to remove service has not been issued and completed, such service will be restored upon payment of \$10.00. In case service has been denied for non-payment of charges due, in addition to the restoration of service charge, the customer will be required to pay all the last past due current exchange bill at the time of restoration of service.

4.7 Late Payment Charge

A late payment charge of 1.50 percent applies to each customer when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The 1.50 percent charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

If payment for a current bill is received by the Company before the bill's due date, but for technical or other reasons the payment is not applied to the customer's account prior to the issuance of a subsequent bill, the customer shall not be liable for that portion of any unpaid balance attributable to a Late Payment Charge.

A customer shall not be liable for any Late Payment Charge applicable to a disputed portion of that customer's bill, so long as the customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute.

Agencies of the Federal government are exempt from the Late Payment Charge.

4.8 Maintenance Service Charges

See Section 11

4.9 Returned Check Handling Charge

Nonrecurring
Charge

Charge per check returned

\$ 25.00

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CenturyTel of Ohio, Inc.

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SERVICE CHARGES

4.10 Verification and/or Interrupt Service

4.10.1 General

- a. Customer may verify that a line is in use and/or request that the conversation be interrupted by calling the Telephone Company.
- b. Verification and Interrupt service is provided only where facilities permit.
- c. Charges specified in 4.10.2 following are billed only to the party requesting the verification and/or interrupt service.
- d. A request for verification will result in a report to the calling party that the line is or is not in service at the time Company tests the line.
- e. The calling party, upon receiving a report that the line is in use, may request that the call be interrupted. The Company may interrupt such call if the calling party declares that an emergency exists.
- f. The charge for verification will not apply if the line being verified is found to be inoperative.
- g. The charge for Verification and Interrupt will not apply to a Public Emergency authority when verification and interruption is required in the performance of their public duty.

4.10.2 Rates

Verification and/or Interrupt service, each request	\$.45
--	--------

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CenturyTel of Ohio, Inc.

SECTION 4
Original Sheet No.75

SERVICE CHARGES

4.11 Extended Intercept Charge

4.11.1 General

- a. Changed telephone numbers are intercepted for a period of 90 days during which calls are referred to the customer's new telephone number, without charge.
- b. Discontinued telephone numbers are connected to a recording informing the calling party that the number is not in service.
- c. Customers who request that their former telephone numbers be intercepted longer than the 90 day period described in a. above may subscribe to Extended Intercept Service at the rates shown in 4.11.2 Rates, following.
- d. At the Company's discretion, Extended Intercept may be provided by a Telephone Company operator or a mechanical recording device.

4.11.2 Rates

Monthly
Rate

- | | | |
|----|--|---------|
| a. | Extended Intercept Service,
each Number intercepted | \$17.80 |
|----|--|---------|

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

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SECTION 5
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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges

5.1.1 General

- a. All rates and charges quoted in this tariff provide for the furnishing of service or channels where suitable facilities are available or where the construction of necessary facilities does not involve unusual costs.
- b. When the revenue to be derived from the service or channels is not sufficient to warrant the Telephone Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs, as defined in the following paragraphs.
- c. When construction is provided by a connecting company or any outside contractor retained by the Telephone Company, charges made to the customer will be based on the charges of the connecting company or the outside contractor.
- d. Where a customer is so located that it is necessary to use private right-of-way to furnish a service or channels and the Telephone Company is unable to obtain the required right-of-way without cost, the customer may be required to pay the entire cost involved in securing such right-of-way.
- e. When attachments are made to poles of other companies in lieu of providing pole line construction for which the customer would be charged under the provisions of this section, the costs to the Telephone Company of such attachments will be borne by the customer.
- f. Title to all construction, except pole lines or conduit provided on private property at the customer's expense, is vested in the Telephone Company.
- g. Construction charges are payable prior to the commencement of construction. At the option of the Telephone Company, a deposit on construction charges and a schedule of progress payments may be required prior to the commencement of construction.
- h. "Cost", as used in this Section, is interpreted to mean the cost of labor and materials excluding cable, wire and associated hardware, or the cost of contracted labor and materials, including charges for supervision and other overhead expense.
- i. Any pole line, conduit, trench or other facility furnished by the customer for use by, or in conjunction with, the Telephone Company's facilities is subject to final approval by the Telephone Company.
- j. Point of Interface, as used hereinafter, is defined as that point on or in the customer's premises where Telephone Company facilities terminate, and customer-provided facilities are connected to the general exchange network.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.1 General (Continued)

- k. Telephone Company facilities shall be terminated at the minimal point of penetration, on or in the customer's premises, that is required for maintaining quality service. Location of this termination shall be determined by the Telephone Company or by mutual agreement of all concerned parties.

5.1.2 New Construction

a. Residential

(1) General

- (a) The Telephone Company shall provide up to three (3) wire pairs for each residential household when facilities are originally installed on newly constructed premises. Requests for facilities in excess of three (3) wire pairs per household will be fulfilled on a cost basis.
- (b) All requests for unusual or extraordinary construction will be subject to review and final approval by the Telephone Company.

(2) Aerial Distribution Plant

- (a) In areas where the Telephone Company's distribution plant is generally of an aerial nature and where it is not precluded by city ordinance or other statute from doing so, entrance facilities to a customer's newly constructed premises will be provided via aerial facilities.
- (b) In those instances where the customer's newly constructed premises is located away from the Telephone Company's main distribution facilities, the Telephone Company will provide, free or charge, the first 250 feet (or 1 wire span, whichever is less) of entrance facilities free to charge. Each additional 125 feet of entrance facilities, or fraction thereof, is \$23.35.
- (c) In any instance where more than one (1) wire span of entrance facilities is required, the customer shall provide the pole line where no other exists.
- (d) If the customer requests buried entrance facilities, where the Telephone Company would normally provide aerial facilities, a labor charge of \$.45 per foot of buried facilities shall apply.

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SECTION 5
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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.2 New Construction (Continued)

a. Residential (Continued)

(3) Buried Distribution Plant

- (a) In areas where the Telephone Company's distribution plant is generally of a buried nature and where it is not precluded by city ordinance or other statute from doing so, entrance facilities to a customer's newly constructed premises will be provided via buried facilities.
- (b) In those instances where the customers newly constructed premises is located away from the Telephone Company's main distribution facilities, the Telephone Company will provide, free of charge, the first 250 feet of buried entrance facilities. Additional facilities will be provided at a rate of \$.45 per foot.
- (c) In other facilities (i.e. natural gas, electricity, sprinkling system, CATV, etc.) have already been installed and concealed at the time of installation of telephone facilities, location and marking of all other facilities shall be accomplished prior to the installation of buried telephone facilities. Locations and marking shall be the customer's or the customer's agent's responsibility, except that the Telephone Company shall cooperate with the customer to obtain any marking, if desired.

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SECTION 5
Original Sheet No. 80

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.2 New Construction (Continued)

b. Single-Tenant Business (Continued)

(3) Buried Distribution Plant

- (a) For service requests involving more than one hundred (100) wire pairs or where the Telephone Company's main distribution facilities are of a buried nature, new service requests will be provided with buried facilities.
- (b) The Telephone Company shall install, free of charge, the first two hundred fifty (250) feet of entrance facilities if the customer provides the appropriate path, i.e. pipe, conduit, open trench, etc. Additional facilities in excess of the original 250 foot allowance will be installed when the cost of labor and materials (other than cable), plus applicable overheads, is borne by the customer.
- (c) If the Telephone Company is required to provide the path (pipe, conduit, open trench, etc.) for the customer's buried entrance facilities, the cost of all time and materials required will be billed to the customer for the installation.

Costs for pipe, conduit, etc., if required, shall be borne by the customer.
- (d) If the Telephone Company is requested or required to bury its facilities in the same path (pipe, conduit, open trench, etc.) as another utility, and the Telephone Company is required to share in the cost of that path, a rate of half the rate explained in paragraph (c) preceding shall apply to the customer provided a mutually acceptable agreement is in force with the other utility.

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SECTION 5
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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.3 Moves and Changes

a. Residential

(1) General

- (a) Those regulations contained in Section 5.1.1 preceding shall apply to Moves and Changes, as applicable.

(2) Aerial Distribution Plant

- (a) If the customer or his designated agent requests that existing aerial facilities be moved to accommodate construction, moving, etc. a charge of \$17.40 will apply to the first cable span of facilities moved. If more than one cable span of facilities must be moved, charges will be based on time and materials.

- (b) If a customer requests that his Point of Interface (i.e. protector) be moved from one location on a building to another location on that same building, charges as outlined in paragraph (a) above shall apply.

(3) Buried Distribution Plant

- (a) If a customer or his designated agent requests that existing buried entrance facilities be moved to accommodate construction, etc. a charge of \$.30 per foot of facilities moved will apply, with a minimum charge of \$40.10.

- (b) If a customer requests that his Point of Interface (i.e. protector) be moved from one location on a building to another location on that same building, charges as outlined in paragraph (a) above shall apply.

- (c) Buried distribution plant facilities serving the general exchange area will only be moved at the discretion of the Telephone Company.

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DIRECTORY LISTINGS

6.1 General

6.1.1 Provision of Directory Listings

- a. Directory listings are provided to aid in the use of telephone service through the identification of customer's telephone numbers. Listings found to be in violation of the Company's rules and regulations or listings which tend to delay or impede the use of telephone service will be rejected by the Company upon notification to the customer.
- b. Listings are not provided in connection with public telephone service except when the listing will facilitate the operations of the Company. No additional listings are permitted.
- c. Each listing shall set forth the name of the person or firm to which service is rendered. However, when the name of any firm seeking a listing is the same as or is deceptively similar to the name of any firm previously listed in the directory, the Company may ascertain the business nature of the firm seeking each listing and add language in the directory to distinguish the identity of that firm. A firm name may be deemed deceptively similar when it may cause misidentification and misdirection of directory users.
- d. Special prominence or arrangement of names is not permitted nor is the listing of a service, commodity, or trade name except when such service, commodity, or trade name is a part of the name under which the listed party is doing business.
- e. The Company will refuse a listing which does not constitute a legally authorized or adopted name and any listing which, in the opinion of the company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is intended for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party.
- f. The length of any listing is limited by the use of abbreviations when, in the opinion of the Company, the clearness of the listing and the identification of the listed party are not impaired thereby.
- g. In connection with business service, a descriptive term characterizing the listed party's business, in a general way, is furnished (in abbreviated form) as part of the listing where desired. However, when the character of the listed party's business is already apparent from the form of the corporate or firm name, the business designation is unnecessary and is not furnished.
- h. The form of listings must conform to the Company's specifications with respect to its directories.

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DIRECTORY LISTINGS

6.1 General (Continued)

6.1.2 Number of Directory Listings Provided Without Charge

- a. Except as provided in this tariff, only one listing is provided without extra charge for each main service, joint user service, key system, PBX system, or for the first line in a rotary number group. If, in the judgment of the Company, additional reference or other listings in excess of the number of listings permitted without extra charge are required for identification of a customer, such listings may also be provided without charge.
- b. Additional listings for rotary number groups usually list the telephone number of the first line of the group. However, the customer may request additional listings for other than the first line of a rotary group.

6.2 Business Listings

Business listings consist of a name, a designation descriptive of the customer's business, the address of the premises at which service is rendered, and the telephone number.

6.2.1 Primary Listing

The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted. Where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party. The classification for the Primary Listing is Tier 1 Core.

6.2.2 Additional Listings

- a. 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 or joint user is a corporation; and for any business establishment, the names of representatives or employees of the customer or joint user. Business additional listings may also be the bona fide names of firms which the customer or joint user owns or controls or is duly authorized to represent.

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Original Sheet No. 85

DIRECTORY LISTINGS

6.2 Business Listings (Continued)

6.2.2 Additional Listings (Continued)

- b. Business additional listings are not permitted in connection with residence service.
- c. 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 subscriber, but at an address different from that of the switchboard or main station.
- d. Additional listings may be furnished for the following rates:

	<u>Monthly Rate</u>
(1) Business listing other than joint user	\$1.50
(2) Joint user listing	\$1.50

These charges begin on the date the information records are posted and are payable monthly in advance.

- e. The minimum chargeable period for additional directory listings is the life of the directory issue in which the listings first appear. This is not to exceed one year from the effective date of the listing. If the additional listing does not appear in the directory, the minimum chargeable period is one month.
- f. Listing charges are automatically discontinued upon termination of the main or joint user service.

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DIRECTORY LISTINGS

6.2 Business Listings (Continued)

6.2.3 Business Designations

Business designation (e.g., ofc, atty, MD, etc.) may be used when appropriate.

6.3 Residence Listings

Residence listings consist of a name or dual names, the address of the premises at which service is rendered, and the telephone number.

6.3.1 Primary Listing

The primary listing is ordinarily the name or dual name of the customers who apply for the service, but the listing may be in the name of a second party designated by the customer. The classification for the Primary Listing is Tier 1 Core.

6.3.2 Dual Name Listings

- a. Dual name listings may be provided for customers subscribing to residence service who share the same surname and reside at the same address and for a person known by two first names.
- b. Dual name listings may be provided as the primary listing at no recurring charge for the addition of the second name of the listing.
- c. Dual name listings may be provided as an additional listing at the customers option at the regular additional listing rate.
- d. Dual name listings are available only for residence subscribers.
- e. A secondary service order charge as specified in Section 4.3.1 a. (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 or service or when a change in an existing listing is required on an order for which service charges are otherwise applicable.

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DIRECTORY LISTINGS

6.3 Residence Listings (Continued)

6.3.3 Additional Listings

- a. 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.
- b. 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 installed on premises of the subscriber, but at an address different from that of the switchboard or main station.

Monthly
Rate

- c. Additional listings, each \$.85
- d. The minimum chargeable period for additional directory listings is the life of the directory issue in which the listings first appear. This is not to exceed one year from the effective date of the listing. If the additional listing does not appear in the directory, the minimum chargeable period is one month.
- e. Listing charges are automatically discontinued upon termination of the main service.

6.3.4 Residence Designations

Residence designations (i.e., "Res" indented under customer's business listing) are only used if the Company determines they are necessary for directory purposes.

6.4 Miscellaneous Listings

6.4.1 Reference Listings

Cross reference listings may be furnished at the regular rate for additional listings.

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CenturyTel of Ohio, Inc.

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DIRECTORY LISTINGS

6.4 Residence Listings (Continued)

6.4.2 Foreign Listings

- a. Foreign listings (i.e., listings in an alphabetical directory of an exchange other than that in which the listed service is furnished) are permitted at the regular additional listing rate applicable for the alphabetical directory in which the listing appears.
- b. The charge at the rate specified above for foreign listings is effective with the date of directory delivery, and is payable in advance.

6.4.3 Additional Listings for Names Spelled More Than One Way

Customer's whose names may commonly be spelled in more than one way, may arrange for additional listings under the alternate spellings at the regular rate for additional listings found in paragraphs 6.2.2 or 6.3.2 of this tariff when in the opinion of the Company, they are not desired to secure a preferential position in the directory or for advertising purposes.

6.4.4 Alternate Call Number Listing

Monthly
Rate

- a. A Listing referring calling parties to an alternate telephone number for nights, Sundays and holidays or if no answer is received, each

Res	\$. 85
Bus	\$1.50
- b. The alternate number may be that of another customer's service. In such a case, the consent of the other customer must be obtained before the alternate listing is furnished.

6.4.5 Enterprise Service (Special Reversed Charge Toll) Listings

One listing is provided without extra charge for each exchange with respect to which the monthly service charge is made.

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DIRECTORY LISTINGS

6.5 Nonpublished Number Service

6.5.1 General

- a. Nonpublished Number Service provides for the omission or deletion of a customer's telephone number listing from the Company's directories and directory assistance records.
- b. Incoming calls to nonpublished telephone numbers will be completed only when the calling party places the call by number.
- c. The Company will refuse to furnish information relative to said telephone number to any person notwithstanding any claim of emergency or of right to receive such information which such person may allege or present. The acceptance by the Company of the customer's request for nonpublished number service does not create any obligation, direct or indirect, to any person other than the subscriber.
- d. The customer requesting nonpublished number service shall indemnify and save harmless the Company against any and all claims for damages caused or claimed to have been caused, directly or indirectly, either by a refusal to publish, either orally or in writing, information relative to the number of the telephone with respect to which nonpublished number service is being furnished, or by the publication or other disclosure of information relative to such number to any person.
- e. The Company's liability for damages arising from oral or written publication of the number of the nonpublished telephone shall not exceed the lesser of the actual damages sustained by the customer as a direct result of such publication, or \$6.00. The Company will not be a party to controversies arising between customers and others as a result of its refusal to publish any telephone number or its publication of any telephone number.

6.5.2 Rates and Charges

	Current Monthly Rate	Maximum Monthly Rate	Classification ⁽¹⁾
a. Nonpublished number service, per number	\$1.50	\$3.00	Tier 1 Non Core
b. The minimum chargeable period for nonpublished number service is the current directory period.			
c. The monthly charge set out in the foregoing paragraph shall not apply to:			
(1) Transfer of toll charge service.			
(2) Foreign Exchange Service.			

- (1) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 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 # 04-62 effective March 2, 2004.

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SECTION 6
Original Sheet No. 90

DIRECTORY LISTINGS

6.5 Nonpublished Number Service (Continued)

6.5.2 Rates and Charges (Continued)

c. (Continued)

- (3) Additional service furnished to the same customer at the same address who has other services listed in the alphabetical directory or the directory assistance records.
- (4) More than one non-published number service furnished simultaneously to the same customer at the same address.
- (5) Service of a customer living in a hotel, hospital, retirement complex, apartment house, rooming house, boarding house, or club, if the subscriber is listed under the telephone number of the PBX or semi-public service furnished to such establishment.
- (6) Temporary service furnished for short periods of time, such as for elections, special events (e.g., fairs, exhibits, parades, etc.) and in other special situations.

6.6 Directory Assistance Call Service

6.6.1 Local Directory Assistance

a. General

1. Telephone calls by customers for telephone number listings will be answered and numbers given if the requested number is listed in the Company's directory assistance records.
2. A maximum of two requested telephone numbers will be provided for each directory assistance call.
3. The rates in Paragraph 6.6.2 following apply for all calls to Directory Assistance from within the same Numbering Plan Area (Area Code), except as provided in paragraph 6.6.2.d.
4. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorney's fees) that may arise from the use of such information.

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CenturyTel of Ohio, Inc.

SECTION 6
1st Revised Sheet No. 91
Cancels Original Sheet No. 91

DIRECTORY LISTINGS

6.6 Directory Assistance Call Service (Continued)

6.6.1 Local Directory Assistance

1. The present rate for each direct dialed call to Directory Assistance is \$1.50. (I)
2. Where a customer requests toll operator assistance to place a call to Directory Assistance, except in the case of a service difficulty, the charge will be \$.40 per call.
3. Calls to Directory Assistance from Hotels, Hospitals, or lines of customers who have been certified by a physician or recognized agency as unable to use a directory because of a physical handicap are not subject to charge.
4. Calls to intra-area code Directory Assistance from Hotels, Hospitals, or lines of customers who have been certified by a physician or recognized agency as unable to use a directory because of a physical handicap are not subject to charge.

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GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 6
1st Revised Sheet No. 92
Cancels Original Sheet No. 92

DIRECTORY LISTINGS

6.6 Directory Assistance Call Service (Continued)

6.6.2 National Directory Assistance

a. Description

National Directory Assistance Service is provided to customers of the company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

b. Conditions

1. There are no call allowances or exemptions for National Directory Assistance customers.
2. If a customer dials Directory Assistance for the purpose of obtaining a National Directory Assistance listing, and also asks for a listing within their local Directory Assistance service area, the charge for National Directory Assistance applies.
3. A maximum of two requested telephone numbers are allowed per call.
4. Charges apply to each call placed to National Directory Assistance from a Public Access Line.
5. In locations, including Public Access Lines, where the customer has the capability to dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, the operator assistance charge may apply, in addition to the National Directory Assistance Charge.

c. Rates

CHARGE

Each call dialed directly by customer	\$ 1.50	(I)
---------------------------------------	---------	-----

DIRECTORY LISTINGS

6.6 Directory Assistance Call Service (Continued)

6.6.3. Directory Assistance Call Completion

a. Description

Where facilities permit, a customer calling for directory assistance may request the completion of local, intraLATA calls to the telephone number that was provided to that customer on the directory assistance call.

b. Conditions

1. Directory Assistance Call Completion is available to residence, business, and Public Access Line customers.
2. Directory Assistance Call Completion can be blocked at the originating customer's request.
3. All Operator Service charges apply as appropriate.
4. There are no call allowances; however, the charges and call allowances for Directory Assistance are not affected.

c. Rates

The following rate is in addition to the Directory Assistance charge and any charge for intraLATA toll or any local message charge, if applicable.

CHARGE

Each call completed	\$0.35
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CenturyTel of Ohio, Inc.

SECTION 7
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PAYPHONE SERVICE

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CenturyTel of Ohio, Inc.

SECTION 7
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PAYPHONE SERVICE

7.1 Payphone Service

7.1.1 Conditions

- a. Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.
- b. Payphone Service is a business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer's premises, and the Network Interface Device (NID) at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling.
- c. A maximum of one customer-provided instrument implemented pay telephone may be connected to any one instrument-implemented or CO-implemented payphone line.
- d. General Regulations found in this tariff are applicable to the provision of Payphone Service.
- e. Directory listings may be provided under the regulations governing the furnishing of listings for business subscribers.
- f. A Network Interface Device will be installed at a location determined by the Company which is accessible to the customer. The Network Interface Device (NID) is a company-provided jack or its equivalent. It is the point of connection between the telephone company owned wiring and wiring owned by the Customer.
- g. Applicable Nonrecurring Charges will apply for the move or rearrangement of the Company's facilities which are made at the request of the customer.
- h. The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this Tariff and rules or regulations of the Commission. In case of conflict between the tariff provisions and Commission rules and regulations, the rules or regulations shall prevail.
- i. Extensions to a payphone line are not permitted.
- j. The Multiline business Subscriber Line Charge, found in the interstate access tariff, is applicable to all Instrument-Implemented and CO-Implemented payphone lines.

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Original Sheet No. 96

PAYPHONE SERVICE

7.1 Payphone Service (Continued)

7.1.2 Responsibility of the Customer

- a. The customer, for the purposes of this tariff, is defined as the person subscribing to payphone service.
- b. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. The customer is responsible for complying with the requirements set forth in the Americans with Disabilities Act of 1990.
- c. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls.*

The Customer is responsible for any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone.

- d. The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration program.
- e. The payphone customer may subscribe to Selective Class of Call Screening as found in Section 13 of this tariff. The rules and regulations pertaining to this service also apply to payphone service.
- f. The customer is responsible for compliance with the FCC's Rules and Regulations and the State Commission's Rules and Regulations regarding the use of pay telephones.

7.1.3 Violation of Regulations

Upon notification from the company that the customer-provided equipment or wiring is causing or is likely to cause harm, the customer shall make such changes as is necessary to remove such harm. Failure to make such changes will result in the disconnection of service until such change is completed to the satisfaction of the company.

7.1.4 Instrument Implemented Payphone Service

Instrument-Implemented Payphone Service is an access line for use with a payphone instrument designed to perform various functions. Payphone instruments are to be provided by the customer.

* Directory assistance charges assessed to end users at payphones and local coin-sent paid message service charges assessed to end users to payphones are deregulated after 10/7/97.

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CenturyTel of Ohio, Inc.

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PAYPHONE SERVICE

7.1 Payphone Service (Continued)

7.1.5 Central Office (CO) Implemented Coin Line

- a. Central Office-Implemented Coin Line Service is an access line for use with a coin supervision feature. Payphone instruments are to be provided by the customer.
- b. Features are additives to the operation of a flat rate access line that provide for CO-Implemented Coin Line Service. The Company offers those features that are provided by the functionality of the Company's switches. These include coin monitoring, coin control (collect and return of coins, if applicable), and/or answer supervision. CO-Implemented Coin Line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).
- c. CO-Implemented Coin Line Service is provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line feature offered by the Telephone Company.

7.1.6 Features and Functions

- a. CO Coin Line Signaling (Coin Supervision) provides the electrical signaling for:

Coin monitoring - indicating to an operator service provider the number and denomination of coins deposited based on information provided by the payphone;

Coin collection and return - indicating to the payphone equipment to collect coin(s) from or return coin(s) to the calling party where applicable and offered by the Company, and;

Answer supervision - indicating to the payphone that the calling line has answered the call, where applicable and is technically feasible.
- b. Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request Selective Class of Call Screening and/or OLS.

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PAYPHONE SERVICE

7.1 Payphone Service (Continued)

7.1.6 Features and Functions (Continued)

- c. CO-Implemented Coin Line features, including coin monitoring, coin collect and return (where applicable) and/or answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.

7.1.7 Rates⁽¹⁾

		Monthly <u>Rate</u>	Non-Recurring <u>Charge</u>
a.	Payphone Service		
	1. Instrument Implemented		Applicable Non-recurring Charge
	Flat Rate, per line, Current Rate	14.32	
	2. Coin Supervision/ Transmission	\$ 2.25	

(D)
(R)

(D)
(D)

- (1) The rates for payphones are governed by 96-1310-TP-COI and do not fall under a Tier designation. They do not have the pricing flexibility afforded the company by O.A.C. 4901:1-4.

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GENERAL CUSTOMER SERVICES TARIFF
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CenturyTel of Ohio, Inc.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2

9.2.1 General

- a. Touch Calling Service is provided for the origination of telephone calls through the use of pushbuttons rather than a rotary dial.
- b. 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 PBX trunks, additional equipment within the Key and /or PBX is required for touch calling service.

9.2.2 Rates

The following rates apply for push button telephone 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 else where in this tariff provided for:

		<u>Monthly Rate</u>	<u>Classification</u>
a.	Business Service		
	(1) Touch Calling Access Line		
	(a) An access line for each individual or two party line, to provide for push button dialing - Maximum Rate	\$ 1.65	Tier 1 Core
	Current Rate	1.65	Tier 1 Core
b.	Residence Service		
	(1) Touch Calling Access Line		
	(a) An access line for each individual or party line to provide push-button dialing from residence service - Maximum Rate	\$ 1.65	Tier 1 Core
	Current Rate	1.65	Tier 1 Core

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CenturyTel of Ohio, Inc.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 Touch Calling Service (Continued)

		Monthly <u>Rate</u>
9.2.3	Instruments Equipped with Touch Calling	
	-Bus	\$ 1.15
	-Res	\$ 1.15

9.3 Enterprise Service (Special Reversed Charge Toll)

9.3.1 General

- a. This service provides an arrangement in connection with message toll telephone service whereby a business customer's patrons have the privilege of calling him without the payment of a toll charge and without having to make specific request for reversal of the toll charge.
- b. This service is available only to business customers having private branch exchange service or individual line service.
- c. The exchanges in which such service is furnished are selected by the customer, subject to the approval of the Company, and the Company assigns and lists in the directory for each of such exchanges a special telephone number designation for the use of patrons.

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Original Sheet No. 104

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services

9.6.1 General

- a. Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more of the following Custom Calling features:
 - (1) Call Waiting - By means of a tone signal a customer is alerted during a call when another caller is trying to reach that number. The customer may then put the first call on hold (or hang up) to answer the second call. In some exchanges, the customer has the ability to "Cancel Call Waiting", which will turn off this feature so that a call is not interrupted by the alerting tone. Cancel Call Waiting, where available, is an adjunct to Call Waiting and is user selective.

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CenturyTel of Ohio, Inc.

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Original Sheet No. 105

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued)

- (2) Call Forwarding - These features permit a customer to have all incoming calls to a line automatically transferred to another preselected dialable telephone number.

Calls may be transferred to a long distance message telecommunications point. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment, in whole or in part, of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred. A customer utilizing Call Forwarding service is responsible for the payment of charges for each toll call between his Call Forwarding equipped station and the distant telephone to which the call is transferred.

Three options of Call Forwarding are offered as follows:

- (a) Call Forwarding. A customer activated feature that automatically transfers all incoming calls of the customer's telephone number to another dialable telephone number until the customer deactivates the feature.
- (b) Call Forward No Answer. This feature automatically transfers incoming calls to a predesignated telephone number when the primary line is not answered. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described in (a) above.
- (c) Call Forward Busy. This feature automatically transfers incoming calls to a predesignated telephone number when the primary line is busy. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described in (a) above.

A secondary service order charge will apply when the customer requests programming or changing the predesignated number for Call Forward Busy or Call Forward No Answer. If the programming or change is done in connection with a primary service order or additional customer requests, only one service order charge will apply.

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CenturyTel of Ohio, Inc.

SECTION 9
Original Sheet No. 106

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Customer Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued)

- (3) 3-Way Calling - Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.
- (4) Speed Call - Enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. Customers must subscribe to only one of either the 8 Code capacity or 30 Code capacity arrangement on the same line.
- (5) Call Within - Allows a single line customer to communicate between telephone instruments connected to the same one-party access line. The customer, by dialing the Call Within code and his own telephone number, will hear a normal busy tone. The caller then hangs up and all the phones on the calling line will ring. When any phone is picked up, the ringing stops thereby letting the caller know that his call has been answered.
- (6) Hot Line - The feature will automatically dial a prearranged directory number when the telephone goes off hook.
- (7) Warm Line - Is a delayed Hot Line. If dialing has not begun within the delay interval after the telephone goes off hook, a prearranged directory number is dialed. The delay interval is adjustable between 0 and 20 seconds, determinable by the customer, during which time the automatic dialing feature may be overridden.

The Company must set the delay interval, and a secondary service order charge, as outlined in Section 4.3.1(a) of this Tariff, will apply if the customer chooses to have such interval changed after the service is originally installed.

GENERAL CUSTOMER SERVICES TARIFF
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CenturyTel of Ohio, Inc.

SECTION 9
Original Sheet No. 107

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued))

- (8) Multi-Ring Service - A terminating line feature that provides the capability of assigning two directory numbers (DNs) to one line. Subscribers can differentiate by a different ringing cadence between calls terminated to the Primary Directory Number (PDN) and the Secondary Directory Number (SDN) on the same line. One PDN and up to one SDN may be assigned to a line.

One standard alphabetical listing for each PDN and SDN will be provided to subscribers of Multi-Ring Service, subject to charges and regulations specified in Section 6 of this Tariff.

- (9) Usage Sensitive 3-Way Calling - Usage Sensitive Three Way Calling is available to all individual line residence and business customers where facilities permit. This service permits use of the 3-Way calling feature on an as needed basis, with the subscriber paying the rate shown on Sheet No. 13 for each occasion it is successfully used. 3-Way Calling permits the subscriber activating the feature to hold an in-progress call and originate a second call while maintaining privacy from the first call, or to add another party for a three way conference arrangement.

Switch-specific technology determines how a subscriber "activates" the feature. In certain switch technology, the feature is activated by "flashing" the serving switch from the subscriber's terminating equipment ("Flashing" is accomplished via a receiver button, switchhook, hook flash key, flash key, etc.). This technology provides the subscriber with spontaneous control of the feature. Other switch technology requires that the feature be dial-activated by the subscriber prior to establishing the first leg of a three way call, using a Company provided code.

The per use charge is applied only when a second call is completed and bridged to the first call. Completed calls include, but are not limited to those calls terminated to telephones, voice messaging systems, answering machines, facsimile machines, modems, etc.

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CenturyTel of Ohio, Inc.

SECTION 9
Original Sheet No. 108

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued))

(9) Usage 3-Way Calling (Continued)

The per use charge is in addition to any tariffed switched network usage charge appropriate for the line with which the Per Use 3-Way Calling feature is associated. Such usage may include, but is not limited to, toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are as covered in tariff sections specific to that particular call type, and are not impacted by the application of the per use charge.

Access to the Per Use capability can be restricted at the customer's request at no charge.

- (10) Call Waiting ID - This feature, also called Spontaneous Call Waiting Identification (SCWID), allows the subscriber to view the name and directory number (DN) of a call in the call waiting mode. The display appears between the first and second audio tones, alerting the subscriber that another call is incoming.

- (11) Call Waiting Deluxe - This feature, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), is a Stored Program Control System feature. Subscribers can receive calling party information during Call Waiting and control the treatment of incoming calls with disposition options. The disposition options are available through softkeys on the customer premises equipment.

Incoming calls to the line, while idle, receive normal terminating treatment. When the line is busy, the system provides audible ringing to the calling party and alerts the DSCWID subscriber that a call is waiting.

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.
d/b/a CenturyLink

SECTION 9
Original Sheet No. 108.1

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued))

(12) Outbound Call Block Feature

Outbound Call Block Feature - blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked. All other Custom Calling Service features and Advanced Custom Calling Services features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to flat rate Residence One-Party Single Line Service customers.

(N)
|
(N)

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CenturyTel of Ohio, Inc.

SECTION 9
1st Revised Sheet No 109
Cancels Original Sheet No 109

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges

The following rates and charges apply in addition to the established rates and charges for the service with which these features are associated. (See Note)

		<u>Current Monthly Rate</u>	<u>Maximum Monthly Rate</u>	<u>Classification⁽²⁾</u>
a.	Each Feature, per line equipped:			
(1)	Call Waiting			Tier 1 Non Core
(a)	Business	\$3.85 (I)	\$7.00	
(b)	Residence	\$2.75 (I)	\$5.00	
(2)	Call Forwarding			Tier 2
(a)	Residence	\$1.65 (I)		(T)
	Call Forwarding - No Answer			Tier 2
(a)	Residence	\$1.65 (I)		(T)

- (2) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 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 # 04-62 effective March 2, 2004.

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SECTION 9
1st Revised Sheet No. 110
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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

		<u>Monthly Rate</u>
a.	Each Feature, per line equipped: (Continued)	
(2)	(Continued)	
	Call Forward Busy	
(a)	Residence	\$1.65 (I)(T)
(3)	3-Way Calling	
(a)	Residence	\$1.65 (I)(T)
(4)	Speed Call 8 or 30	
(a)	Speed Call 8	
(ii)	Residence	\$1.65 (I)
(b)	Speed Call 30	
(ii)	Residence	\$2.75 (I)
(5)	Call Within	
(a)	Residence	\$1.65 (I)(T)
(6)	Hot Line	
(a)	Residence	\$2.50(T)

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.
d/b/a CenturyLink

SECTION 9
2nd Revised Sheet No. 111
Cancels 1st Revised Sheet No. 111

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

		Monthly Rate	
a.	Each Feature, per line equipped: (Continued)		
(7)	Warm Line		
(a)	Business (Full Rate)	\$3.30	
	Business (Reduced Rate)	\$2.75	
(b)	Residence (Full Rate)	\$2.20	
	Residence (Reduced Rate)	\$1.75	
(8)	Multi-Ring Service		
(a)	Business	\$5.50	
(b)	Residence	\$4.40	
(9)	Usage Sensitive 3-Way Calling*	<u>Per Activation</u>	(T) (M)
		\$.95	\$.00 (T) (M)
(10)	Call Waiting ID	\$3.85	(T)
(11)	Call Waiting Deluxe	\$6.60	(T)
(12)	Outbound Call Block Feature	\$5.00	(N)
b.	When two or more of the features specified in (1) through (7) preceding are provided on the same line, the reduced rate shall be charged for each feature.		

NOTE:

No additional service charges are applicable for the establishment of Custom Calling Services if established simultaneously with the establishment of local exchange service. Requests for, and rearrangements of, Custom Calling Services subsequent to the establishment of local exchange service will require a Service Ordering Charge and a Line Connection Charge.

As each central office becomes equipped to offer custom calling services, Call Waiting and Call Forwarding will be provided to all customers for a thirty day trial period at no charge for these services. No Service Ordering Charge and Line Connection Charge will be billed to customers for the trial services. Customers who contact the Company during the trial period desiring to retain the services offered on free trial will have the Service Ordering Charge and Line Connection Charge waived.

* Usage Sensitive 3-Way Calling requires completion and bridging of second call.

(M) Material moved within this sheet.

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SECTION 9
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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

- c. Feature Packages applicable to residence service only, per line equipped:
(Continued)

	<u>Monthly Rate</u>
(1) Basic Pak 1** (Touch Calling, Call Waiting, Call Forwarding*) (a) Residence	\$4.95 (I)
(2) Basic Pak 2** (Touch Calling, Call Waiting, 3-Way Calling) (a) Residence	\$4.95 (I)
(3) Basic Pak 3** (Touch Calling, Call Waiting, Speed Call 8) (a) Residence	\$4.95 (I)
(4) Deluxe Pak 1** (Touch Calling, Call Waiting, Call Forwarding*, 3-Way Calling) (a) Residence	\$6.32 (I)
(5) Deluxe Pak 2** (Touch Calling, Call Waiting, Call Forwarding*, Speed Call 8) (a) Residence	\$6.32 (I)
(6) Deluxe Pak 3** (Touch Calling, Call Waiting, 3-Way Calling, Speed Call 8) (a) Residence	\$6.32 (I)

* In lieu of Call Forwarding, the customer may choose Call Forward Busy or
Call Forward No Answer

** Feature Packages are grandfathered.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

- c. Feature Packages applicable to residence service only, per line equipped:
(Continued)

	Monthly Rate	
(7) Premium Pak** (Touch Calling, Call Waiting, Call Forwarding*, 3-Way Calling, Speed Call 8)		
(a) Residence	\$7.15	(l)

- * In lieu of Call Forwarding, the customer may choose Call Forward Busy or
Call Forward No Answer.

** Feature Packages are grandfathered.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.8 Remote Calling Forwarding Service

9.8.1 General

- a. Remote Call Forwarding Service is a telecommunications network arrangement whereby a call placed from a station (the originating station) to a Remote Call Forwarding Service customer's Telephone Company electronic central office equipment to another station (the terminating station) designated by the customer, which may be located in a different exchange.
- b. Remote Call Forwarding Service will be provided under the following conditions:
 - (1) Remote Call Forwarding Service is offered subject to the availability of suitable facilities.
 - (2) Remote Call Forwarding Service is not offered where the terminating station is a public telephone.
 - (3) The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forwarding Service customer.
 - (4) Transmission characteristics of a forwarded call may vary depending on the distance and routing necessary to complete the forwarded call.
 - (5) Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
 - (6) Remote Call Forwarding Service is provided on the condition that the customer subscribes to sufficient Remote Call Forwarding Service arrangements and terminating telephone numbers to adequately handle calls to the Remote Call Forwarding Service customer without interfering with or impairing any other service offered by the Telephone Company.
 - (7) Remote Call Forwarding will not be provided when the terminating station is within the same Local Calling Area of the Call Forwarding central office.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.8 Remote Call Forwarding Service (Continued)

9.8.1 General (Continued)

- c. One listing in the alphabetical section of the directory covering the exchange in which the Remote Call Forwarding central office is located is provided without additional charge.
- d. The minimum contract period for this service is three months.

9.8.2 Rates and Charges

- | | <u>Monthly Rate</u> | |
|---|---------------------|-----|
| a. Remote Call Forwarding Service per telephone number arranged for Remote Call Forwarding | \$22.00 | (l) |
| b. The Remote Call Forwarding rate is applicable to central office facilities and is in addition to toll message charges and any other charges for equipment or service with which it may be used. | | |
| c. Remote Call Forwarding Service is not provided to Residence access lines. | | |
| d. For the portion of the call between the calling party and the telephone number arranged for Remote Call Forwarding, the calling party is responsible for payment of the applicable charges. | | |
| e. For the portion of the call between the telephone number arranged for Remote Call Forwarding Service and the number to which the call is forwarded, the Remote Call Forwarding customer is responsible for payment of the applicable charges. | | |
| f. All calls are forwarded at the direct dialed sent paid rate. All calls answered at the terminating station including person-to-person and collect calls even though such calls might not be accepted at the answering location are billed at the sent paid rate. | | |

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.8 Remote Call Forwarding Service (Continued)

9.8.2 Rates and Charges (Continued)

- g. The Remote Call Forwarding customer is responsible for the payment of applicable intrastate or interstate customer dialed station-to-station toll message charges. The above toll charges apply to which calls are being forwarded.
- h. Service charges as shown in Section 4 of this tariff shall apply as follows:
 - (1) For the initial installation of Remote Call Forwarding Service, Primary Service Ordering Charges shall apply. If Remote Call Forwarding is established at the same time that local service is removed, Secondary Service Ordering Charges shall apply.
 - (2) To change the number of the Remote Call Forwarding Service, the number at the terminating location or both numbers on the same order, Secondary Service Ordering Charges shall apply.
 - (3) A Line Connection Charge shall apply to the establishment or change of each Remote Call Forwarding Service number.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services

9.10.1 900/976 Services Call Blocking Service

a. Description

900 Services Call Blocking is an optional service providing residential and nonresidential customers with the capability to block the origination of direct dialed calls to all 900 services.

b. Regulations

- (1) LEC-provided blocking of 900 services shall be provided where technologically feasible.
- (2) 900 services blocking is to be offered to residential customers at no charge for initial service.
- (3) 900 services blocking is to be provided to nonresidential customers, free of charge, on a one-time basis, during a 60-day period after the inception of service.
- (4) Charges associated with nonresidential customers' initial requests (after the sixty-day free enrollment period has expired) and subsequent requests, and residential customers' subsequent requests, for 900 services blocking will not exceed the Company's service order charge.
- (5) Residential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge, even if they exercised an option to block services at a previous location at no charge.
- (6) Nonresidential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge during a 60-day period after the inception of service, even if they exercised an option to block 900 services at a previous location at no charge.
- (7) Customers may elect to remove 900 services blocking free of charge. Requests by customers to remove 900 services blocking must be in writing.
- (8) Call Blocking Service may be requested by a Sponsor or its billing agent (only upon the direction of the Sponsor) any time after notification by the Company that charges for "dial-it" type services (which are not in bona fide dispute or subject to the one-time forgiveness policy) have not been paid and are in arrears.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.1 900/976 Services Call Blocking Service (Continued)

b. Regulations (Continued)

- (9) The Sponsor, or its billing agent, must certify to the Company that adequate notification was furnished to the customer of possible blocking of their "dial-it" type services prior to the Company implementing Sponsor Requested Call Blocking.

Sponsor requested blocking of "dial-it" type services will be removed by the Company only upon notification from the Sponsor or its billing Sand Collection agent, or upon proof by the customer of payment or other satisfactory resolution of the account.

c. Rates and Charges

- (1) Sponsor Requested Call Blocking. The following rates and charges are applicable to Sponsor Requested Call Blocking.

	<u>Nonrecurring Charge</u>
(a) Residence Service Call Blocking, per request, per line	*
(b) Business Service Call Blocking, per request, per individual line or trunk line	*

- (2) Residence and Business Customer Requested Call Blocking

The following rates and charges are applicable for the establishment of Residence or Business Requested Call Blocking.

The Secondary Service Ordering Charge as set forth in Section 4 of this Tariff is applicable to nonresidential customers' initial requests (after the sixty-day free enrollment period has expired) and subsequent requests, and residential customers' subsequent request.

* The Secondary Service Ordering Charge as set forth in Section 4 of this Tariff is applicable to each line blocked per occasion for Sponsor Requested Call Blocking.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.1 900/976 Services Call Blocking Service (Continued)

c. Rates and Charges (Continued)

(2) (Continued)

Nonrecurring
Charge

(a) Residence Service Call Blocking,
per subsequent request, each
additional line.

*

(b) Business Service
Call Blocking, per request, each
additional line.

*

(3) Removal of Call Blocking Service will be provided at no charge.

* The Secondary Service Ordering Charge as set forth in Section 4 of this Tariff is applicable to each line blocked per occasion for Call Blocking.

9.10.2 Toll Restriction Service

a. General

Toll Restriction Service is a central office service arrangement whereby calls dialed over residence and business individual lines, to other than the local toll free service area, receive a recorded restriction announcement.

b. Regulations

(1) Toll Restriction Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.

(2) Toll Restriction Service will not allow 1+, 0+, 0-, 101XXXX, 1+, 1+NPA+555+1212, 411 (when charges apply) and 900 calls.

(3) The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any non toll free number for any purpose.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.2 Toll Restriction Service (Continued)

b. Regulations (Continued)

- (4) Subscribing to Toll Restriction does not relieve customers of responsibility for calls charged to the telephone number(s) associated with the restricted access line(s).
- (5) Toll Restriction does not provide restriction of nonchargeable calls to numbers such as repair service, public emergency service (i.e., 9-1-1), 1+800 calling, or local directory assistance (DA) service in the event charges do not apply to the provision of DA.
- (6) Toll Restriction Service will not be provided on coin or coinless pay telephone lines.
- (7) Toll Restriction Service will be provided to Residence One-Party, Business One-Party and Business Trunk customers. Toll Restriction Service will not be provided with party-line or Centrex services.
- (8) The minimum contract period for Toll Restriction Service is one month.

c. Rates

- (1) The following rates and charges apply to the Company's provision of Toll Restriction Service and are in addition to all other customer charges as specified elsewhere in the Company's tariff.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
(a) <u>Option 1*</u> - Restricts any direct dialed one plus (1+) or direct dialed International (011+) call. Calls to 800 Service (1+800+XXX-XXXX) are the only one plus (1+) calls that will not be restricted.		
Residence, per line equipped	\$2.00	
Business, per line equipped	\$2.00	
Trunk, per trunk equipped	\$2.00	

**The installation charge applies in addition to all other Servicing Charges when this service is ordered in conjunction with other services. The installation charge does not apply when a customer elects to change Toll Restriction Service options. If service is installed subsequent to the initial access line installation, a secondary service order charge applies, as found in Section 4 of this tariff

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.2 Toll Restriction Service (Continued)

c. Rates (Continued)

(1) (Continued)

- (b) Option 2 - Includes Option 1 and any local or long distance zero plus (0+) or zero minus (0-) call. If 911 service is not available in an exchange, zero minus (0-) calls will be restricted to Operator Assisted Local Calls and calls to governmental emergency service agencies.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Residence, per line equipped	\$2.00	
Business, per line equipped	\$2.00	

** The installation charge applies in addition to all other Servicing Charges when this service is ordered in conjunction with other services. The installation charge does not apply when a customer elects to change Toll Restriction Service options. If service is installed subsequent to the initial access line installation, a secondary service order charge applies, as found in Section 4 of this tariff.

9.10.3 Billed Number Screening Service

a. General

Billed Number Screening Service is available to subscribers of the Company's local exchange services. This service is intended to prevent the charging of collect and/or third number billed calls to a customer's telephone number.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

b. Regulations

- (1) The Company will place information required to utilize Billed Number Screening Service in the Line Information Database (LIDB) or other database necessary to implement Billed Number Screening Service. In the event a call is placed and charged to a number which should have been prevented by Billed Number Screening, the Company makes no guarantee and assumes no liability arising out of the use or misuse of Billed Number Screening Service by any other entities, including, but not limited to, Interexchange Carriers. The Company is fully responsible for calls charged to numbers which should have been prevented by Billed Number Screening Service, that originate and terminate within the Company's service territory, and are carried over no other carrier's network or facilities.
- (2) Billed Number Screening Service is offered subject to the availability of suitable facilities.
- (3) The minimum contract period for Billed Number Screening Service is one month.

c. Rates

- (1) The following rates and charges apply to the Company's provision of Billed Number Screening Service and are in addition to all other customer charges as specified elsewhere in the Company's tariffs.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(a) <u>Option 1</u> - No Collect or Third Number Billing,	No Charge	*
(b) <u>Option 2</u> - No Third Number Billing	No Charge	*
(c) <u>Option 3</u> - No Collect Billing	No Charge	*

* A Secondary Service Order charge applies as shown in Section 4 of this Tariff. No installation charges apply for this service when ordered on an Initial Service Order.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.4 Selective Class of Call Screening Service (Originating Line Screening)

a. General

Selective Class of Call Screening Service or Originating Line Screening is a two digit code passed by the Company's local central office switch with the Automatic Number Identification (ANI) at the beginning of a call that provides information about the line originating the call. The information provided in the two digit code is designed to inform the exchange or interexchange and/or the operator service provider about certain service classes or special characteristics of the billing number associated with the line originating the call. Under this arrangement, operators accept only those originating toll calls that are made collect, billed to a third number, or billed to a calling card.

b. Regulations

- (1) If a call is routed over another carrier's facilities to the Company, it will not complete a call which is identified by the two digit code accompanying the ANI as selectively screened, unless the call is either collect, billed to a third number, or billed to a calling card. If a call originates with the Company but is not carried solely over the Company's facilities, the Company will send, with the ANI, the two digit code that identifies the call as being selectively screened. The Company assumes no liability for calls completed by any other entity or carrier as long as the two digit code accompanies the ANI forwarded to the other carrier. The Company is responsible for properly handling calls which are selectively screened and are not carried over any other carrier's network or facilities.
- (2) Selective Class of Call Screening Service is offered subject to the availability of suitable facilities and equipment.
- (3) The service is offered to residence and business individual lines, trunk lines and payphone lines.
- (4) Customers subscribing to Selective Class of Call Screening Service are responsible for all toll charges billed to their lines, excluding any charges resulting from improper handling by the Company of any calls which are selectively screened and carried solely over facilities.
- (5) The minimum contract period for Selective Class of Call Screening Service is one month.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.4 Selective Class of Call Screening Service (Originating Line Screening) (Continued)

c. Rates

- (1) The following rates and charges apply to the Company's provision of Selective Class of Call Screening Service and are in addition to all other customer charges as specified elsewhere in the Company's tariffs.

	<u>Monthly Rate</u>	<u>Installation Charge**</u>
Residence, per line equipped	*	
Business, per line equipped	*	

* CenturyTel of Ohio, Inc. concurs in the rate for Selective Call Screening as provided by the Ohio Bell Telephone Company Tariff, P.U.C.O. No. 1, Exchange and Network Services Tariff, paragraph 2.1.D.1.1., as it now exists or as it may be changed from time to time. CenturyTel of Ohio, Inc. reserves the right to cancel such concurrence when, in its opinion, it is in the best interest of the Company or its subscribers to do so.

** A Secondary Service Order charge applies as shown in Section 4 of this tariff. No installation charges apply for this service when ordered on an Initial Service Order.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.5 International Blocking Service

a. General

International Blocking Service is a central office service arrangement which provides for the capability to block outgoing direct dialed International (011+a and 10XXX 011+) calls.

Regulations and rates relative to International Blocking Service are set forth in Tariff FCC No.1, "Facilities for Interstate Access," filed with the Federal Communications Commission (FCC) by CenturyTel of Ohio, Inc.

9.10.6 Blocking Options For Caller ID Name and Number Delivery

a. General

1. Customers may prevent the disclosure of their telephone name and number when placing calls to a party with service that reveals the calling party's name and/or number by subscribing to either Per Call Blocking, or Per Line Blocking, (see Section 9.12.).
2. Per Call Blocking and Per Line Blocking are provided according to the availability of facilities, features, and central office equipment in locations determined by the Company. The features described will only operate on calls originating and terminating within suitably-equipped offices, or similarly equipped offices of interconnecting Local Exchange Companies.

9.10.7 Per Call Blocking

Per Call Blocking enables customers to prevent the disclosure of their telephone name and number on a per call basis to the called party. The disclosure of the calling party's name and number can be prevented on a per call basis by dialing *67 on a touchtone phone before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone name and number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone name and/or number.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.8 Per Line Blocking

Per Line Blocking prevents the disclosure of the customer's telephone name and number to the called party. Per Line Blocking is applicable on all outgoing calls placed from the customer's line. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone name and /or number.

Per Line Blocking will be provided at no monthly charge to customers of non-published service.

Per Line Blocking will be available for subscription to all eligible customers at the rates (\$1.50) in paragraph 9.10.a.

Law enforcement, domestic shelters and other special agencies will be offered free Per Line Blocking.

9.10.9 Regulations

- a. The Company's liability arising out of the provision of the delivery or non-delivery of calling numbers or names is limited as stated in Section 2 paragraph 2.3.8 of this tariff.
- b. Per Call Blocking will be provided to all eligible customers.
- c. Per Line Blocking will be provided when requested by the customer to all non-published service customers at no monthly charge. The customer must specify each line to be equipped with the specific blocking service desired. Customers subscribing to non-published service will be advised by Company personnel of the availability of Per Line Number Blocking.
- d. Non-published service customers may subscribe to Per Line Blocking without a non-recurring charge if subscribed to within 90 days of the introduction of the service. After the 90 day period has expired, a non-recurring Service Order charge will apply.
- e. Telemarketers are prohibited from blocking the disclosure of their telephone number or name when placing calls. Upon receiving complaints that a telemarketer is blocking the disclosure of its telephone number and name, the Company will investigate the complaints and terminate the number privacy service where appropriate.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.10 Rates

- a. The following rates apply to blocking options and are in addition to the rates and charges applicable to the associated services, equipment and facilities.

Monthly Rates	<u>Residence</u>	<u>Business</u>
Per Line Blocking *	\$ 1.65 (I)	\$ 1.65 (I)
Per Call Blocking	No charge	No charge

- b. A non-recurring Service Order charge as set forth in Section 4, paragraph 4.3.1a(2) of this tariff applies to the installation or changes of Per Line Blocking with the exception of Law Enforcement Agencies, domestic shelters and other special agencies and non-published service customers as described in 9.15.3 and 9.15.4, above.

* Customers subscribing to non-published number service receive per line blocking at no monthly charge.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.11 Emergency Services Calling Plan

9.11.1 General

- a. Message toll telephone calls to governmental emergency service agencies as set forth in b. following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made and meeting the definition and criteria of an emergency call as set forth in c. following, are offered at no charge to the customers.
- b. Governmental fire fighting, State Highway Patrol, Police and Emergency Squad Service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year.
- c. An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life and/or property and necessitate that prompt action be taken. An emergency call is a call of short duration to a governmental emergency service agency in order to seek assistance for such an emergency.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services(ACS)

9.12.1 General

Advanced Calling Services are a group of capabilities that use industry-standard protocols to efficiently manage call flow. This is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving called party. That telephone number is held in network memory giving the called party options including identifying the called number, answering the call, and calling back to the originator.

Advanced Calling Services can be provided on a stand alone basis or as an enhancement to existing custom calling features to residential and business customers in central office switches having the generic capability to offer Advanced Calling Services.

9.12.2 Description of Services

Busy Redial *66 - Automatically redials the last outgoing number after the customer activates the service by dialing a special code. Repeat Dialing is a way of keeping track of a busy line and performing call set-up when both the originating and terminating lines become idle. The customer must dial a special code before placing another outgoing call to activate the service.

When Busy Redial *66 is active both the calling and called parties may originate and receive calls without affecting the Busy Redial *66 service status.

This service can also be used to recall a called party after the conversation has been terminated.

Call Return *69 -Enables a customer to return the last incoming call, whether or not it was answered. In order to activate this service, the customer must dial a special code before receiving another call or a Call Waiting indication.

This network will place the call if the called line is idle. If the called line is busy and the customer activates the service, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes both the calling and called lines are checked periodically for an opportunity to complete the call. When the call can be completed, the customer is notified, via a unique ring, that the network is ready to place the call. The call will automatically be placed when the customer picks up the telephone. The call backs may be to areas where a toll charge would be applicable.

When Call Return *69 is active, both the calling and called party may originate and receive calls without affecting the Call Return *69 service status. To deactivate the service, the customer must dial a special code.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services(ACS) (Continued)

9.12.2 Description of Services (Continued)

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

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

Selective Call Rejection *60 - Provides the customer with a method to block calls from certain telephone numbers, which may or may not be known to the customer.

The customer can create a screening list of up to nine telephone numbers and place them in network memory through an interactive dialing sequence. The customer may also activate the service after receiving a call, and thus place the number associated with the call on the Selective Call Rejection *60 list. In this case, the number is copied automatically from the customer's incoming memory slot. Once the service is activated by dialing a special code, a calling party's number, if available, is checked against the customer's Call Block list on every incoming call.

If the number has been blocked either on a per call or per line basis a "Private Number" message will be displayed back to the customer.

Call Trace *57 - Allows a customer to request an automatic trace of the last call received by dialing a special code immediately following termination of the last incoming call. The customer will hear a recording explaining the charges and how to proceed with or terminate the trace. An announcement will also inform the customer if the trace has been successful and offers a number to call for further information.

Call Trace *57 is provided on a subscription basis in appropriately equipped central offices.

Call Trace Removal will be available to customers. Call Trace Removal allows customers the option of having Call Trace removed from their telephone line at no charge if the customer finds that the

Call Trace *57 procedures are being abused causing high monthly activation charges. A release form must be signed absolving the Company from non-availability of Call Trace *57 activity. Customers resubscribing to Call Trace *57 will be assessed a non-recurring charge as set forth in Section 4 Paragraph 4.3.1a(2) for its reinstallation.

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9.12 Advanced Calling Services(ACS) (Continued)

9.12.2 Description of Services (Continued)

A customer will not be assessed a charge for unsuccessful traces. An announcement will inform the customer that the trace was unable to be completed. Free activation of Call Trace *57 will be made available to law enforcement agencies.

Selective Call Accept *64 - Enables customers to store up to twelve (12) numbers from which they wish to receive calls.

An incoming call from a number that is not on the customer's Selective Call Accept *64 list is routed to an announcement stating that the called party does not wish to receive the call.

This feature is accessed by dialing a service specified access code. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement. Modifications to the Selective Call Accept *64 list are made with the telephone keypad.

Selective Call Forward *63 - Enables customers to select up to twelve (12) numbers that can be forwarded to another number.

An incoming call that is not on the customer's Selective Call Forward *63 list will not be forwarded.

This feature is accessed by dialing a service - specific access code. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forward *63 list and the forward – to number can be changed at any time using the telephone keypad.

Distinctive Ring - Enables customers to designate up to twelve (12) numbers that can be automatically identified by a distinctive ring.

A distinctive ringing pattern accompanies incoming calls from the designated numbers. If a subscriber is engaged in conversation and a call from one of the designated numbers arrives, a distinctive call waiting tone accompanies the incoming call.

An incoming call that is not on the customer's Distinctive Ring list will ring normally.

This feature is accessed by dialing a service - specific access code. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement. Modifications to the Distinctive Ring list can be made at any time by using the keypad.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services (ACS) (Continued)

9.12.2 Description of Services (Continued)

Anonymous Call Reject *77 - Permits the customer with or without Caller ID to automatically reject calls marked "anonymous" from callers who have blocked their number/name, either through the use of per-call blocking or per line blocking. The customer must provide and connect their own compatible customer premises equipment (CPE) in order to reject these calls.

If the customer activates ACR by dialing a special code, the rejected call is automatically routed to an announcement and disconnected. The called party receives no ringing for this call. Only calls for which the number/name has been intentionally blocked are rejected. The customer deactivates by dialing a special code.

Distinctive Ring/Call Waiting - With Distinctive Ring/Call Waiting (DRCW), up to 31 directory numbers (DNs) are identified at the called station by a distinctive pattern of alerting tones. Distinctive alerting (short-long-short tones) is given when the subscriber receives a call from a DN that is on the DRCW list. If the incoming call's DN is not on the DRCW list, the call is given standard terminating treatment.

A subscriber programs a list of DN's through the Screening List Editing (SLE) services. The SLE also allows the subscriber to activate or deactivate the DRCW feature. The subscriber can modify the list at any time using the keypad.

Automatic Recall - This feature in combination with Usage Busy Redial *66 allows a caller to automatically call back the last party they called if the directory number was busy.

Usage Call Return *69 - Usage Call Return *69 gives the subscriber the convenience of recalling the last incoming call without having to know the DN of that call. It is activated by means of a code. If the called DN is busy, automatic processing of the call continues until both lines are idle. The subscriber can continue to originate and receive calls without affecting the usage call return request. To cancel the request, the subscriber dials a deactivation code.

Usage Busy Redial *66 - With Usage Busy Redial *66 a subscriber can automatically re-originate a call to the last-dialed DN without having to redial the DN. This can be done regardless of whether the call was answered, unanswered, or busy. If the called DN is busy, automatic processing of the call continues until the DN is idle. When both lines are idle, the calling party hears a special ring. When the caller picks up the set, the called party's line rings. A subscriber can continue to originate and receive calls without affecting the usage repeat dial request. The request can also be canceled using a deactivation code.

Privacy Protector - Privacy Protector works to intercept unidentified callers. Calls that can be identified by Caller ID are connected as normal calls. Calls that cannot be identified are intercepted and routed to an announcement, which states that the called number does not accept calls from telemarketers. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must be also subscribed to Caller ID.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services (ACS) (Continued)

9.12.3 Regulations

- a. ACS features will be provided in connection with individual line and multi-line business and residence service.
- b. ACS features are subject to available facilities and limited to central offices specifically equipped to provide such service. ACS features are applicable to calls placed to/from compatible central offices offering this service.
- c. The Company's liability arising out of the provision of any ACS feature, including, but not limited to the delivery or non-delivery of calling names or numbers is limited as stated in Section 2 paragraph 2.3.8 of this tariff.
- d. Caller ID Number Only and Caller ID services are available for multi-line customers equipped with hunting arrangements and all lines in the hunt group must be provisioned with Caller ID Number Only or Caller ID.
- e. The following restrictions apply to ACS:
 - (1) Operator assisted calls will override ACS features.
 - (2) Payphone Service will not be enabled with ACS features, with the exception of the Per Call Block feature. However, they will operate with the ACS system and interaction with all the features will be permitted.
- f. Busy Redial *66 and Call Return *69 features cannot be activated for numbers with an 800 or 900 prefix, or PBX station lines not equipped with Direct Inward Dial Service.
- g. Call Trace *57 will not replace existing procedures. Customers will not be provided with the traced number. The results of a customer originated trace will only be released to legally constituted authorities upon proper request by them.

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9.12 Advanced Calling Services (ACS) (Continued)

9.12.4 Rates

- a. The following rates apply to ACS features and are in addition to the rates and charges applicable to the associated service, equipment and facilities. A nonrecurring Service Order charge as set forth in Section 4, paragraph 4.3.1.a.(2) of this tariff applies for the installation or changes of the ACS features, with the exception of Call Trace *57. A non-recurring charge will apply when a customer resubscribes to Call Trace *57 Service.

- b. Local or Message Toll Service calls established by using Bust Redial *66 or Call Return *69 will be charged at the current tariffed rate.

c. Monthly Rates

	<u>Residence</u>	<u>Business</u>	<u>Classification⁽¹⁾</u>
Call Return *69	\$2.75 (l)	\$3.85 (l)	
Busy Redial *66	\$2.75 (l)	\$3.85 (l)	
Caller ID Number Only - Maximum Rate	\$4.50	\$5.50	Tier 1 Core
Caller ID Number Only - Current Rate	\$4.50	\$5.50	Tier 1 Core
Caller ID	\$ 7.70 (l)	\$8.80 (l)	
Selective Call Rejection *60	\$2.75 (l)	\$3.85 (l)	
Call Trace *57 - Maximum Rate	\$10.00	\$10.00	Tier 1 Non Core
Call Trace *57 - Current Rate	\$5.00	\$5.00	Tier 1 Non Core
(per activation)	\$25.00	\$25.00	
	(monthly cap)	(monthly cap)	
Selective Call Accept *64	\$2.75 (l)	\$3.85 (l)	
Selective Call Forward *63	\$2.75 (l)	\$3.85 (l)	
Distinctive Ring	\$2.75 (l)	\$3.85 (l)	
Anonymous Call Reject	\$2.75 (l)	\$3.85 (l)	
Privacy Protector	\$2.95	\$3.95	

- (1) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 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 # 04-62 effective March 2, 2004.

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GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services (ACS) (Continued)

9.12.4 Rates (Continued)

c. Monthly Rates (Continued)

	<u>Residence</u>	<u>Business</u>
Distinctive Ring/Call Waiting	\$ 4.00	\$ 4.00
Automatic Recall	\$ 4.50	\$ 4.50

d. Usage Sensitive Rates

Usage Call Return *69, per activation	\$.95	\$.95
Usage Repeat Dial *66, per activation	\$.95	\$.95

e. Multiple Feature Discounts *

Residence customers will receive a multiple feature discount when subscribing to two or more features.

	<u>Monthly Discount</u>
First	None
Two Features	\$.75
Three Features	\$ 1.25
Four or More Features	\$ 1.75

* Multiple Feature Discounts are grandfathered.

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GENERAL CUSTOMER SERVICES TARIFF
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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service

9.13.1 General

- a. When requested by local government authority and subject to the availability of facilities and equipment, the Company will provide 911 Emergency Service (911 Service) for the purpose of voice reporting emergencies by the public.

The service is classified as both Local Exchange and Interexchange Telecommunications Service.
- b. The Company shall not be required to provide 911 Emergency Service to less than an entire central office (switching entity).
- c. A Public Safety Answering Point (PSAP) is the answering point for a 911 call. A PSAP must be created and staffed under an "Authority to Operate a 911 System" issued by the Public Utility Commission of Ohio.
- d. Any person dialing "911" from a telephone which is usable for local exchange telephone network access and arranged to provide 911 Service will be automatically connected to the Public Safety Answering Phone (PSAP) for that telephone.
- e. For the purposes of this tariff a Responding Agency is an agency which is prepared to provide one or more specific emergency services via calls transferred from a PSAP.
- f. 911 calls originated from local exchange telephone network access facilities shall be completed to the PSAP without a charge being assessed to the calling party by the Company.
- g. This offering is limited to the provision and use of the digits "911" as the Universal Emergency Telephone Number Code.
- h. 911 Service is a one-way service only.
- i. The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial, the digits "911" or to any other person who may be affected by the dialing of the digits "911". The Company's entire liability arising out of the provision of 911 Service under this tariff shall be limited as set forth in this Section and in Section 2.

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9.13 911 Emergency Service (Continued)

9.13.1 General (Continued)

- j. For 911 Emergency Service, each PSAP must subscribe to sufficient 911 Service Lines to adequately handle incoming calls in each PSAP's busy hour so that less than 1 call out of 100 encounters a busy signal. In no case shall the PSAP subscribe to less than two such lines per central office routing calls to the PSAP.
- k. The applicant will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines provided for above.
- l. 911 Emergency Service is intended to be an emergency service only. Therefore, in addition to the 911 Emergency Service lines, each PSAP must subscribe to at least one non-emergency (Administrative) local exchange line with at least one listed directory number.
- m. The Company will not undertake to prorate any billing among agencies jointly subscribing to a 911 Service.
- n. Intercept service for the seven-digit emergency number(s) replaced by 911 will be provided for a period of time as negotiated between the Company and the subscriber; however, in no case shall intercept service be provided for more than one year or beyond the next subscriber directory issuance, whichever is longer.
- o. Company recommendations for 911 Service will provide for a transmission grade of service from the calling party to the PSAP at least equivalent to that provided by the exchange telephone network. If the customer desires service with a different (lesser) transmission grade of service, the customer must submit such a request in writing and indicate his recognition of the less than optimal transmission design.
- p. As mandated by Ohio state law, the financial burden of 911 Emergency Service is prorated among all telephone customer access lines in the County. The amount so prorated is shown in paragraph 9.13.4 following.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.1 General (Continued)

- q. The Public Utilities Commission of Ohio will conduct an annual review of the rates charged herein and may adjust them according to costs required to provide this service at the time of the review.
- r. Any terminal equipment used in conjunction with 911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the Automatic Number Identification (ANI) feature as the source of an in-progress 911 call.
- s. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- t. 911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, 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 customer.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.1 General (Continued)

- u. 911 information consisting of addresses and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls. The 911 calling party forfeits the privacy afforded by Private and Semi-Private Directory Service to the extent that the telephone number and address associated with the originating station location are furnished to the PSAP.
- v. The rates charged for 911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in event the system is not functioning properly.

9.13.2 Description of Service

- a. Emergency reporting trunks from each central office route emergency calls to the Public Service Answering Points (PSAP) currently located in the county being served by 911 Service.
- b. Calls to the Responding Agencies, as outlined in the county final plans, are initiated by the PSAP operator via ringdown circuits.
- c. The lead host telephone company in each county being served by 911 Service maintains a list of all telephone numbers and addresses within the county and the appropriate Responding Agency which provides emergency service. The information is maintained in a computer database.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.3 Liability

- a. The Company's entire liability to the Customer or any person for interruption or failure of any aspect of 9-1-1 Service shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 Service by the Company. This 9-1-1 Service is offered solely to assist the Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 9-1-1 Service to the Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the Customer.
- b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of their employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 Service other than Company acts or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the Customer for the time such interruption to service or facilities continues, after notice by the Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the Customer.
- c. The Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or Customer or any of their employees, directors, officers, contractors or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of the 9-1-1 Service or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 Service.

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9.13 911 Emergency Service (Continued)

9.13.3 Liability (Continued)

- d. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of the 9-1-1 Service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines.
- e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a Customer. At the rates set forth herein, the Company will integrate any records provided to it by the Customer in a Company-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a Customer and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this data by the Customer, which may be asserted by any person, business, government agency, or other entity against the Company.
- f. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of 9-1-1 Service when there is a failure of or interruption in 9-1-1 Service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment of other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 Service ordered by the Customer, Company facilities or otherwise affect its telephone operations.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.3 Liability (Continued)

- g. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to a 9-1-1 Service or Host Provider using such information to provide a 9-1-1 Service.
- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the 9-1-1 Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the 9-1-1 Customer's service area. Neither the 9-1-1 Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the 9-1-1 Customer's service area or for calls originating from voice over internet protocol, or mobile/cellular telephones.
- i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of Customer provided facilities or equipment.
- j. The approval by the P.U.C.O. of the foregoing language in this tariff does not constitute a determination by the P.U.C.O. that the limitation of liability imposed by the company should be upheld in a court of law. Approval by the P.U.C.O. recognizes that since it is a court's responsibility to adjudicate negligent and consequent damage claims, it is also the court's responsibility to determine the validity of the limitation of liability therefore.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.4 County Rate List (1)

<u>County</u>	<u>Current Rate Subscriber Charge</u>	<u>Implementation Date For 911 Service</u>	<u>Effective Date For Current 911 Subscriber Charge</u>	<u>Initial Case No. for 911 Implementation</u>	<u>Most Current Case No. for 911 Review</u>
Erie	\$.18	05-06-1992	05-06-1992	91-1767-TP-EMG	91-1767-TP-EMG
Lorain	\$.18	11-15-1989	11-15-1989	88-1607-TP-EMG	88-1607-TP-EMG

- (1) The rates for 911 Emergency Service are governed by 86-911-TP-COI and do not fall under a Tier designation. They do not have the pricing flexibility afforded the company by O.A.C. 4901:1-4.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.14 Memory Number Service

9.14.1 General

- a. Memory Number Service (MNS) allows business and residence customers to request a specific telephone number other than one that would normally be assigned by the Company. The specifically requested numbers include, but are not limited to, numbers with alphabetic equivalents or "easy to remember" numbers. The MNS charge does not give the customer a property right in the number selected.
- b. MNS is provided subject to the availability of telephone numbers requested.
- c. An initial non-recurring charge will apply when a Memory Number is assigned.
- d. The charge shown in 9.14.2 following is in addition to applicable service charges specified in Section 4 of this tariff.

9.14.2 Rates and Charges

Initial Nonrecurring Charge

Number search and assignment	\$35.00
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MISCELLANEOUS SERVICE ARRANGEMENTS

9.15 Telecommunication Relay Service (TRS)

9.15.1 General

Telecommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls.

Customers may be assessed a charge to fund the Telecommunication Relay Services for the State of Ohio in accordance with section 4905.84 of the Revised Code. This charge shall in no event exceed the per end-user line (or equivalent) assessment of the Public Utilities Commission of Ohio levied upon the Company.

9.15.2 Rates and Charges

Monthly rate per line or equivalent	\$0.04
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MISCELLANEOUS SERVICE ARRANGEMENTS

9.19 Advanced Custom Calling Services

9.19.1 General

Advanced Custom Calling Services are optional telephone service arrangements in which the intelligence for the service is within the switch. The central office may be equipped to offer the services described in 9.19.2.

9.19.2 Description of Services

Call Pickup - The Call Pickup feature allows a subscriber to pick up calls within a predefined pickup group by dialing an access code. The Call Pickup (CPU) feature permits a station to answer calls incoming to another station within the same pickup group.

To activate or pick up a call within the preset pickup group, the subscriber goes off-hook, listens for dial tone, and dials the assigned access code used for CPU. Once the access code is translated, the ringing station within the preset pickup group is answered from the remote or distant station within the group. An immediate connection is made between the pickup station and the incoming call with no warning tone or other tone provided.

Call Transfer - The Call Transfer (CXR) feature allows a subscriber to transfer either a party who has called or a party who has been called to a third party. CXR is activated by entering an access code followed by the transfer-to directory number (DN). The telephone where the call was first received is then placed on-hook, freeing the line for incoming and outgoing calls.

Distinctive Ringing per Extension - The Distinctive Ringing per Extension service creates a distinctive ringing pattern for each extension so that incoming calls can be effectively transferred to the appropriate party. The service is activated, on a per call basis, by an access code. Deactivation occurs when the call is terminated.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.19 Advanced Custom Calling Services

9.19.2 Description of Services

Enhanced Long Distance Alerting - The Enhanced Long Distance Alerting functionality provides POTS and Residential Enhanced Services (RES) subscribers with an indication that they have an incoming long distance call. Subscribers are alerted by distinctive ringing if the line is idle or distinctive call waiting tones if the line is busy. If the called party does not respond to the Enhanced Long Distance Alerting distinctive call waiting tones within a predefined time period, the call is routed to no terminal response treatment. This service is no charge to customers subscribing to call waiting.

Extension Bridge Service - The Extension Bridge Service (EXB) feature associates a single directory number with a group of subscribers on different lines and enables these group members to behave as if they were extensions of a single line. EXB offers both Call Forward and Speed Calling for a Multiple Appearance Directory Number (MADN). Call Forward and Speed Calling can be assigned to the primary DN and controlled by any extension within the EXB arrangement. This service basically provides an off-premises extension with custom-calling options.

Group Intercom - The Group Intercom (GIC) feature allows individuals within a designated intercom group to contact each other by using an access code and abbreviated dialing (intercom member number), which permits one-, two-, three-, or four-digit dialing.

Home Intercom - Home Intercom allows the subscriber to initiate internal conference calls. The service is activated, on a per call basis, by an access code. Deactivation occurs upon termination of the call.

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9.19 Advanced Custom Calling Services (Continued)

9.19.2 Description of Services (Continued)

Make Set Busy - The Make Set Busy (MSB) feature is a terminating feature that allows subscribers to make their lines busy to all incoming calls by dialing an access code. Incoming calls to a line with the MSB feature activated receive a busy tone. The line can be made available again to incoming calls by dialing a deactivation code.

Personal Ringing - Personal Ringing allows the assignment of up to four separate directory numbers to one single-party line. Special line signaling is provided for distinctive ringing, enabling subscribers to differentiate between calls terminating to the different DNs assigned to their lines.

Subscriber Activated Blocking/PIN - Subscriber Activated Blocking/PIN allows a subscriber to activate and deactivate call blocking, thereby restricting or allowing certain types of calls. If Subscriber Activated Blocking is active on a line, all calls originated on that line are screened for restricted calls. If a call is placed to a restricted number, the subscriber is routed to a digital recorded announcement machine (DRAM) announcement. The subscriber can enter a personal identification number (PIN) to override the blocked status and continue the call.

This feature has an extra level of security in that a subscriber must enter both an Subscriber Activated Blocking access code and a PIN to activate and deactivate blocking of restricted calls.

Wake-Up Service - Wake-Up Service is assigned as a line option and is activated and deactivated by the end user through the use of access codes. Upon activation, a wake-up call request is programmed by the end user to ring the end user's line at a particular time within the next 24 hours. The end user can deactivate the feature and cancel the wake-up call request at any time after it is programmed.

Usage Call Forwarding - With Usage Call Forwarding a subscriber can have incoming calls automatically forwarded to a predetermined DN. A subscriber dials the call forwarding activation code to provide call forwarding on the line. A confirmation tone is provided to the subscriber if Usage Call Forwarding is successfully added or removed from the line. A reorder tone is provided if the addition or removal fails.

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 9
1st Revised Sheet No. 148
Cancels Original Sheet No. 148

MISCELLANEOUS SERVICE ARRANGEMENTS

9.19 Advanced Custom Calling Services (Continued)

9.19.3 Rates and Charges

	<u>Residence/Business</u>
a. Call Pickup	\$ 2.50
b. Call Transfer	\$ 3.85 (I)
c. Distinctive Ringing per Extension	\$ 2.75 (I)
d. Enhanced Long Distance Alert	\$ 3.30 (I)
e. Extension Bridge Service	\$ 3.85 (I)
f. Group Intercom	\$ 3.50
g. Home Intercom	\$ 1.65 (I)
h. Make Set Busy	\$ 1.65 (I)
i. Personal Ringing	\$ 4.40 (I)
j. Subscriber Activated Blocking/PIN	\$ 1.10 (I)
k. Wake-Up Service	\$ 2.75 (I)
	<u>Per Activation</u>
l. Usage Call Forwarding	\$.95

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GENERAL CUSTOMER SERVICES TARIFF
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SECTION 11
Original Index Sheet No. 149

CONNECTIONS WITH CERTAIN FACILITIES
AND/OR EQUIPMENT OF OTHERS

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P. U. C. O. No. 12

CenturyTel of Ohio, Inc.

SECTION 11
Original Sheet No. 150

CONNECTIONS WITH CERTAIN FACILITIES
AND/OR EQUIPMENT OF OTHERS

11.1 Customer Provided Registered Terminal Equipment

11.1.1 General

- a. Customer Provided Protective Circuitry or Terminal Equipment may be connected to facilities furnished by the Company for use with Local Exchange Telecommunications Service on the same terms and conditions as set forth in Title 47, Code of Federal Regulations, Ch.1, Pt. 68, as amended and interpreted from time to time by orders and rules published in the Federal Register.
- b. The use of customer provided circuitry or terminal equipment is prohibited, if such use shall require changes in or alterations of the equipment or other facilities of the Company.
- c. At the option of the Telephone Company, the customer shall notify the Company of his intention to connect registered or "grandfathered" equipment to Company facilities. Such notification shall include where applicable:
 - (1) The F.C.C. Registration Number,
 - (2) The Ringer Equivalency Number of the registered terminal equipment or protective circuitry,
 - (3) Sufficient identifying information such as the manufacturer's name, model and serial numbers to enable the Company to determine whether "grandfathered" equipment is involved and is eligible for connection; and
 - (4) Other such information as may be required to assure the compatibility of the connected equipment and proper administration of applicable laws, rules and regulations.
- d. Registered or "grandfathered" customer provided circuitry or terminal equipment shall be connected only by means of the proper interface termination (i.e., jack arrangement) provided by the Company.
- e. Upon experiencing trouble, the customer shall disconnect all customer provided circuitry or terminal equipment from the line and analyze it for malfunction. If any such circuitry or terminal equipment is found to be defective, its use shall be immediately discontinued until correction is made.

GENERAL CUSTOMER SERVICES TARIFF
P. U. C. O. No. 12

CenturyTel of Ohio, Inc.

SECTION 11
Original Sheet No. 151

CONNECTIONS WITH CERTAIN FACILITIES
AND/OR EQUIPMENT OF OTHERS

11.1 Customer Provided Registered Terminal Equipment (Continued)

11.1.1 General (Continued)

- f. In the event customer provided circuitry or terminal equipment causes harm, the Company will, when practicable, notify the customer that discontinuance of service will be required. However, where prior notice is not practicable, the Company may discontinue service forthwith. Where prior notice of discontinuance of service is not practicable, the Company will:
 - (1) Promptly notify the customer of such temporary discontinuance;
 - (2) Afford the customer the opportunity to correct the situation which gave rise to the temporary discontinuance; and
 - (3) Inform the customer of his right to file a complaint with the Public Utilities Commission of Ohio or with the Federal Communications Commission pursuant to Title 47, Code of Federal Regulations, Ch.1, Pt. 69, or both. As used in this paragraph the term "harm" means electrical or other hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment, his calling or called party.
- g. If trouble detected by or reported to the Company results in the Company's dispatching an employee to the customer's premises and the trouble is determined to be caused by the customer's equipment or facilities, the customer will be so notified that he will be liable for a service visit charge.

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CenturyTel of Ohio, Inc.

SECTION 11
Original Sheet No. 152

CONNECTIONS WITH CERTAIN FACILITIES
AND/OR EQUIPMENT OF OTHERS

11.1 Customer-Provided Registered Terminal Equipment (Continued)

11.1.2 Liability

- a. The Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Company, (1) caused by customer provided equipment (except where a contributing cause is the malfunctioning of a Company provided connecting arrangement) or (2) not prevented by customer provided equipment but which would have been prevented had Company provided equipment been used.
- b. Customers are expected to install their telephone equipment.
- c. Customers purchasing instruments from the Company's Phone Store will be furnished instructions regarding the connection and use of the equipment selected.

11.1.3 Rates

- a. The customer is responsible for the payment of all other applicable rates and charges as covered in this tariff.
- b. Access lines will enter the premises at the point nearest to the existing pole line or cable facilities of the Telephone Company. If any other entry is required, the installation charges shall beExpense incurred by the Company.
- c. Other Charges
 - (1) Service and Maintenance Charges

Service difficulties that can be isolated by the Telephone Company testboard in customer supplied equipment, without dispatching a service man, will be charged for at \$8.30 per occurrence.
 - (2) Charges for certification of customer supplied equipment shall beExpense incurred by the Company.

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P. U. C. O. No. 12

CenturyTel of Ohio, Inc.

SECTION 11
Original Sheet No. 153

CONNECTIONS WITH CERTAIN FACILITIES
AND/OR EQUIPMENT OF OTHERS

11.2 Connection With Customer Owned Voice Recording Equipment

11.2.1 General

- a. Customer owned voice recording equipment for the recording of telephone conversations may be used in connection with the facilities of the Company subject to the following conditions:
- b. Connection with the Company facilities
 - (1) Connection of customer owned voice recording equipment with the facilities of the Company shall be made only through recorder connector equipment which contains a recorder tone device automatically producing a distinctive recorder tone ("beep") that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use.
 - (2) The customer owned voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Company or switched on and off.

11.2.2 Responsibility of the Company

Telephone service furnished by the Company is not represented as adapted to the recording of telephone conversations by means of voice recording equipment.

11.2.3 Obligations of the Customer

- a. The operating characteristics of the customer owned voice recording equipment shall be such as not to interfere with any of the services offered by the Company. Upon notice from the Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.
- b. The customer indemnifies and saves harmless the Company against claims for libel, slander, and infringement of copyright arising from the improper use of material transmitted over its facilities and recorded; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

GENERAL CUSTOMER SERVICE TARIFF
P. U. C. O. No. 12

CenturyTel of Ohio, Inc.

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VACATION NUMBER SERVICE

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CenturyTel of Ohio, Inc.

SECTION 15
Original Sheet No. 155

15.1 VACATION NUMBER RESERVATION

15.1.1. GENERAL

- A. Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation.
- B. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.
- C. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.
- D. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

15.1.2. RATES (Tier 2)

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

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CenturyTel of Ohio, Inc.

SECTION 16
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BASIC TELEPHONE ASSISTANCE

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CenturyTel of Ohio, Inc.

SECTION 16
Original Sheet No. 157

BASIC TELEPHONE ASSISTANCE

16.1 SERVICE CONNECTION ASSISTANCE

16.1.1 General

- a. Service Connection Assistance is a telephone assistance program that provides certain eligible residential customers requesting local exchange service with the following benefits:
 - 1. Waiver of applicable deposit requirements under Section 2 of this tariff.
 - 2. Full or partial waiver of applicable service connection charges for establishing or reestablishing local exchange service as described in Section 4 of this tariff (Service Connection Assistance does not apply to network wiring charges).

16.1.2 Regulations

- a. 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:
 - (1) Home Energy Assistance Program (HEAP);
 - (2) Supplemental Security Income (SSI) under Title XVI of the Social Security Act; or
 - (3) Food Stamps;
 - (4) Federal public housing assistance/Section 8; or
 - (5) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid).

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CenturyTel of Ohio, Inc.

SECTION 16
Original Sheet No. 158

BASIC TELEPHONE ASSISTANCE

16.1 SERVICE CONNECTION ASSISTANCE (Cont'd)

16.1.2 Regulations (Continued)

- b. 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 22.1.2.A, above; identifying the specific program or programs from which the customer receives benefits.
- c. Customers of Service Connection Assistance cannot be a dependent (as defined by the Federal Income Tax Code) under the age of 60.
- d. Service Connection Assistance is available for all grades of service.
- e. Service Connection Assistance is available for a single telephone line at the customer's principle place of residence.
- f. 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 same household owes money for such services previously provided at the customer's current address.
- g. Service Connection Assistance customers are not restricted on the optional services to which they may subscribe.

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 16
Original Sheet No. 159

BASIC TELEPHONE ASSISTANCE

16.2 LINK-UP

16.2.1 General

Link-Up is a federal assistance program that provides eligible residential customers with one or both of the following benefits:

- a. A reduction of the Telephone Company's applicable service connection charges equal to one-half of such service connection charges, or \$30.00, whichever is less.
- b. A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan does not exceed 12 months duration.

16.2.2 Regulations

- a. Link-Up is available to residential customers who currently participate in one of the following programs:
 1. Home Energy Assistance Program (HEAP);
 2. Food Stamps;
 3. Supplemental Security Income - aged (SSI);
Medical Assistance (Medicaid), including any state program that might supplant Medicaid;
 4. Federal public housing/Section 8;
 5. Ohio Works First (aka Temporary Assistance to Needy Families (TANF));
 6. Household income at or below 150% of the poverty level; or
 7. National School Lunch's Free Lunch Program.
- b. Customers who qualify through income based requirements must certify their eligibility to participate under penalty of perjury and must present documentation to certify eligibility. Examples of acceptable documentation include the most recent documentation for any of the following:
 1. State or federal income tax return
 2. Current income statement or W-2 from an employer
 3. Three consecutive months of current pay stubs
 4. Social Security statement of benefits
 5. Veteran's Administration statement of benefits
 6. Retirement/Pension statement of benefits
 7. Unemployment/Workmen's Compensation statement of benefits
 8. Divorce decree or child support document
- c. Customers applying for Link-Up benefits and not for Lifeline are not restricted as to the optional services to which they may subscribe.

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SECTION 16
Original Sheet No. 160

BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE

16.3.1 General

CenturyTel Ohio Lifeline is a basic support program that provides eligible customers requesting local exchange service, including touch-tone, with the following benefits:

- a. A waiver of the Federal Subscriber Line Charge
- b. A waiver of the Federal Universal Service Fund End User Charge
- c. A credit of one hundred percent (100%) of all nonrecurring service order charges for commencing service.
- d. A recurring discount equal to the maximum contribution of federally available assistance will be applied to the monthly basic local exchange service charge; at no time should the discounts cause the monthly basic local exchange rate to be less than zero.
- e. A waiver of the Telephone Company's service deposit requirement.
- f. Free blocking of toll and 900/976 dialing patterns.
- g. The availability of optional features is governed by applicable Commission orders including Case No. 00-1532-TP-COI.

CenturyTel Ohio Lifeline is classified as a Tier 1 Core Service.

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 16
Original Sheet No. 161

BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE (Cont'd)

16.3.2 Regulations

- a. CenturyTel Ohio Lifeline is available to residential customers who are currently participating in one of the following assistance programs:
 1. Home Energy Assistance Program (HEAP);
 2. Food Stamps;
 3. Supplemental Security Income - blind and disabled (SSD);
 4. Supplemental Security Income - aged (SSI);
 5. Medical Assistance (Medicaid), including any state program that might supplant Medicaid;
 6. Federal public housing/Section 8;
 7. Ohio Works First (aka Temporary Assistance to Needy Families (TANF);
 8. Household income at or below 150% of the poverty level;
 9. National School Lunch's Free Lunch Program; or
 10. General Assistance (including disability assistance (DA).
- b. Customers qualifying for CenturyTel Ohio Lifeline with past due bills for regulated local service charges will be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. CenturyTel Ohio Lifeline customers with past due bills for toll service charges will be required to have toll restricted-service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider pursuant to the minimum telephone service standards.

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CenturyTel of Ohio, Inc.

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Original Sheet No. 162

BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE (Cont'd)

16.3.2 Regulations (Cont'd)

- c. The Telephone Company shall require, as proof of eligibility for Lifeline, 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 16.3.2 (a.) preceding; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the Telephone Company if the customer ceases to participate in such program or programs.
- d. The Telephone Company shall automatically enroll customers in CenturyTel Ohio Lifeline who participate in a qualifying program as contained in paragraph 16.3.2 (a.). The automatic enrollment will be implemented when the necessary procedures have been established with the appropriate state agencies.
- e. The Telephone Company will also enroll customers who participate in a qualifying program by using on-line company to agency verification or self-certification.
- f. Customers who qualify through income based requirements must certify their eligibility to participate under penalty of perjury and must present documentation to certify eligibility.

Examples of acceptable documentation include the most recent documentation for any of the following:

- 1. State or federal income tax return
 - 2. Current income statement or W-2 from an employer
 - 3. Three consecutive months of current pay stubs
 - 4. Social Security statement of benefits
 - 5. Veteran's Administration statement of benefits
 - 6. Retirement/Pension statement of benefits
 - 7. Unemployment/Workmen's Compensation statement of benefits
 - 8. Divorce decree or child support document
- g. New customers will receive Lifeline Benefits when the application is processed with the effective date of the credits dating back to the date of service establishment if the application is received by the Telephone Company within 90 days of service establishment. Current customers will receive Lifeline benefits back to the date they request Lifeline service, as long as the application is received no later than 30 days from that date. If the application is received after these deadlines, the Lifeline benefits will begin on the date the application is received by the Telephone Company.

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SECTION 16
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BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE (Cont'd)

16.3.2 Regulations (Cont'd)

- h. Should the Telephone Company determine that a customer does not qualify for Lifeline assistance, or if the customer fails to submit the necessary documentation, the Telephone Company will provide written notification to the customer and will give the customer at least 30 days to prove eligibility. If the corrected application is received within 30 days, the credit will begin on the date service was established, or on the date Lifeline service was requested by an existing customer. If the corrected application is received after 30 days, the Lifeline benefits will begin on the date the corrected application is received.
- i. At no time will the monthly access line discounts cause the local service rates to be less than zero.
- j. The Telephone Company will perform an annual verification of all customers receiving Lifeline, in compliance with federal requirements to establish procedures to verify customers' continued eligibility for both programs and income-based criteria.
- k. The Telephone Company will notify customers at least 60 days prior to the pending termination of the customer's Lifeline Assistance, if the customer fails to submit acceptable documentation for continued eligibility for Lifeline benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of Lifeline benefits would occur; 2) the reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and, 4) a statement consistent with the disconnect notice requirements outlined in the MTSS Chapter 4901:1-5, O.A.C., explaining who the customer should contact in the event of a dispute. The customer will have a minimum of 60 days to re-certify or demonstrate continued income eligibility or to dispute the Telephone Company findings regarding termination of the Lifeline Service. If the customer fails to respond, their Lifeline benefits will automatically cease on the date noticed in the letter. If the customer responds after the date noticed in the letter, the customer will be required to submit a new application for Lifeline benefits.
- l. These Lifeline discounts and waivers apply to only one access line per household.
- m. Requests by the customer to purchase optional features, other than Call Waiting, are prohibited unless the Telephone Company receives a signed statement from the customer self-certifying that the feature is necessary for medical and/or safety reasons.
- N. If the customer disagrees with the Telephone Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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*Voice Mail is not regulated by the Public Utilities Commission of Ohio.

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		(N)

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SECTION 17
Original Sheet No.165

PACKAGED SERVICES

17.1 SIMPLE CHOICE™ ONE ¹ AND SIMPLE CHOICE™ TWO ¹

17.1.1 DESCRIPTION

Simple Choice™ One ¹ and Simple Choice™ Two ¹ are a package of features available to residential. Simple Choice™ One ¹ includes the features specified following and a flat rate access line. Simple Choice™ Two ¹ includes two flat rate access lines. Customers subscribing to Simple Choice™ One ¹ and Simple Choice™ Two ¹ are entitled to unlimited use of the service/features specified.

17.1.2 FEATURES

Following are the eligible call features. All features may be not be available in all areas:

- Caller ID Number Only
- Caller ID
- Call Waiting
- Cancel Call Waiting
- Call Waiting ID
- Call Waiting Deluxe
- Call Forwarding
- Call Forward No Answer
- Call Forward Busy
- Call Forward Remote Access
- Call Transfer
- 3-Way Calling
- Distinctive Ring/Personal Ring
- Busy Redial *66
- Call Return *69
- Anonymous Call Reject *77
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Enhanced Long Distance Alert
- Speed Call 8 or 30
- Home Intercom
- Long Distance Alert
- Message Waiting Indicator

¹ Grandfathered to existing customers at their present location.

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SECTION 17
Original Sheet No. 166

PACKAGED SERVICES

17.1 SIMPLE CHOICE™ ONE ¹ AND SIMPLE CHOICE™ TWO ¹ (Continued)

17.1.3 TERMS AND CONDITIONS

- a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this tariff shall apply.
- b. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™ One ¹ and Simple Choice™ Two ¹. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
- c. Customers subscribing to the Simple Choice™ Two ¹ may select different features for each line. All lines must be billed to the same account and located at the same premise.
- d. Simple Choice™ One ¹ and Simple Choice™ Two ¹ features must be activated by the customer before they can be used without incurring usage charges.
- e. All recurring charges applicable to an access line apply to Simple Choice™ One ¹ and Simple Choice™ Two ¹. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
- f. If access line rates for residence and business service, as listed elsewhere in this tariff, increase, Simple Choice™ One ¹ and Simple Choice™ Two ¹ rates may also increase (upon Commission approval).

17.1.4 RATES

	<u>Monthly Rate</u>
a. Residence	
Simple Choice™One ¹	\$24.95
Simple Choice™Two ¹	\$44.95

¹ Grandfathered to existing customers at their present location.

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 17
Original Sheet No. 167

PACKAGED SERVICES)

17.1 SIMPLE CHOICE™ ONE ¹ AND SIMPLE CHOICE™ TWO ¹ (Continued)

17.1.4 RATES (Continued)

	Monthly Rate
c. One Party-Church	
Simple Choice™One ¹	\$24.95
Simple Choice™Two ¹	\$44.95

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™ One ¹ and Simple Choice™ Two ¹. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 4.

17.2 VOICE MAIL COMPLEMENTARY SERVICES PACKAGE

17.2.1. DESCRIPTION

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

Call Forward No Answer
Call Forward Busy
or, Call Forward Busy/No Answer
Message Waiting Indication - Audible or Visual

17.2.2 TERMS AND CONDITIONS

- a. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.
- b. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.
- c. This package is available only to individual line residence.

¹ Grandfathered to existing customers at their present location.

GENERAL CUSTOMER SERVICES TARIFF
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CenturyTel of Ohio, Inc.

SECTION 17
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PACKAGED SERVICES

17.2 VOICE MAIL COMPLEMENTARY SERVICES PACKAGE (Continued)

17.2.3 RATES

	Monthly Rate <u>Per Line*</u>
Residence	\$2.00

This package can only be purchased with deregulated and/or detariffed services.

Issued: April 2, 2008

By: Duane Ring, Vice President
CenturyTel of Ohio, Inc.

Effective: April 2, 2008

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 17

Original Sheet No. 169

PACKAGED SERVICES (Continued)

17.3 SIMPLE CHOICE™

17.3.1 DESCRIPTION

Simple Choice™ is a package of features available to residential customers. Simple Choice™ includes the features specified following and a flat rate access line with touch calling. Customers subscribing to Simple Choice™ are entitled to unlimited use of the service/features specified.

17.3.2 FEATURES

Following are the eligible call features. All features may not be available in all areas:

- Caller ID Number Only
- Caller ID
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Call Waiting Display Deluxe
- Call Forwarding
- Call Forward No Answer
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward Remote Access
- Call Transfer
- Call Return *69
- Privacy Protector (where available)
- VIP Alert
- Distinctive Ring
- Home Intercom
- Busy Redial *66
- Message Waiting Indicator
- Anonymous Call Reject *77
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Long Distance Alert
- Speed Call 8 or Speed Call 30
- 3- Way Calling
- Voice Mail (where available) *

*Voice Mail is not regulated by the Public Utilities Commission of Ohio.

Issued: April 2, 2008

By: Duane Ring, Vice President
CenturyTel of Ohio, Inc.

Effective: April 2, 2008

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 17

Original Sheet No. 170

PACKAGED SERVICES (Continued)

17.3 SIMPLE CHOICE™ (Cont'd)

17.3.3 TERMS AND CONDITIONS

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this tariff shall apply
2. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™/Business Assist Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Simple Choice™ features must be activated by the customer before they can be used without incurring usage charges.
4. All recurring charges applicable to an access line apply to Simple Choice™. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
5. If access line rates for residence and business service, as listed elsewhere in this tariff, increase, Simple Choice™ rates may also increase, upon filing and with required customer notification.

GENERAL CUSTOMER SERVICES TARIFF
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CenturyTel of Ohio, Inc.

SECTION 17

1st Revised Sheet No. 171
Cancels Original Sheet No. 171

PACKAGED SERVICES (Continued)

17.3 SIMPLE CHOICE™ (Cont'd)

17.3.4 RATES

	Monthly Rate <u>Simple Choice™</u>		
Residence – All Exchanges	\$31.95 *	---	(I)

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 3.

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CenturyTel of Ohio, Inc.

SECTION 17

Original Sheet No. 172

PACKAGED SERVICES (Continued)

17.4. SELECT PAK⁽¹⁾

17.4.1 DESCRIPTION

Select Pak consists of the following features only. Charges for other services offered by CenturyTel, such as access lines, are in addition to this package rate.

Customers who subscribe to Select Pak may choose any or all of the following services (where available):

Caller ID
Call Waiting
Call Waiting ID
Call Forwarding
3-Way Calling

17.4.2 RATES

	Select Pak <u>Per Line</u>	
Monthly Rate Residence	\$13.95	---

(1) Grandfathered to existing customers at existing locations.

GENERAL CUSTOMER SERVICES TARIFF
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CenturyTel of Ohio, Inc.

SECTION 17
1st Revised Sheet No. 173
Cancels Original Sheet No. 173

PACKAGED SERVICES (Continued)

17.5. **SIMPLE CHOICE UNLIMITED** ⁽²⁾ (C)

17.5.1 DESCRIPTION

Simple Choice™ Unlimited ⁽¹⁾ is a package of features available to residential customers in certain exchanges. The exchanges are listed in the rate section following. Simple Choice™ Unlimited includes the features specified following, a flat rate access line, and unlimited long distance calling. (T)

17.5.2 FEATURES

Following are the eligible call features. All features may not be available in all areas:

- Anonymous Call Reject *77
 - Busy Redial *66
 - Call Forward Busy
 - Call Forward No Answer
 - Call Forwarding
 - Call Return *69
 - Call Transfer
 - Call Waiting
 - Cancel Call Waiting
 - Call Waiting Disposition
 - Caller ID
 - Caller ID Number Only
 - Distinctive Ring
 - Long Distance Alert
 - Selective Call Accept *64
 - Selective Call Forward *63
 - Selective Call Rejection *60
 - Speed Call 8 or Speed Call 30
 - 3-Way Calling
 - VIP Alert
 - Call Waiting ID
 - Call Forward Busy/No Answer
 - Home Intercom
- (D)
(D)
(D)

⁽¹⁾ CenturyTel will begin including ELCS calling beginning December 15, 2006 for existing customers. (T)

⁽²⁾ Grandfathered to existing customers. (C)

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 17
1st Revised Sheet No. 174
Cancels Original Sheet No. 174

PACKAGED SERVICES (Continued)

17.5. **SIMPLE CHOICE UNLIMITED** ⁽¹⁾ (Continued)

(C)

17.5.3 TERMS AND CONDITIONS

- a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this tariff shall apply.
- b. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™ Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
- c. Customers subscribing to the Simple Choice™ Unlimited may select different features for each line. All lines must be billed to the same account and located at the same premise.
- d. Simple Choice™ Unlimited features must be activated by the customer before they can be used without incurring usage charges.
- e. All recurring charges applicable to an access line apply to Simple Choice™ Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.
- f. If access line rates for residence service, as listed elsewhere in this tariff, increase, Simple Choice™ Unlimited rates may also increase (upon Commission approval).
- g. The Unlimited Long Distance plan 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. Long distance data and fax calls will be billed at 10¢ per minute.

- h. Call Detail will not be provided with this service plan.
⁽¹⁾ Grandfathered to existing customers.

(C)

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 17
1st Revised Sheet No. 175
Cancels Original Sheet No. 175

PACKAGED SERVICES (Continued)

17.5. **SIMPLE CHOICE UNLIMITED⁽¹⁾** (Continued)

(C)

17.5.4 RATES

a.

MONTHLY RATE

Exchange(s)

Amherst, Avon Lake,
Avon, Birmingham, Lorain,
Vermilion

\$39.95

(D)

(D)

⁽¹⁾ Grandfathered to existing customers.

(C)

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 17
Original Sheet No. 175.1

PACKAGED SERVICES (Continued)

17.6. **SIMPLE CHOICE UNLIMITED PLUS**

(N)

17.6.1 DESCRIPTION

Simple Choice™ Unlimited¹ is a package of features available to residential customers in certain exchanges. The exchanges are listed in the rate section following. Simple Choice™ Unlimited includes the features specified following, a flat rate access line, and unlimited long distance calling.

17.6.2 FEATURES

Following are the eligible call features. All features may not be available in all areas:

- Anonymous Call Reject *77
- Busy Redial *66
- Call Forward Busy
- Call Forward No Answer
- Call Forwarding
- Call Return *69
- Call Transfer
- Call Waiting
- Cancel Call Waiting
- Call Waiting Disposition
- Caller ID
- Caller ID Number Only
- Distinctive Ring
- Long Distance Alert
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Speed Call 8 or Speed Call 30
- 3-Way Calling
- VIP Alert
- Call Waiting ID
- Call Forward Busy/No Answer
- Home Intercom
- Call Forward Remote Access
- Privacy Protector (Where available)
- Voice Mail (Where Available)

- 1 CenturyTel will begin including ELCS calling beginning December 15, 2006 for existing customers.

(N)

GENERAL CUSTOMER SERVICES TARIFF
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CenturyTel of Ohio, Inc.

SECTION 17
Original Sheet No. 175.2

PACKAGED SERVICES (Continued)

17.6. **SIMPLE CHOICE UNLIMITED PLUS (Continued)**

(N)

17.6.3 TERMS AND CONDITIONS

- a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this tariff shall apply.
- b. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™ Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
- c. Customers subscribing to the Simple Choice™ Unlimited may select different features for each line. All lines must be billed to the same account and located at the same premise.
- d. Simple Choice™ Unlimited features must be activated by the customer before they can be used without incurring usage charges.
- e. All recurring charges applicable to an access line apply to Simple Choice™ Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.
- f. If access line rates for residence service, as listed elsewhere in this tariff, increase, Simple Choice™ Unlimited rates may also increase (upon Commission approval).
- g. The Unlimited Long Distance plan 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. Long distance data and fax calls will be billed at 10¢ per minute.
- h. Call Detail will not be provided with this service plan.

(N)

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CenturyTel of Ohio, Inc.

SECTION 17
3rd Revised Sheet No. 175.3
Cancels 2nd Revised Sheet No. 175.3

PACKAGED SERVICES

17.6. SIMPLE CHOICE UNLIMITED PLUS (Continued)

17.6.4 RATES

a. MONTHLY RATE

Exchange(s)
Amherst, Avon Lake,
Avon, Birmingham, Lorain,
Vermilion ⁽¹⁾

17.7 PURE BROADBAND BUNDLE

A. DESCRIPTION

Pure Broadband Bundle includes flat rate Residence One-Party Line Service and features as specified, and requires subscription to the Company's High Speed Internet (1.5 Mbps or greater).

B. FEATURES

Outbound Call Block Feature
Non-published Number Service
Billed Number Screening (Optional)

C. TERMS AND CONDITIONS

Pure Broadband Bundle is available to residential customers in all exchanges within the Company where technically feasible, subject to availability of facilities.

This bundle is only available with One-Party Local Exchange Service. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company's directory assistance records. Extended Area Service (EAS) charges do not apply.

The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge.

Service Charges or nonrecurring charges do not apply.

D. RATES

	<u>Residence</u>
Per Bundle, per month	\$21.19**

⁽¹⁾ This service is only available with regulated or detariffed services. Please see our website for price list information.

(N)

(N)

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CenturyTel of Ohio, Inc.

SECTION 17
1st Revised Sheet No. 175.4
Cancels Original Sheet No. 175.4

PACKAGED SERVICES (Continued)

17.8 CALLER ID PLUS

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, for a package price of \$9.84 per month. In addition, all applicable nonrecurring charges will be waived.

(l)

17.9 CALLER ID EXTRA

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived.

CenturyTel of Ohio, Inc.

SECTION 17
1st Revised Sheet No. 175.5
Cancels Original Sheet No. 175.5

PACKAGED SERVICES (Continued)17.10 BASIC LOCAL EXCHANGE SERVICE

PREPAID LOCAL TELEPHONE SERVICE (PLTS)

Prepaid Local Telephone Service (PLTS) is a residential service offering where the customer agrees to pay for one month of local service in advance of activation. No deposits or non-recurring charges apply. Upon establishment of the PLTS plan, the customer will be required to pay for each month's service on a prepaid basis, either by cash or credit card at a Company office or at the office of an authorized distributor of PLTS service. Once payment for service is received, one month's service will be provisioned.

- A. PLTS is configured as follows:
1. Voice grade residential line
 2. Tone Dialing.
 3. Ability to dial 911.
 4. Ability to report service problems seven days a week.
 5. Ability to dial CenturyTel Customer Service.
 6. Primary directory listing (nonpublished/nonlisted available at tarified charges).
 7. Toll blocking, Extended Local Calling Service (ELCSI) and usage sensitive services blocking. Call Waiting, Caller ID, and Call Forwarding included. (D)
 8. 800/8XX access allowed (T)
- B. Customers who are unable to pay the required charges to maintain traditional service may activate a PLTS plan.
- C. New customers who do not qualify for service due to a poor credit history may subscribe to PLTS.
- D. The monthly rate for PLTS shall be in addition to any surcharges and fees established or authorized by a government entity, including but not limited to 911, subscriber line charge, sales tax and municipal fees.

CenturyTel of Ohio, Inc.

SECTION 17
Original Sheet No. 175.6PACKAGED SERVICES (Continued)

17.10 PREPAID LOCAL TELEPHONE SERVICE (PLTS)

(N)

- E. Subscribers to PLTS are required to have mandatory toll blocking, measured rate ELCS blocking and usage sensitive blocking placed on their telephone line. It is the customer's responsibility to not make or receive calls, except for Directory Assistance, for which additional charges are billed to the customer's telephone number. Tariffed rates for directory assistance will apply.
- F. The Company may disconnect PLTS service, with notice, for any of the following reasons:
1. Failure to make monthly payments to maintain the PLTS balance.
 2. Use of the service in a manner that interferes with the service of others.
 3. If the customer accrues new billable charges for toll or other service on their telephone bill.
 4. Where service is connected without authority by a person who has not applied for the service, or who has reconnected service without authority following termination of service.
- G. The Company may disconnect PLTS service without notice for any of the following reasons:
1. Tampering with a telecommunications provider's property.
 2. A use or misuse of telephone service or equipment which adversely affects telephone service to other customers.
 3. In order to eliminate, mitigate or avoid a safety hazard to customers or their premises, to the public, or to the telecommunications provider's personnel or facilities.
- H. If the PLTS customer is disconnected due to failure to comply with any terms of PLTS, they will no longer be eligible for PLTS. The customer can return to basic local telephone service if they meet the requirements for service, including payment of outstanding essential charges if applicable and payment of a deposit or guarantor, if their credit history is such that a deposit would normally be required.
- I. Residential Monthly Rate \$39.95

(N)

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SECTION 18
Original Index Sheet No. 176

N11 ABBREVIATED DIALING CODES

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GENERAL CUSTOMER SERVICE TARIFF
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CenturyTel of Ohio, Inc.

SECTION 18
Original Sheet No. 177

N11 ABBREVIATED DIALING CODES

18.1 Description

18.1.1 Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

18.1.2 The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

811 – One-Call Notification Systems

18.2 Terms and Conditions

18.2.1 The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

18.2.2 Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+

0+, 0- (credit card, third-party billing, collect calls)

101XXXX

Operator assisted calls will not be completed.

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CenturyTel of Ohio, Inc.

SECTION 18
Original Sheet No. 178

N11 ABBREVIATED DIALING CODES

18.2 Terms and Conditions (Cont'd)

- 18.2.3 The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.
- 18.2.4 Directory listings may be provided for N11 services under the terms, conditions, and rates specified in Section II of this tariff.
- 18.2.5 The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
- 18.2.6 Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.
- 18.2.7 Disputes regarding geographic coverage by two or more N11 subscribers will be referred to The Public Utilities Commission of Ohio.
- 18.2.8 Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.
- 18.2.9 The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

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CenturyTel of Ohio, Inc.

SECTION 18
Original Sheet No. 179

N11 ABBREVIATED DIALING CODES

18.2 Terms and Conditions (Cont'd)

18.2.10 N11 will be provided under the following conditions:

- a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
- b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- d. Suspension of N11 Service is not allowed.
- e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 18
Original Sheet No. 180

N11 ABBREVIATED DIALING CODES

18.2 Terms and Conditions (Cont'd)

18.2.10 (Cont'd)

- f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

18.2.11 The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

- a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
- b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

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CenturyTel of Ohio, Inc.

SECTION 18
Original Sheet No. 181

N11 ABBREVIATED DIALING CODES

18.2 Terms and Conditions (Cont'd)

18.2.12 The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

18.2.13 The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.

18.2.14 The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

18.3 Rates

Classification: Tier One Non-Core

	<u>Current Nonrecurring Charge</u>	<u>Maximum Nonrecurring Charge</u>
Initial Setup, Per Host Switch and/or Stand Alone Switch	\$300.00	\$600.00
Subsequent Changes, Per Host Switch and/or Stand Alone Switch	\$ 50.00	\$100.00

Issued: April 2, 2008

By: Duane Ring, Vice President
CenturyTel of Ohio, Inc.

Effective: April 2, 2008

CenturyTel of Ohio, Inc.
d/b/a CenturyLink

SECTION 19
6th Revised Sheet No. 182
Cancels 5th Revised Sheet No. 182

PROMOTIONS

19. Promotions

a. ADDITIONAL LINE WITH CALL WAITING:

Beginning January 12, 2010 through **March 31, 2011**, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate non-recurring Service Charges. (C)

Residential Monthly Rate	\$9.95
--------------------------	--------

b. WINBACK:

For a period of 90 days beginning July 1, 2009, CenturyTel will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service.

c. CALLING FEATURE NONRECURRING:

Beginning January 12, 2010 through **March 31, 2011**, CenturyTel will waive the applicable nonrecurring charges for residential customers who subscribe to any custom calling feature. (C)

d. FLEXIBLE SAVINGS BUNDLE:

For a period of 90 days beginning July 1, 2009, CenturyTel is offering a discount on certain features for business customers with 3 lines or less and who subscribe to the Tier One or Tier Two Flexible Savings Bundle. The following feature options are available with Tier One and Tier Two: Caller ID, Call Waiting ID, Call Forwarding, Call Waiting, and Hunting, where available. Tier One and Tier Two Customers with one, two, or three lines will receive the feature package at the rates of \$21.00, \$32.00, or \$43.00, respectively. In addition, all applicable nonrecurring charges will be waived.

e. ECONOMY PAK BUNDLE :

Beginning January 12, 2010 through March 31, 2010, the Company will provide residential customers with an access line, the subscriber line charge, caller id, and call waiting for \$24.95 per month, with the exception listed below. Customers willing to have term commitments will receive a \$5.00 discount per month for a 12 month period.

f. ECONOMY PAK PLUS BUNDLE :

Beginning January 12, 2010 through March 31, 2010, this bundle will be available to residential customers only and will include an access line, caller id, call waiting, call waiting id and 256 high Speed Internet for \$49.95. Customers willing to have term commitments will receive a \$15.00 discount per month for a 12 month period.

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d/b/a CenturyLink

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3rd Revised Sheet No. 183
Cancels 2nd Revised Sheet No. 183

PROMOTIONS

19. Promotions (cont'd)

- g. ADDITIONAL LINE NRC WAIVER:
Beginning January 12, 2010 through September 30, 2010, the Company will waive the appropriate non-recurring Service Charges for installation of additional business lines during the promotion.
- h. CALLING FEATURE NONRECURRING:
Beginning January 12, 2010 through September 30, 2010, CenturyTel will waive the applicable nonrecurring charges for business customers who subscribe to any custom calling feature.
- i. ECONOMY PACK PLUS (768Kbps)
During the period April 1, 2010 through **March 31, 2011**, the Company will provide residential customers with an Access Line, Caller ID, Call Waiting, Call Waiting ID and 768K High Speed Internet for \$59.95. This service is only offered where the services are technically available. (C)
- j. ECONOMY PACK PLUS (1.5 Mbps +)
During the period April 1, 2010 through **March 31, 2011**, existing residential customers may be eligible for the following offer when they contact the Company to disconnect service and instead agree to retain service with the Company. To be eligible, the customer has to agree to subscribe to Economy Pack Plus (1.5 Mbps +) which consists of an Access Line, Caller ID, Call Waiting, Call Waiting ID and High Speed Internet (1.5 Mbps or higher) at the following rates: (C)
- | <u>Speed</u> | <u>Monthly Rate</u> |
|----------------|---------------------|
| 1.5 Mbps | \$64.95 |
| 3 Mbps | 69.95 |
| 4 Mbps-15 Mbps | 74.95 |
| 20 Mbps | 104.95 |
- This service is only offered where technically feasible.
- k. SERVICE CONNECTION CHARGE WAIVER PROMOTION
During the period April 1, 2010 through September 30, 2010, business customers who subscribe to Business Individual Line (1-3 lines), may be eligible for waiver of all service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and commit to one year of service for the services described above. Customers subscribing to services under this promotion who discontinue service prior to meeting the one year commitment will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order. The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

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CenturyTel of Ohio, Inc.
d/b/a CenturyLink

SECTION 19
2nd Revised Sheet No. 184
Cancels 1st Revised Sheet No. 184

PROMOTIONS

19. Promotions (cont'd)

\$5 For 6 Promotion

During the period **January 4, 2011** through **December 31, 2011**, existing residence customers may be eligible for a \$5 bill credit for six months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, a customer's account must have and maintain a B or C Credit Class rating with the Company and the customer must agree to retain flat rated one-party access line service with the Company.

(C)

The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for five consecutive months thereafter. If a customer discontinues service provided under this offer prior to the end of the six month period, no additional credits will be applied.

Simple Choice Unlimited Bundle Promotion

During the period **January 4, 2011** through **December 31, 2011**, new residence customers who order Simple Choice Unlimited Bundle may be eligible for the waiver of all service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must agree to establish a new account with the Company that includes (1) Simple Choice Unlimited Bundle; and (2) the Company's High-speed internet (at any data speed).

(C)

Check-Up Thank You Program

From May 1, 2010 through December 31, 2010, a direct mailing will be sent to all business customers with nine lines/trunks or fewer, notifying them of their eligibility for a \$10 invoice credit. The notice will be mailed immediately after the anniversary of the date on which the customer established service with the Company.

Customers who respond to this offer within 90 days after receiving the direct mailing will receive a \$10 invoice credit. The credit will appear on the customer's bill within two billing cycles after contacting the Company. When customers respond to this offer, the Company representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

For customers with multiple accounts, only one \$10 invoice credit is available, with such tied to the customer's oldest account.

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CenturyTel of Ohio, Inc.
d/b/a CenturyLink

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PROMOTIONS

19. Promotions (cont'd)

Service Connection Charge Waiver

From January 4, 2011 through December 31, 2011, when new residence customers who are contacted by the Company or who contact the Company and request this promotion establish a new account that includes an access line, the Company will waive the service charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. The waiver will only apply to the primary access line. The benefits awarded under this promotion will not be rescinded if the customer disconnects the qualifying service prior to the 12 month commitment period.

(N)

(N)

3 Months Free For Additional B1 Installation Promotion

From June 4, 2010 through September 30, 2010, existing business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a credit of the monthly recurring charges for Business Individual Line Service. To be eligible, customers who have existing Business Individual Line Service must install an additional Business Individual Line and must agree to retain their service for a minimum of six months. Customers will receive three bill credits equal to the monthly recurring charge for that service. Credits will be issued for only one line when multiple lines are installed under the same order. The bill credits will be reflected on the first, second and third months following installation of the service.

Lines equipped with Hunting Service are not eligible for this promotion. Customers subscribing to services under this promotion who discontinue service within six months of installation will be assessed all charges originally credited under the promotion. There is no limit on the number of times a customer may place orders for new lines and receive this promotional benefit during the promotional period. This promotion may not be combined with any other promotional benefits.

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PROMOTIONS

19. Promotions (cont'd)

p. SAVE OFFER – TWO BILL CREDITS

During the period July 1, 2010 through **January 31, 2011**, existing business customers may be eligible for two bill credits when they contact the Company to disconnect service(s) and instead agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they were requesting disconnection must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits.

(C)

The customer will receive a bill credit on the first and second month's bills following the customer's acceptance of these promotion terms. The bill credits for the retained services will be equal to the monthly charges for the services that were retained after the disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$1,000 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$2,000 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

This promotion may not be combined with any additional new promotions at the time the customer calls to disconnect service.

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CenturyTel of Ohio, Inc.
d/b/a CenturyLink

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PROMOTIONS

19. Promotions (cont'd)

q. COMPETITIVE BUSINESS OFFER – ONE BILL CREDIT

During the period July 1, 2010 through **January 31, 2011**, existing business customers may be eligible for one bill credit when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. (N)

To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit.

The credit will be reflected on the customer's bill for the first month bill following the customer's acceptance of this promotion. The bill credit will be equal to the monthly charges for the services that were retained after the customer notified the Company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges and other fees), not to exceed \$500.00 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnections is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service. Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.
d/b/a CenturyLink

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1st Revised Sheet No. 188
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PROMOTIONS

19. Promotions (cont'd)

r. COMPETITIVE BUSINESS OFFER – TWO BILL CREDITS (no term commitment)

During the period July 1, 2010 through **January 31, 2011**, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. (C)

To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the Company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$250 per bill credit. The credits will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

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CenturyTel of Ohio, Inc.
d/b/a CenturyLink

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2nd Revised Sheet No. 189
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PROMOTIONS

19. Promotions (cont'd)

s. One Month Free With PLTS Installation

During the period July 15, 2010 through October 12, 2010, new residence customers who are contacted by the Company or who contact the Company and request this promotion, may be eligible for a waiver of charges for their first month's service. To be eligible, customers must establish a new account and subscribe to Prepaid Local Telephone Service. Requests for reconnects, including restoral of service after temporary suspension, are not eligible for this promotion. The first month's charges for PLTS will be waived for eligible customers. This promotion may not be combined with any other promotion.

t. Pure Broadband Bundle Satisfaction Guarantee

During the period August 16, 2010 through December 31, 2011, a 30-day satisfaction guarantee is available to residence customers who order Pure Broadband Bundle with High-Speed Internet (HSI) at speeds up to and including 10 Mbps. Under this satisfaction guarantee, customers who disconnect these services within thirty days after installation will receive a credit for the monthly recurring charges that were billed through the date of disconnection when at the time of the requested disconnection they inform the Company of their subscription under this guarantee and cite their dissatisfaction with the services as the reason for the requested disconnection. When the expiration of the 30-day period falls on a weekend or legal holiday, the customer must request disconnection no later than the first business day following the weekend or legal holiday to be eligible for a credit.

u. Waive Voice Installation NRC with High Speed Internet

During the period October 15, 2010 through January 31, 2011 business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line. There is no limit on the number of times a customer may place orders for new lines and receive this promotional benefit during the promotional period.

(N)

(N)

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CenturyTel of Ohio, Inc.
d/b/a CenturyLink

SECTION 19

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SPECIAL PROMOTIONS

19. Promotions (cont'd)

v. **\$5 Offer**

During the period December 1, 2010 through February 28, 2011, existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

The credits will begin appearing on customer bills with the first month's bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

(N)

(N)

Issued: December 1, 2010

By: Duane Ring, Vice President
CenturyTel of Ohio, Inc.

Effective: December 1, 2010

EXHIBIT B

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

CENTURYTEL OF OHIO, INC.
d/b/a CenturyLink

P.U.C.O. No. 12
General Exchange Tariff

CANCELS

Prior P.U.C.O. No. 12
General Customer Services Tariff

AND CANCELS

P.U.C.O. No. 1
Pole Attachment Tariff

AND CANCELS

P.U.C.O. No. 11
Exchange Rate Tariff

CenturyTel of Ohio, Inc. provides local and general exchange services

for All Exchanges Areas Served in the

STATE OF OHIO

and

Includes
RATES, RULES AND REGULATIONS

Unless specified in the Company's Terms and Conditions located at <http://about.centurylink.com/legal>.

CenturyTel of Ohio, Inc. is a wholly owned subsidiary of CenturyLink, Inc. Services offered pursuant to this tariff may be offered under the brand name CenturyLink. All regulated and tariffed services offered by CenturyTel of Ohio, Inc. under its brand name CenturyLink are subject to the terms and conditions of this tariff.

Issued: April 29, 2011

Effective: May 1, 2011

CenturyTel of Ohio, Inc. d/b/a CenturyLink
By Duane Ring, Vice President
LaCrosse, Wisconsin

In accordance with Case No.: 90-5010-TP-TRF
Issued by the Public Utilities Commission of Ohio

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

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By Duane Ring, Vice President
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By Duane Ring, Vice President
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EXPLANATION OF SYMBOLS

(C)	-	Change in regulations
(D)	-	Discontinued rate or regulation
(Z)	-	Correction of an error
(I)	-	Increase in rate
(N)	-	New rate or regulations
(O)	-	Obsolete
(R)	-	Reduction in rate
(T)	-	Text change only

TRADE NAMES, TRADEMARKS AND SERVICE MARKS USED IN THIS TARIFF

Below is a list of trade names, trademarks and/or service marks for services which are offered in this Tariff. These trade names, trademarks and/or service marks are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. and are used by the Company with express permission. Trademark and service mark designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks will still apply. Trademarks and service marks that are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. cannot be used by another party without authorization.

CENTURYLINK
CENTURYLINKTM
CENTURYLINKSM

Issued: April 29, 2011

Effective: May 1, 2011

CenturyTel of Ohio, Inc. d/b/a CenturyLink
By Duane Ring, Vice President
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EXPLANATION OF TERMS

Access Line - A central office line which provides access by a customer to the exchange telephone network for local and long distance telephone service.

Auxiliary Line - An individual circuit connecting an additional main station with a central office and used for the purpose of relieving the load on the main individual lines service of a customer.

Base Rate - A schedule rate for any class of exchange service available within the base rate area.

Base Rate Area - That portion of the exchange area in which exchange service is furnished at schedule rates for each class of service without mileage or construction charges.

Building (Same) - A structure under one roof, or two or more structures under separate roofs, but connected by passageways, in which the wires or cables of the Company can be safely run - provided the plant facility requirements are appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

Central Office - A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

Central Office Line (See also "Access Line") - A circuit connecting an individual or party-line main station, key telephone system, PABX system or Data equipment with a central office.

Channel - A path or combination of paths, for electrical communication between two or more stations or Company offices and furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by means of a single physical facility or route.

Circuit - The term applicable to a channel used for the transmission of electrical energy in the furnishing of telephone and other communication services. In the case of battery circuits and generator circuits, each pair of wires is considered as a separate channel

Class of Service - A sub grouping of telephone customers for the purpose of rate distinctions.

Conduit or Duct - A tubular runway for underground cables.

Construction Charge - A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the terms and conditions in the General Exchange Tariff.

Continuous Property - The continuous plot of ground, including any buildings thereon, owned or leased and occupied by a customer, which is not separated by public highways or by property occupied by others, except that where a customer owns or leases and occupies private 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.

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Issued by the Public Utilities Commission of Ohio

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GENERAL EXCHANGE TARIFF

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EXPLANATION OF TERMS

Contract - The service agreement between a customer and the Company under which service and facilities for communication between specified locations for designated periods, and for the use of the customer and the authorized users specifically named, are furnished in accordance with the provisions of this tariff.

Customer - Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this tariff.

Customer Premises Equipment - Customer premise equipment is defined for this tariff as all equipment provided by the Company and located on the customer's premises except over voltage protection equipment, inside wiring, coin-operated or pay telephones, and multiplexing equipment to deliver multiple channels to the customer.

Customer Provided Equipment - Devices or apparatus and their associated wiring provided by a customer which are connected either electrically, acoustically or inductively and which are capable of communications between customer provided equipment and other stations.

Data Set - A device designed to accept from and/or impart to customer-provided data transmitting and/or receiving terminal equipment, material in the form produced and/or accepted by the customer-provided equipment into a form acceptable for transmission over Company facilities.

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

Exchange - A geographical area established for the administration of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may contain one or more central offices together with the associated plant, equipment and facilities used in furnishing communications service within that area.

Exchange Access Line - A central office line which provides access to the exchange telephone network for local and long distance telephone service.

Exchange Service - The service of furnishing facilities for telephone communication within a local service area, in accordance with the regulations and charges specified within this tariff and on the Company's web site at <http://about.centurylink.com/legal>.

Extended Area Service - A type of telephone service furnished under tariff provisions whereby customers of a given exchange may complete calls to and receive messages from one or more exchanges without the application, where provided by the tariff, of long distance message telecommunications charges.

Extension Line - A circuit connecting an extension telephone and signaling device with a telephone circuit to which the main telephone is connected.

Extension Line Mileage - The measurement applying to that portion of an extension line in excess of the length provided by the Company without additional charge.

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CenturyTel of Ohio, Inc. d/b/a CenturyLink
By Duane Ring, Vice President
LaCrosse, Wisconsin

In accordance with Case No.: 90-5010-TP-TRF
Issued by the Public Utilities Commission of Ohio

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GENERAL EXCHANGE TARIFF

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EXPLANATION OF TERMS

Facilities - Equipment which is provided by the Company and utilized by it in the furnishing of telecommunications services, or which is provided by a customer for his telecommunications purposes.

Flat Rate Service - A classification of exchange service furnished to a customer under tariff provisions for which a stipulated charge is made regardless of the amount of use.

Foreign Central Office Service - Exchange service furnished under tariff provisions by means of a circuit connecting a customer's main station with a central office other than that regularly serving customers within the same central office service area.

Foreign Exchange Listing - The listing of a customer in an exchange other than the exchange from which the customer is served.

Foreign Exchange Mileage - The mileage applied in establishing the rate for a customer receiving "Foreign Exchange Service".

Foreign Exchange Service - Exchange service furnished under tariff provisions by means of a circuit connecting a customer's main station with a central office of an exchange other than that which regularly serves the exchange area in which the customer is located.

Grade of Service - Description of exchange service with respect to the number of main telephones which may be connected to a central office line.

Household - A household comprises all persons who occupy a dwelling unit, that is, a house, an apartment, or other group of rooms, or a room that constitutes separate living quarters. A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head) and also the lodgers and employees, if any, who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

Individual Line Service (or Single Line Service) - A classification of exchange service furnished under tariff provisions which provides that only one main station shall be served by the circuit connecting such station with the central office or other switching unit.

Initial Nonrecurring Charge (INC) - A nonrecurring charge made for the placing or furnishing of telephone equipment, which may apply in addition to service connection and other applicable charges for service or equipment.

Initial Rate - A schedule rate for any class of exchange service available within the initial rate area.

Initial Service Period - The minimum period of time for which service, facilities or equipment are provided.

Installation Charge - A nonrecurring charge made for the placing, connecting, or furnishing of telephone equipment, or for the establishment of service.

Interface - Denotes that point on the premises of the customer, authorized user or joint user, at which provision is made for connection of other than Company provided facilities to facilities provided by the Company.

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CenturyTel of Ohio, Inc. d/b/a CenturyLink
By Duane Ring, Vice President
LaCrosse, Wisconsin

In accordance with Case No.: 90-5010-TP-TRF
Issued by the Public Utilities Commission of Ohio

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Original Sheet 7

EXPLANATION OF TERMS

Local Channel - Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more stations within an exchange area.

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

Local Service - The intercommunication (by means of facilities connected with a Company central office or offices and under the provisions of the Company) between telephone stations located in the same exchange or in different exchanges between which no toll rates apply.

Local Service Area - That area in which a customer obtains local telephone service without the payment of a toll charge. A local service area may be made up of one or more central office areas.

Main Station - A communication between two telephone stations.

Message - A communication between two telephone stations.

furnished by the Company is based.

Minimum 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.

Payphone Access Line - The line to which coin, coinless, card reader, or a combination of coin/card reader telephones may be attached.

Mileage - The measurement (airline, route, etc.,) upon which a charge for the use of part or all of a circuit

Premises (Same) - Except in connection with inside moves, the same premises consist of:

- a. The building or buildings, together with the surrounding occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.
- b. The portion of the building occupied by the customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others.
- c. The continuous property operated as a single farm whether or not intersected by a public road. In connection with inside moves, the premises consists of the building or portion of a building occupied as a unit by the customer in the conduct of his business or as a residence or a combination thereof, and not intersected by a combination thereof, and not intersected by a public thoroughfare, a corridor, or a space occupied by others.

Rate Area - A specific section of an exchange area within which schedule rates for local service apply without exchange line mileage charges.

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By Duane Ring, Vice President
LaCrosse, Wisconsin

In accordance with Case No.: 90-5010-TP-TRF
Issued by the Public Utilities Commission of Ohio

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

Original Sheet 8

EXPLANATION OF TERMS

Rates or Charges Based Upon Costs Incurred - Whenever rates or charges "based upon costs incurred" are applied in this tariff, such costs consist of an estimate of the following items, to the extent that they are applicable:

- a. Cost of maintenance
- b. Cost of operation.
- c. Depreciation of 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 item 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-way, and any other items which are chargeable to the capital accounts.

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

Right-of-Way - The right which the 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 Company has acquired to use for its facilities.

Satellite Location - Secondary location service provided to the same customer at a different premise through the use of auxiliary dial switching equipment connected by tie lines to the dial switching equipment at the primary location on the customer's premises.

Service Charge - The nonrecurring charge a customer is required to pay at the time of establishment of telephone service or subsequent addition to that service.

Station - A telephone instrument, consisting of a transmitter, receiver, and associated apparatus, so connected as to permit the transmitting and receiving of telephone messages. ("Station" is synonymous with "telephone station".)

- a. Main Station: A station directly connected by means of an individual line or by a toll circuit (foreign-exchange), with a central office or toll office.
- b. Extension Station: An additional station connected on the same central office line as a main station and having the same telephone number as the main station.

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EXPLANATION OF TERMS

Supersedure of Service - An applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a customer discontinuing that service when the applicant is to take service on the premises where that is being rendered if a notice to that effect from both the customer and the applicant is presented to the Company and if an arrangement acceptable to the Company, is made to pay outstanding charges against the service. The Company may require such notice to be in writing.

Suspension of Service - An arrangement made at the request of the customer or initiated by the Company, for temporarily interrupting service, without termination of contract. During the period of suspension, the Company's equipment remains at the customer's premises in anticipation that normal service will be resumed at some future date.

Termination of Service - The discontinuance of service or facilities (including channels and station equipment) provided by the Company, either at the request of the customer or by the Company under its regulations concerning cancellation for cause.

Termination Charge - A charge applied when a customer discontinues an item of service or equipment prior to the expiration of the minimum contract period designated for such item.

Toll Service - That part of the total telephone service rendered by the Company which is furnished between local service areas in accordance with the rates and regulations specified in the Company's General Exchange Tariff.

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GENERAL REGULATIONS

1.1. General

The regulations contained in this Section are applicable, unless otherwise stated or unless modified by specific regulations contained elsewhere in this tariff, the General Exchange Tariff, to all telecommunications services offered by CenturyTel of Ohio, Inc. d/b/a CenturyLink referred to as the Company.

1.1.1 Customer Rights and Responsibilities

Customers have certain 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.

1.2. Limitations and Use of Service

1.2.1 Use of Customer's Service

- a. Customer service is furnished only for use by the persons residing in the customer's household or guests of the customer, except, as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises. The Company will refuse to install customer service, or to permit such service to remain, on premises of public or semipublic character where the instrument is so located that the public in general or the patrons of the customer may make use of the service.

If it is found that the customer is sharing the service with an individual other than a person residing in the customer's household, or a guest of the customer, the Company will thereafter require the customer to take Joint User Service unless he terminates the joint use of the service. The Company will require a customer permitting public use of service to take public or semipublic service unless such use is terminated.

- b. Except as otherwise provided in this tariff, service furnished by the Company is intended only for communications in which the customer has a direct interest. It shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any person, firm or corporation for the use of the service or for the collection, transmission or delivery of communication. This prohibition shall not apply to a customer who is engaged as a communications common carrier in a public telegram message business, nor does it restrict resale to carriers certified by the Public Utilities Commission of Ohio.
- c. In view of the fact that the customer has exclusive control of communication over the facilities furnished by the Company and of the uses for which such facilities may be furnished, and because of unavoidability of errors incident to the services and to the use of such facilities, the service and facilities by the Company are subject to the terms, conditions and limitations herein specified.

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GENERAL REGULATIONS

1.2 Limitations and Use of Service (Continued)

1.2.2 Establishment of Identity

The calling party shall establish his identity in the course of any communication as often as may be necessary, and shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called locations.

1.2.3 Accessories Provided by the Customer

Accessories which aid a customer's convenience in the use of Company facilities in the service for which they are furnished under this tariff are permissible provided any such accessory meets the following conditions:

- a. The safety of Company employees or the public cannot be endangered.
- b. It must not damage or require alteration of Company equipment or facilities.
- c. Direct electrical connection to Company equipment or facilities cannot be made.
- d. The accessory must not impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services.

1.2.4 Broadcast of Recordings of Telephone Conversations

The broadcast of a recording of a telephone conversation or an incoming message during the period of recording is permissible provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with customer-provided voice recording, reproducing and automatic answering and recording equipment.

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GENERAL REGULATIONS

1.2 Limitations and Use of Service (Continued)

1.2.5 Recorded Public Announcements

Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:

- a. For purposes of identification, telephone service customers who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided. Customers transmitting factual public announcements such as time, stock market quotations, airline schedules, and similar information are excluded from this condition.
- b. Nonpublished telephone numbers will not be furnished for use with recorded public announcements.
- c. Failure to comply with these provisions shall be cause for termination of the service.

1.2.6 Limited Communication

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

1.2.7 Transmitting Messages

The Company offers the use of its facilities when available for transmission of messages, but the Company will not transmit messages and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company.

1.2.8 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for any unlawful purpose. However, the Company cannot incur the potential liability associated with making judgments about the validity of allegations of unlawful use. Accordingly, the Company will refuse to furnish, or discontinue furnishing, service on the ground of unlawful use of the service only when ordered to do so by a court of competent jurisdiction.

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GENERAL REGULATIONS

1.2 Limitations and Use of Service (Continued)

1.2.9 Cancellation of Service for Cause

- a. The Company, may, without incurring any liability, either suspend service or terminate the customer's service without suspension for any of the following reasons:
 - (1) Abandonment of service. A customer will be held responsible for all service rendered until service is discontinued upon the request of the customer or until abandoned service is discontinued as a result of the customer vacating the premises without advising the Company.
 - (2) Failure of a customer to make the suitable deposit as required by this tariff.
 - (3) Impersonation of another with fraudulent intent.
 - (4) Nonpayment of any sum due for regulated local exchange Services. The disconnect notice and procedures will comply with all applicable Commission rules and orders.
 - (5) Unlawful use of the service.
 - (6) Permitting public use of the service
 - (7) Failure to comply with the "Recorded Public Announcements" provisions of this tariff.
 - (8) Use of service in such a way as to impair or interfere with the service of other customers including, but not limited to, the use of telephone service by a customer or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls to such customer at or about the same time, which may result in preventing, obstructing or delaying the telephone service of others.
 - (9) Provision of false or misleading information in obtaining telephone service or credit from the Company.
 - (10) Violation on the part of the customer of any of the regulations contained in this tariff.
 - (11) Attachment or connection of equipment, apparatus, circuits or devices not furnished by the Company, except as provided in this tariff.

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GENERAL REGULATIONS

1.2 Limitation and Use of Service_(Continued)

1.2.9 Cancellation of Service for Cause (Continued)

a. (Continued)

(12) Abusive or fraudulent use of service as follows:

- (a) The use of service or facilities of the Company to transmit a message, to locate a person, or to give or obtain information, without payment of the charge applicable for the service.
- (b) The obtaining or, the attempting to obtain, or the assisting of another to obtain or to attempt to obtain local or distance message telecommunications service; by rearranging, tampering with, or making connection with any facilities of the Company; by any trick, scheme, false representation, or false credit device; or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment in whole or in part, of the regular charge for such service.
- (c) The use of service or facilities of the Company for a call or calls anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
- (d) The use of profane, obscene, or abusive language over or by means of the Company's facilities.
- (e) The use of service in such a manner as to interfere unreasonably with the use of the service by one or more customers.
- (f) The use of the service for any purpose other than as a means of communications.

- b. Following a suspension of service for any of the above reasons, the Company may disconnect the service and remove any of its equipment from the customer's premises.

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GENERAL REGULATIONS

1.3 Establishment and Furnishing of Service

1.3.1 Availability of Facilities

- a. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.
- b. The rates and charges quoted in this tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- c. When excessive costs are involved for the construction of accordance with the regulations set forth in Section 4, except as otherwise specified.

1.3.2 Application for Service

- a. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect. If the applicant refuses to comply with the requirements set forth in the Company's tariffs prior to the establishment of service, the Company may cancel the application and any amounts collected from the applicant will be refunded. The application is merely a request for service and does not in itself bind the Company to furnish the service, (except under reasonable conditions as set forth in the tariffs), nor does it bind the applicant to take service.
- b. Pursuant to the rules and regulations of the Commission, the Company reserves the right to refuse service, or subsequently can suspend or disconnect service of any applicant who is found to be indebted to the Company for service during the previous twelve months. The disconnect notice will comply with all applicable Commission rules and orders.
- c. When an application for service and facilities or a request for additions, rearrangements, relocation or modifications of service and equipment are canceled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge is not to exceed all charges which would apply if the work involved in complying with the request had been completed.
- d. If equipment has been ordered for the specific needs of a customer and the installation thereof is unduly delayed by or at the request of the customer, appropriate charges apply for such equipment for the period of the delay.

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GENERAL REGULATIONS

1.3 Establishment and Furnishing of Service (Continued)

1.3.2 Application for Service (Continued)

- e. When a customer requests a change in locations of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service and equipment prior to completion of the work involved, the customer is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.
- f. Any change in rates or regulations prescribed by public authority having jurisdiction modifies all terms and regulations of applications or contracts to the extent of such changes, without further notice.

1.3.3 Application of Rates For Business and Residence Service

- a. Although, in general, business rates apply at business locations and residence rates apply at residence locations, the determination as to whether customer service should be classified as business or residence is based on the character of use to be made of the service.

- b. Business Service Rate

The service is classified and charged for as Business Service where the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or where a business listing is furnished.

- c. Residence Service Rate

The service is classified and charged for as Residence Service where the use of the service is of a social or domestic nature and the business use, if any, is merely incidental and the service is located in a residence. In the case of a combined business and residence premises, the service is classified and charged for as Residence Service where it is located in a bona fide residential quarters of such premises. Residence Service may not be extended into the business quarters, but Business Service may be extended into residence quarters. A main station or an extension station located in a rectory, parsonage or pastor's residence will be classified and charged for as Residence Service.

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GENERAL REGULATIONS

1.3 Establishment and Furnishing of Service (Continued)

1.3.3 Application of Rates for Business and Residence Service (Continued)

c. Residence Service Rate (Continued)

The service is classified and charged for as Residence Service 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 Company may request a copy of the amateur radio station license prior to the installation of service.

- d. Changes from business service to residence service are made only in the event of a change in the customer's arrangements which would entitle him to a residence classification of his service, as specified in Paragraph c. The customer can be required to retain business service for the remaining directory period, unless the facts indicate that the service is no longer to be used substantially for business purposes.
- e. Changes from residence to business service may be made without change in telephone number if the customer so desires. Service connection charges applicable for such changes are quoted in Section 3 of this tariff.

When it is determined that the service of a customer to Residence Service should be classified and charged for as Business Service, the Company will discontinue the service of such a customer in the event he refuses to permit the service to be classified and charged for as Business Service.

1.3.4 Supersedure of Service (Transfer of Service)

- a. Service previously furnished to one customer may be assumed by a new customer upon due notice of cancellation or in the case of abandonment, provided there is no lapse in the rendition of service. Such supersedures are subject to service connection charge regulations and may be arranged for in either of two ways:
 - (1) If the new customer fully understanding the regulations governing the service and the status of the account, willingly assumes all obligations thereunder, then future bills are rendered without an adjustment to or from any particular date, with the Company arranging for the requested change in billing and directory listing.
 - (2) If the new customer does not wish to assume payment of the old account, a new service application is taken and an adjustment in billing is made to and from the date the supersedure is effective.

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GENERAL REGULATIONS

1.3 Establishment and Furnishing of Service (Continued)

1.3.4 Supersedure of Service (Transfer of Service) (Continued)

- b. Under either method of supersedure, the reassignment of the old telephone number to the service of the new party is arranged for only after the former customer has given consent to its use, and then only when there exists no relationship, business or otherwise, between the old and new customers, and a change in the telephone number is not required.
- c. When a relationship does not exist, business or otherwise, between the old and new customers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid and then only if a change in the telephone number is not required.

1.3.5 Minimum Service Periods

- a. Termination liability contracts will apply to all equipment provided under lease. This will include miscellaneous, individual Residence and Business stations.
- b. Unless otherwise specified, the minimum service period for all services offered in this tariff is one month commencing with the installation date of the service except as follows:
 - (1) The minimum service period for directory listings is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day succeeding directory is first distributed to customers.
 - (2) For all other services furnished with minimum service periods exceeding one month, the applicable minimum service period is the number of months indicated in that section of this tariff containing the service offered.
- c. The minimum service period relates to each applicable unit of service, either on the initial or subsequent installations.
- d. For the purpose of administering this regulation and all other applicable regulations and rates of the Company's tariffs, every month is considered to have thirty days.
- e. Minimum service periods begin on and include the day following the establishment of service.

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GENERAL REGULATIONS

1.3 Established and Furnishing of Service (Continued)

1.3.6 Floor Space, Electric Power and Operation of Company Facilities at the Customer's Premises

- a. All suitable space and floor arrangements including adequate lighting, temperature control, power outlets, commercial power and any other arrangements which may be required on the premises for communication facilities provided by the Company will be provided by and at the expense of the customer. All responsibility for the safe condition or wiring, outlets and power remains with the customer.
- b. The operation of communication facilities provided by the Company at the customer's premises will be performed at the expense of the customer and must conform with the operating practices and procedures of the Company.

1.3.7 Provision and Ownership of Equipment and Facilities

- a. Equipment and facilities furnished by the Company on the premises of a customer or authorized user are the property of the Company and are provided upon the condition that such equipment and facilities, except as expressly provided in this tariff, must be installed, relocated and maintained by the Company. Company employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the customer's premises, or to remove such equipment and facilities which are no longer necessary for the provision of service.
- b. Customers may not disconnect, remove or permit others to disconnect or remove any apparatus installed by the Company, except in the case of service furnished at hazardous locations and then only upon the written consent of the Company or as otherwise specified in the Company's applicable tariffs.
- c. Upon termination of service from any cause whatsoever, equipment and facilities furnished by the Company shall be returned in good condition, reasonable wear and tear thereof expected. The customer will be held responsible for loss of or damage to any equipment or apparatus furnished by the Company, unless such loss or damage is due to causes beyond his control.

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GENERAL REGULATIONS

1.3 Establishment and Furnishing of Service (Continued)

1.3.8 Provision and Ownership of Telephone Numbers

Telephone numbers are assigned to the Company by the North American Numbering Plan Administrator (NANPA) and are assigned by the Company to the service furnished the customer. The customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company, nor to the continuance of service through any particular central office. Notwithstanding the above, the customer number is portable to another carrier pursuant to federal and state rules and regulations. The Company reserves the right to change such numbers and/or the central office designation associated with such numbers assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

1.3.9 Installation, Maintenance and Repairs

- a. All ordinary expense of installation, maintenance and repairs, unless otherwise specified in this tariff is borne by the Company. Where special conditions or requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft or destruction of any of the Company's property due to 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 Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- b. The customer shall not install, disconnect, rearrange, remove, or attempt to repair any customer premises hardwired equipment or facilities furnished by the Company or permit others to do so, except in the case of service furnished at hazardous locations and then only upon the written consent of the Company or as otherwise specified in the Company's applicable tariffs.
- c. When equipment or facilities of the customer are connected to equipment or facilities of the Company under provisions of this tariff or a contract, it is contemplated that when trouble develops, the customer will make appropriate tests of his equipment or facilities to determine whether such trouble is in his own or the Company's equipment or facilities before reporting an out-of-service condition to the Company. Where the trouble is reported to the Company and the Company determines that the trouble is in the customer's equipment or facilities, the customer shall upon demand reimburse the Company for the expense incurred by it because of the customer's erroneous determination and report.

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GENERAL REGULATIONS

1.3 Establishment and Furnishing of Service (Continued)

1.3.10 Company Facilities at Hazardous or Inaccessible Locations

- a. Where service is to be established at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the customer may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company. Renumeration is to be based on the costs involved.
- b. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, other actions or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.

1.3.11 Work Performed Outside Regular Working Hours

The rates and charges specified in this tariff contemplate that all work in connection with furnishing or rearranging service be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours, or prior to the normal installation interval, or that work once begun be interrupted, the customer may be required to pay, in addition to the other rates and charges specified in this tariff, the amount of additional costs the Company incurs as a result of the customer's special requirements.

1.3.12 Service at Outdoor Locations

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

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GENERAL REGULATIONS

1.3 Establishment and Furnishing of Service (Continued)

1.3.13 Termination of Service

a. Termination of Service by the Company

- (1) When the service is terminated on the initiative of the Company because of violation of its regulations by the customer, the regulations stipulated in the paragraphs below for termination of service by the customer apply.
- (2) When a residential subscriber's local service is disconnected for nonpayment, the local service provider shall maintain the subscriber's access to emergency services (9-1-1) for a period of at least fourteen days following such disconnection.
- (3) A LEC may restrict long distance service to a customer who owes past due long distance charges to the LEC or to a provider on whose behalf the LEC is billing. The LEC shall not restrict a customer from establishing toll service with a different toll provider for whom it does not bill.

b. Termination of Service by the Customer

- (1) Miscellaneous Service - Special Systems, Data Sets, Stations, etc.

The customer will furnish the Company with thirty (30) days prior written notice should it desire to terminate, in whole or in part, an application or contract for special equipment for which the initial application or contract period is in excess of one month at the same location. Customers who terminate any such application or contract prior to the end of the minimum period will be subject to termination charges as follows:

- (a) In the event of termination prior to the establishment of service, the termination charge will be an amount equal to all expenses incurred by the Company in connection with the performance of the contract.
 - (b) In the event of termination after the establishment of service, the charge will be the proration of the total termination liability due applicable to the customer's contract reducible by each month the equipment has been in service.
- (2) A customer is not permitted to carry over a termination liability due from one system and apply it to a new system or contract.
- (3) Periods for which a system has been temporarily suspended by the customer, or suspended for nonpayment by the Company will not be credited to the determination of a termination liability.

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GENERAL REGULATIONS

1.3 Establishment and Furnishing of Service (Continued)

1.3.14 Special Equipment and Service Arrangements (Special Assemblages)

The rates and charges quoted in this Tariff contemplate the use of service arrangements, equipment and facilities in quantities and types regularly furnished by the Company. Where equipment, facilities, or service arrangements, not provided for in the Company's applicable tariffs are requested, rates and charges will apply based upon the cost incurred, in each case whenever it is practicable to provide the service requested. In such cases, the Company reserves the right to require a minimum contract period longer than one month at the same location.

1.3.15 Construction

The rates and charges quoted in the this Tariff provide of the furnishing of service and facilities where suitable plant facilities are available or when the construction of the necessary facilities does not involve excessive costs. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section 4 this tariff.

1.3.16 Insufficient Central-office Lines

If a customer is served by a number of individual lines which are inadequate to handle the volume of his incoming and outgoing messages, the telephone service of persons trying to call him is impaired and the Company's central office switching equipment is overburdened by the resulting excessive numbers of vain attempts by others to call the customer, generally, this is detrimental to the Company's service to its patrons. Therefore, when such a condition exists, the Company will inform the subscriber of the inadequacy of the number of central office lines by which he is served. He must then subscribe to an adequate number of individual lines. If he fails to do so after reasonable notice, his service will be discontinued.

1.3.17 Telecommunications Service Priority (TSP) System

- a. A TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. Priority installation and/or restoration of NSEP telecommunications shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations
- b. Regulations, rates and charges are specified in CenturyLink Operating Companies Tariff F.C.C. No. 1, Access Service, Section 13.

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GENERAL REGULATIONS

1.4 Customer Relations

1.4.1 Deposits

- a. The Telephone Company may, in order to safeguard its interest or those of an Interexchange Carrier (IXC) for whom the Telephone Company is an authorized agent, may require an applicant or a customer to make a suitable deposit to be held by the Telephone Company or IXC or provide a third party guarantor in lieu of a deposit as a guarantee of the payment of telephone service charges. The Telephone Company must inform the applicant or customer of all options available for meeting the requirements.

Local exchange service shall 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 the provisioning of toll service.

- b. The deposit amounts shall not exceed the requirements set forth in Ohio Administrative Code 4901:1-6-12.

1.4.2 Thirty-day Month

For the purpose of computing charges for equipment, facilities, and services, except for allowances for interruptions in service, every month shall be considered to have thirty days.

1.4.3 Payment for Service

The customer is required to pay all charges for service and equipment in accordance with the Company's billing and collection practices. The customer will be held responsible for all charges for telephone service rendered in connection with local and long distance messages placed from his station and in connection with toll messages received at his station on which the charges have been reversed with the consent of a person at the called station.

1.4.4. Allowance for Temporary Denial

When service is restored after temporary denial, the 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.

1.4.5 Establishment of Credit

The company will require the applicant to satisfactorily establish financial responsibility by meeting the criteria established by the Company. When deposits are required, the Company will apply them based on the "individual service history method". This 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. .

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GENERAL REGULATIONS

1.5 Liability of Company

1.5.1 Service Irregularities

- a. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delay, errors or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer or of the Company in failing to exercise reasonable supervision or to maintain proper standards of maintenance and operation, shall in no event exceed an amount equivalent to the proportionate charge to the customer period of service during which such service irregularities occur.
- b. When facilities of others are used in establishing connections to points not reached by the Company's facilities, the Company is not liable for any act or omission of others furnishing such facilities.
- c. When a service or channel is temporarily surrendered by a customer, at the request of the Company, credit determined as in a. above will be allowed for the entire period surrendered.

1.5.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by those facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

1.5.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless (including cost and reasonable attorney's fees) by the customer against: claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over Company facilities or the use thereof, claims for infringement of patents arising from combining facilities furnished by the Company with, or using the facilities in connection with, apparatus and systems of the customer and all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

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GENERAL REGULATIONS

1.5 Liability of Company (Continued)

1.5.4 Defacement of Premises

The Company is not liable for any defacement or damage to the premises of a customer resulting from the furnishing of service or the installation, attachment or removal of the instruments, apparatus and associated wiring furnished by the Company on such premises, when such defacement or damage is not the result of the sole negligence of the Company or its employees.

1.5.5 Equipment in Explosive Atmospheres

- a. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.
- b. The Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.
- c. The customer shall furnish, install and maintain sealed conduit with explosive-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

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BASIC LOCAL EXCHANGE SERVICE

2. Local Exchange Service

2.1 General

- a. The Company furnishes local exchange service in the following exchange areas: Avon Lake, Avon, Lorain, Amherst, Vermilion and Birmingham.
- b. Maps of those areas are on file with the Public Utilities Commission of Ohio.
- c. Each exchange service customer is entitled and enabled to make and receive calls on a local message basis (i.e., without the application of toll charges) as follows:
 - (1) to make calls to all stations in all exchange areas of the Company; and
 - (2) to receive calls from all customer stations in exchange areas of the Company.

2.2 Monthly Local Exchange Service Rates

2.2.1 Application of Rates

The following rates apply to all grades of main station local exchange service furnished in all exchanges by the Company.

2.2.2 Rates

Local Exchange Service ⁽¹⁾	Current/Maximum Monthly Rate
a. Residential/Church	
Initial Line	\$12.55
b. Business	
Initial Line	33.00
c. Payphone ⁽²⁾	
Initial Line	14.32

⁽¹⁾ All rates are for access lines only.

⁽²⁾ The rates for payphones are governed by 96-1310-TP-COI.

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BASIC LOCAL EXCHANGE SERVICE

2. Local Exchange Service (Continued)

2.3 Exchange Area Maps

- 2.3.1 Lorain Exchange
(233, 240, 244, 245, 246, 277, 282, 288, 960, 203, 204, 949)
- 2.3.2 Avon Exchange
(934, 937)
- 2.3.3 Avon Lake Exchange
(930, 933)
- 2.3.4 Amherst Exchange
(984, 985, 986, 988)
- 2.3.5 Vermilion Exchange
(967)
- 2.3.6 Birmingham Exchange
(965)

Maps are on file with the Public Utilities Commission of Ohio.

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SERVICE CHARGES

3.1 Definitions

3.1.1 Service Charges

A service charge consists of one or more of the following non-recurring charges for work required due to customer requests. The charges below are separately established in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

- a. Service Order Charge - Applicable for receiving information and taking action in connection with a customer's or applicant's request. Service order charges are classified as either primary or secondary.
- b. Line Connection Work Charge - Applicable for testing and connecting functions required within the central office and/or for work done in providing or rearranging the drop wire, outdoor circuit or protector on the customer's premises.
- c. Initial Nonrecurring Charge (I.N.C.) - A charge applicable to the provision of certain items of equipment or facilities. It is distinguishable from service charges in that it is listed within the specific tariff description with which it is associated. This charge is in addition to the applicable service charges.
- d. Restoration Charge - Applicable for restoration of service following a suspension of service.

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SERVICE CHARGES

3.2 Application

3.2.1 General

- a. Service charges are applicable for all equipment and services furnished to the customer as indicated throughout this tariff except as provided hereinafter.
- b. Where the service desired requires more than one of the multi-element charges described in this tariff, the total charge is the sum of the separate charges for each function required except as hereinafter provided. All station handling work and line connection work requested at the same time for service on one premises will be covered by one service order charge and one premises visit charge.
- c. Service charges do not apply for service reestablished after destruction of the customer's premises by Act of God, public enemy, or fire whether at the same or another location. Regular Service Charges apply, however, to service reestablished in the old location after termination of service or subsequent to its establishment at another location under the above circumstances.
- d. Services charges may be required to be paid at the time of application for service.
- e. Service charges are not applicable for:
 - (1) Normal maintenance and repair of the Company's equipment and services.
 - (2) Change or correction in name or billing address when there is not a change in responsibility and no connection, disconnection, move or change in the service except as provided for dual name listing request.
 - (3) An upgrade of service except that premises visit and other charges will apply if necessitated.
 - (4) Customer provided telephone sets or other terminal equipment connected by the customer when no line connection or customer premises work is required.
- f. No service charges other than termination charges apply for the disconnection, discontinuance, or removal of equipment or service. Termination charges will apply as specified in Section 3.5 of this tariff.
- g. Changes in the locations of existing stations or terminations to points outside the customer's premises are considered new installations at the new location.
- h. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchanges.
- i. In no case shall the combination of charges applicable for a move or a change of equipment or service exceed the charges applicable for a new installation of that equipment or service.

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SERVICE CHARGES

3.2 Application (Continued)

3.2.2 Service Order Charges

- a. A service order charge will be applicable in addition to the appropriate line connection work and/or installation charge(s).
- b. The primary service order charge is applicable for requests for initial connection of service and connection of additional local exchange lines, private lines, off-premises extension lines, or tie lines to an established service, and transfer of service involving change in name and responsibility whether or not there is a lapse in service.
- c. The secondary service order charge is applicable for requests for connection of a number change, restoration of service and change from business to residence service or residence to business service.
- d. The primary service order charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the primary and secondary service order charges would otherwise be applied, only the primary service order charge is applicable.

3.2.3 Premises Visit Charge

The premises visit charge is applicable if a premises visit is required to complete any requested work on the customer's premises with the following exceptions. The premises visit charge does not apply for:

- a. Removal of equipment or service.
- b. Number change (on a local exchange or a Centrex CO line number).
- c. Restoration of service following a suspension of service, when no physical work is required at the customer's premise.

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SERVICE CHARGES

3.2 Application (Continued)

3.2.4 Line Connection Work Charge

- a. The line connection work charge is applicable for work in the central office and for work done in providing or rearranging the drop wire or outdoor circuit on the customer's premises required in:
 - (1) Connection or reconnection of local exchange lines.
 - (2) Number changes on local exchange lines.
 - (3) Restoration of service following a temporary suspension.
 - (4) Rearrangement of Miscellaneous Service Arrangements.
- b. At least one line connection charge applies for each line connected or restored and for each telephone number changed.
- c. The Line Connection Charge - Central Office applies when work is performed due to customer request in the central office related to the connection, reconnection, rearrangement, restoration or change of telephone service.
- d. The Line Connection Charge - Outside Plant applies when work is performed due to customer request on any Telephone Company facilities, exclusive of central office facilities, related to the connection, reconnection, rearrangement, restoration or change of telephone service.

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SERVICE CHARGES

3.3 Schedule of Service Charges

3.3.1 Schedule of Charges & Maximums

		<u>Current/Max Charges</u>	
		<u>Residence</u>	<u>Business</u>
a.	Service Ordering Charge		
(1)	Primary Service Order	\$15.50	\$ 5.00
(2)	Secondary Service Order	7.50	8.30
b.	Line Connection Charge, each central office line, off-premises station line.		
(1)	Line Connection Charge Central Office	4.35	8.05
(2)	Line Connection Charge Outside Plant	10.15	23.20

3.4 Initial Nonrecurring Charges

- a. Initial nonrecurring charges for services and/or equipment are identified and presented throughout this tariff is applicable as a part of the offering of individual service features.
- b. These charges apply in addition to the charges listed in 3.4.
- c. Initial nonrecurring charges do not apply where service is established without wiring, connection, inside move, or change.

3.5 Termination Charge

- a. The termination charge is determined by multiplying the monthly termination amount by the number of months remaining in the service contract.
- b. The basic termination charge and the initial service period are indicated in the section of this tariff covering the service items to which they apply.
- c. When a customer discontinues one or more units of a group of the same item, the equipment installed last shall be considered as the equipment first discontinued.
- d. When a customer cancels an order for service, which is subject to a termination charge, prior to the establishment of that service, a charge applies equal to the costs incurred by the Company in engineering, ordering, providing the equipment and disposing of it, less credits obtained through disposal. In no event will the customer be liable for charges that exceed the termination charges associated with the canceled service.

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SERVICE CHARGES

3.6 Restoration Charges

When the service of a customer has been temporarily denied for non-payment in accordance with Section 1.2.9 but the contract has not been terminated or the order to remove service has not been issued and completed, such service will be restored upon payment of \$10.00. In case service has been denied for non-payment of charges due, in addition to the restoration of service charge, the customer will be required to pay all the last past due current exchange bill at the time of restoration of service.

3.7 Late Payment Charge

A late payment charge of 2.50 percent applies to each customer when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The 2.50 percent charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

If payment for a current bill is received by the Company before the bill's due date, but for technical or other reasons the payment is not applied to the customer's account prior to the issuance of a subsequent bill, the customer shall not be liable for that portion of any unpaid balance attributable to a Late Payment Charge.

A customer shall not be liable for any Late Payment Charge applicable to a disputed portion of that customer's bill, so long as the customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute.

Agencies of the Federal government are exempt from the Late Payment Charge.

3.8 Returned Check Handling Charge

Current/Max
Nonrecurring
Charge

Charge per check returned

\$ 25.00

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CONSTRUCTION CHARGES

4.1 Construction Charges

4.1.1 General

- a. All rates and charges quoted in this tariff provide for the furnishing of service or channels where suitable facilities are available or where the construction of necessary facilities does not involve unusual costs.
- b. When the revenue to be derived from the service or channels is not sufficient to warrant the Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs, as defined in the following paragraphs.
- c. When construction is provided by a connecting company or any outside contractor retained by the Company, charges made to the customer will be based on the charges of the connecting company or the outside contractor.
- d. Where a customer is so located that it is necessary to use private right-of-way to furnish a service and the Company is unable to obtain the required right-of-way without cost, the customer may be required to pay the entire cost involved in securing such right-of-way.
- e. When attachments are made to poles of other companies in lieu of providing pole line construction for which the customer would be charged under the provisions of this section, the costs to the Company of such attachments will be borne by the customer.
- f. Title to all construction, except pole lines or conduit provided on private property at the customer's expense, is vested in the Company.
- g. Construction charges are payable prior to the commencement of construction. At the option of the Company, a deposit on construction charges and a schedule of progress payments may be required prior to the commencement of construction.
- h. "Cost", as used in this Section, is interpreted to mean the cost of labor and materials excluding cable, wire and associated hardware, or the cost of contracted labor and materials, including charges for supervision and other overhead expense.
- i. Any pole line, conduit, trench or other facility furnished by the customer for use by, or in conjunction with, the Company's facilities is subject to final approval by the Company.
- j. Point of Interface, as used hereinafter, is defined as that point on or in the customer's premises where Telephone Company facilities terminate, and customer-provided facilities are connected to the general exchange network.

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CONSTRUCTION CHARGES

4.1 Construction Charges (Continued)

4.1.1 General (Continued)

- k. Telephone Company facilities shall be terminated at the minimal point of penetration, on or in the customer's premises, that is required for maintaining quality service. Location of this termination shall be determined by the Company or by mutual agreement of all concerned parties.

4.1.2 New Construction

a. Residential

(1) General

- (a) The Company shall provide up to three (3) wire pairs for each residential household when facilities are originally installed on newly constructed premises. Requests for facilities in excess of three (3) wire pairs per household will be fulfilled on a cost basis.
- (b) All requests for unusual or extraordinary construction will be subject to review and final approval by the Company.

(2) Aerial Distribution Plant

- (a) In areas where the Company's distribution plant is generally of an aerial nature and where it is not precluded by city ordinance or other statute from doing so, entrance facilities to a customer's newly constructed premises will be provided via aerial facilities.
- (b) In those instances where the customer's newly constructed premises is located away from the Company's main distribution facilities, the Company will provide, free or charge, the first 250 feet (or 1 wire span, whichever is less) of entrance facilities free to charge. Each additional 125 feet of entrance facilities, or fraction thereof, is \$24.35.
- (c) In any instance where more than one (1) wire span of entrance facilities is required, the customer shall provide the pole line where no other exists.
- (d) If the customer requests buried entrance facilities, where the Company would normally provide aerial facilities, a labor charge of \$.45 per foot of buried facilities shall apply.

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CONSTRUCTION CHARGES

4.1 Construction Charges (Continued)

4.1.2 New Construction (Continued)

a. Residential (Continued)

(3) Buried Distribution Plant

- (a) In areas where the Company's distribution plant is generally of a buried nature and where it is not precluded by city ordinance or other statute from doing so, entrance facilities to a customer's newly constructed premises will be provided via buried facilities.
- (b) In those instances where the customers newly constructed premises is located away from the Company's main distribution facilities, the Company will provide, free of charge, the first 250 feet of buried entrance facilities. Additional facilities will be provided at a rate of \$.45 per foot.
- (c) In other facilities (i.e. natural gas, electricity, sprinkling system, CATV, etc.) have already been installed and concealed at the time of installation of telephone facilities, location and marking of all other facilities shall be accomplished prior to the installation of buried telephone facilities. Locations and marking shall be the customer's or the customer's agent's responsibility, except that the Company shall cooperate with the customer to obtain any marking, if desired.

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CONSTRUCTION CHARGES

4.1 Construction Charges (Continued)

4.1.2 New Construction (Continued)

b. Single-Tenant Business

(1) General

All requests for unusual or extraordinary construction will be subject to review and final approval by the Company.

(2) Buried Distribution Plant

- (a) The Company shall install, free of charge, the first two hundred fifty (250) feet of entrance facilities if the customer provides the appropriate path, i.e. pipe, conduit, open trench, etc. Additional facilities in excess of the original 250 foot allowance will be installed when the cost of labor and materials (other than cable), plus applicable overheads, is borne by the customer.
- (b) If the Company is required to provide the path (pipe, conduit, open trench, etc.) for the customer's buried entrance facilities, the cost of all time and materials required will be billed to the customer for the installation. Costs for pipe, conduit, etc., if required, shall be borne by the customer.
- (c) If the Company is requested or required to bury its facilities in the same path (pipe, conduit, open trench, etc.) as another utility, and the Company is required to share in the cost of that path, a rate of half the rate explained in paragraph (c) preceding shall apply to the customer provided a mutually acceptable agreement is in force with the other utility.

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CONSTRUCTION CHARGES

4.1 Construction Charges (Continued)

4.1.3 Moves and Changes

a. Residential and Single-Tenant Business

(1) General

- (a) Those regulations contained in Section 4.1.1 preceding shall apply to Moves and Changes, as applicable.
- (b) Moves and changes in entrance facilities requests by Single Tenant Business or their respective designated agents will be charged for on a time and materials basis.

(2) Aerial Distribution Plant

- (a) If the customer or his designated agent requests that existing aerial facilities be moved to accommodate construction, moving, etc. a charge of \$17.40 will apply to the first cable span of facilities moved. If more than one cable span of facilities must be moved, charges will be based on time and materials.
- (b) If a customer requests that his Point of Interface (i.e., protector) be moved from one location on a building to another location on that same building, charges as outlined in paragraph (a) above shall apply.

(3) Buried Distribution Plant

- (a) If a customer or his designated agent requests that existing buried entrance facilities be moved to accommodate construction, etc. a charge of \$.30 per foot of facilities moved will apply, with a minimum charge of \$40.10.
- (b) If a customer requests that his Point of Interface (i.e. protector) be moved from one location on a building to another location on that same building, charges as outlined in paragraph (a) above shall apply.
- (c) Buried distribution plant facilities serving the general exchange area will only be moved at the discretion of the Company.

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N11 ABBREVIATED DIALING CODES

5.1 Description

5.1.1 Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be preprogrammed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 2.

5.1.2 The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

811 – One-Call Notification Systems

5.2 Terms and Conditions

5.2.1 The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

5.2.2 Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+

0+, 0- (credit card, third-party billing, collect calls)

101XXXX

Operator assisted calls will not be completed.

5.2.3 The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.

5.2.4 Directory listings may be provided for N11 services under the terms, conditions, and rates specified on the Company's web site found at <http://about.CenturyLink.com/legal>.

5.2.5 The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.

5.2.6 Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.

5.2.7 Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Public Utilities Commission of Ohio.

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

Original Sheet 2

N11 ABBREVIATED DIALING CODES

5.2 Terms and Conditions (Continued)

- 5.2.8 Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.
- 5.2.9 The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N12.
- 5.2.10 N11 will be provided under the following conditions:
- a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
 - b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 - c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - d. Suspension of N11 Service is not allowed.
 - e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N12. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.
 - f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N12. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

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N11 ABBREVIATED DIALING CODES

5.2 Terms and Conditions (Continued)

5.2.11 The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

- a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
- b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

5.2.12 The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

5.2.13 The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.

5.2.14 The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

5.3 Rates

	Nonrecurring Charge
Initial Setup, Per Host Switch and/or Stand Alone Switch	\$300.00
Subsequent Changes, Per Host Switch and/or Stand Alone Switch	\$ 50.00

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GENERAL EXCHANGE TARIFF

Original Sheet 1

MISCELLANEOUS SERVICE ARRANGEMENTS

6.1 911 Emergency Service

6.1.1 General

- a. When requested by local government authority and subject to the availability of facilities and equipment, the Company will provide 911 Emergency Service (911 Service) for the purpose of voice reporting emergencies by the public.
- b. The Company shall not be required to provide 911 Emergency Service to less than an entire central office (switching entity).
- c. A Public Safety Answering Point (PSAP) is the answering point for a 911 call. A PSAP must be created and staffed under an "Authority to Operate a 911 System" issued by the Public Utility Commission of Ohio.
- d. Any person dialing "911" from a telephone which is usable for local exchange telephone network access and arranged to provide 911 Service will be automatically connected to the Public Safety Answering Phone (PSAP) for that telephone.
- e. For the purposes of this tariff a Responding Agency is an agency which is prepared to provide one or more specific emergency services via calls transferred from a PSAP.
- f. 911 calls originated from local exchange telephone network access facilities shall be completed to the PSAP without a charge being assessed to the calling party by the Company.
- g. This offering is limited to the provision and use of the digits "911" as the Universal Emergency Telephone Number Code.
- h. 911 Service is a one-way service only.
- i. The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial, the digits "911" or to any other person who may be affected by the dialing of the digits "911". The Company's entire liability arising out of the provision of 911 Service under this tariff shall be limited as set forth in this Section and in the General Regulations.
- j. For 911 Emergency Service, each PSAP must subscribe to sufficient 911 Service Lines to adequately handle incoming calls in each PSAP's busy hour so that less than 1 call out of 100 encounters a busy signal. In no case shall the PSAP subscribe to less than two such lines per central office routing calls to the PSAP.

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Original Sheet 2

MISCELLANEOUS SERVICE ARRANGEMENTS

6.1 911 Emergency Service (Continued)

6.1.1 General (Continued)

- k. The applicant will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines provided for above.
- l. 911 Emergency Service is intended to be an emergency service only. Therefore, in addition to the 911 Emergency Service lines, each PSAP must subscribe to at least one non-emergency (Administrative) local exchange line with at least one listed directory number.
- m. The Company will not undertake to prorate any billing among agencies jointly subscribing to a 911 Service.
- n. Intercept service for the seven-digit emergency number(s) replaced by 911 will be provided for a period of time as negotiated between the Company and the subscriber; however, in no case shall intercept service be provided for more than one year or beyond the next subscriber directory issuance, whichever is longer.
- o. Company recommendations for 911 Service will provide for a transmission grade of service from the calling party to the PSAP at least equivalent to that provided by the exchange telephone network. If the customer desires service with a different (lesser) transmission grade of service, the customer must submit such a request in writing and indicate his recognition of the less than optimal transmission design.
- p. As mandated by Ohio state law, the financial burden of 911 Emergency Service is prorated among all telephone customer access lines in the County. The amount so prorated is shown in paragraph 6.1.4 following.
- q. The Public Utilities Commission of Ohio will conduct an annual review of the rates charged herein and may adjust them according to costs required to provide this service at the time of the review.
- r. Any terminal equipment used in conjunction with 911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the Automatic Number Identification (ANI) feature as the source of an in-progress 911 call.
- s. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.

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MISCELLANEOUS SERVICE ARRANGEMENTS

6.1 911 Emergency Service (Continued)

6.1.1 General (Continued)

- t. 911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, 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 customer.
- u. 911 information consisting of addresses and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls. The 911 calling party forfeits the privacy afforded by Private and Semi-Private Directory Service to the extent that the telephone number and address associated with the originating station location are furnished to the PSAP.
- v. The rates charged for 911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in event the system is not functioning properly.

6.1.2 Description of Service

- a. Emergency reporting trunks from each central office route emergency calls to the Public Service Answering Points (PSAP) currently located in the county being served by 911 Service.
- b. Calls to the Responding Agencies, as outlined in the county final plans, are initiated by the PSAP operator via ringdown circuits.
- c. The lead host telephone company in each county being served by 911 Service maintains a list of all telephone numbers and addresses within the county and the appropriate Responding Agency which provides emergency service. The information is maintained in a computer database.

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MISCELLANEOUS SERVICE ARRANGEMENTS

6.1 911 Emergency Service (Continued)

6.1.3 Liability

- a. The Company's entire liability to the Customer or any person for interruption or failure of any aspect of 9-1-1 Service shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 Service by the Company. This 9-1-1 Service is offered solely to assist the Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 9-1-1 Service to the Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the Customer.
- b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of their employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 Service other than Company acts or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the Customer for the time such interruption to service or facilities continues, after notice by the Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the Customer.
- c. The Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or Customer or any of their employees, directors, officers, contractors or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of the 9-1-1 Service or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 Service.
- d. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of the 9-1-1 Service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines.

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MISCELLANEOUS SERVICE ARRANGEMENTS

6.1 911 Emergency Service (Continued)

6.1.3 Liability (Continued)

- e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a Customer. At the rates set forth herein, the Company will integrate any records provided to it by the Customer in a Company-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a Customer and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this data by the Customer, which may be asserted by any person, business, government agency, or other entity against the Company.
- f. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of 9-1-1 Service when there is a failure of or interruption in 9-1-1 Service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment of other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 Service ordered by the Customer, Company facilities or otherwise affect its telephone operations.
- g. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to a 9-1-1 Service or Host Provider using such information to provide a 9-1-1 Service.
- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the 9-1-1 Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the 9-1-1 Customer's service area. Neither the 9-1-1 Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the 9-1-1 Customer's service area or for calls originating from voice over internet protocol, or mobile/cellular telephones.

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GENERAL EXCHANGE TARIFF

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MISCELLANEOUS SERVICE ARRANGEMENTS

6.1 911 Emergency Service (Continued)

6.1.3 Liability (Continued)

- i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of Customer provided facilities or equipment.
- j. The approval by the P.U.C.O. of the foregoing language in this tariff does not constitute a determination by the P.U.C.O. that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the P.U.C.O. recognizes that since it is a court's responsibility to adjudicate negligent and consequent damage claims, it is also the court's responsibility to determine the validity of the limitation of liability therefore.

6.1.4 County Rate List ⁽¹⁾

<u>County</u>	<u>Subscriber Charge</u>	<u>Implementation Date For 911 Service</u>	<u>Effective Date For Current 911 Subscriber Charge</u>	<u>Initial Case No. for 911 Implementation</u>	<u>Most Current Case No. for 911 Review</u>
Erie	\$.18	05-06-1992	05-06-1992	91-1767-TP-EMG	91-1767-TP-EMG
Lorain	\$.18	11-15-1989	11-15-1989	88-1607-TP-EMG	88-1607-TP-EMG

⁽¹⁾The rates for 911 Emergency Service are governed by 86-911-TP-COI.

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MISCELLANEOUS SERVICE ARRANGEMENTS

6.2 Telecommunication Relay Service (TRS)

6.2.1 General

Telecommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls.

Customers may be assessed a charge to fund the Telecommunication Relay Services for the State of Ohio in accordance with Section 4905.84 of the Revised Code. This charge shall in no event exceed the per end-user line (or equivalent) assessment of the Public Utilities Commission of Ohio levied upon the Company.

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GENERAL EXCHANGE TARIFF

Original Sheet 1

LINK UP AND LIFELINE

7.1 LINK-UP

7.1.1 General

Link-Up is a federal assistance program that provides eligible residential customers with the following benefits:

- a. A reduction of the Company's applicable service connection charges equal to one-half of such service connection charges, or \$30.00, whichever is less.
- b. A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan does not exceed 12 months duration. (Service Charges do not include the Company's applicable security deposit requirements.)

7.1.2 Regulations

- a. Link Up is available to residential customers who currently participate in one of the following programs:
 1. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
 2. Supplemental Nutrition Assistance Plan (SNAP);
 3. Supplemental Security Income (SSI) under Title XVI of the Social Security Act
 4. Federal public housing assistance/Section 8;
 5. Home Energy Assistance Program (HEAP);
 6. National School Lunch Program's free lunch program (NSL);
 7. Temporary Assistance to Needy Families (TANF) aka Ohio Works First
 8. Household income at or below 150% of the poverty level; or
- b. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in paragraph 7.1.1., preceding. Customers who qualify through income based requirements must certify their eligibility to participate under penalty of perjury and must present documentation to certify eligibility.
- c. The Company shall require, as proof of eligibility for Link Up Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in paragraph 7.1.2.a. preceding; identifying the specific program or programs from which the customer receives benefits. Self-certification does not apply for income eligibility.

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LINK UP AND LIFELINE

7.1 LINK-UP (Continued)

7.1.2 Regulations (Continued)

- d. The Company shall require, as proof of eligibility if customer is enrolling under the poverty level, documentation such as 1) a copy of your most recent federal or state income tax return; 2) three consecutive months worth of the most current pay stubs; 3) the most recent Social Security statement of benefits; 4) the most recent Veteran's Administration statement of benefits; 5) the most recent retirement/pension statement of benefits; 6) the most recent Unemployment/Workmen's Compensation statement of benefits; or 7) any other legal document that would show your current income (such as a divorce decree or child support document).
- e. The Company's Link Up program shall allow a qualifying low-income consumer to receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.
- f. Link Up customers are not restricted on the optional services to which they may subscribe.

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Original Sheet 3

LINK UP AND LIFELINE

7.2 LIFELINE

7.2.1 General

Lifeline is a flat-rate, monthly primary access line service program that provides eligible customers requesting local exchange service, including touch-tone, with a recurring discount to the monthly basic local exchange service rate that provides for the maximum contribution of federally available assistance, including the following:

- a. A waiver of the Federal Subscriber Line Charge
- b. A waiver of the Federal Universal Service Fund End User Charge.
- c. A credit of one hundred percent (100%) of all nonrecurring service order charges for commencing service not more than once per customer at a single address in a twelve-month period.
- d. Any increase to basic local exchange service rates that arise from the determination that a specific exchange is competitive. Lifeline customer accounts will be credited for the same amount as the increase so as to offset that increase.
- e. A waiver of the Company's service deposit requirement.
- f. Free blocking of toll and 900/976 dialing patterns.

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LINK UP AND LIFELINE

7.2 LIFELINE (Cont'd)

7.2.2 Regulations

- a. Lifeline is available to residential customers who are currently participating in one of the following assistance programs:
 1. Home Energy Assistance Program (HEAP);
 2. Supplemental Nutrition Assistance Plan (SNAP)
 3. Supplemental Security Income - blind and disabled (SSD);
 4. Supplemental Security Income - aged (SSI);
 5. General Assistance (including disability assistance (DA);
 6. Medical Assistance (Medicaid), including any state program that might supplant Medicaid;
 7. Federal public housing/Section 8;
 8. Ohio Works First (formerly AFDC) aka Temporary Assistance for Needy Families (TANF);
 9. National School Lunch Program's free lunch program (NSL); or
 10. Household income at or below 150% of the poverty level.
- b. Customers qualifying for Lifeline with past due bills for regulated local service charges will be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. Lifeline customers with past due bills for toll service charges will be required to have toll-restricted service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider.
- c. Until automatic enrollment of customers is possible, the Telephone Company shall require, as proof of eligibility for Lifeline, 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 7.2.2.(a.) preceding; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the Company if the customer ceases to participate in such program or programs. Documentation, as described in paragraph 7.2.4 following, is required if qualifying under income-based eligibility.

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LINK UP AND LIFELINE

7.2 LIFELINE (Cont'd)

7.2.2. Regulations (Cont'd)

- d. The Company shall automatically enroll customers in Lifeline who participate in a qualifying program as contained in paragraph 7.2.2.(a.) in Lifeline. The automatic enrollment will be implemented when the necessary procedures have been established with the appropriate state agencies.
- e. The Company will also enroll customers who participate in a qualifying program by using on-line company-to-agency verification or self-certification.
- f. Documentation will be required to enroll customers in Lifeline for customers who qualify through household income-based requirements, as described in paragraph 7.7.2.(a.) following.
- g. The Company reserves the right to perform a verification audit of a customer receiving Lifeline.
- h. Restrictions: The discounts and waivers found in this tariff apply to only one access line per household.

7.2.3. Enrollment Process

- a. New or existing customers who indicate that they are interested in Lifeline will be sent a Lifeline application form to either self-certify the program under which they qualify or to apply under the income based criteria with the appropriate documentation. The customer must return the application, with appropriate documentation, if required, within 30 days of the request in order to receive benefits back to the original request date. If the customer does not return the application with the appropriate documentation, if required, within 30 days, the Lifeline benefits will commence upon the receipt of the application by the Company as long as the documentation is verified by the Company. In either case, the Company shall have a maximum of 60 days to verify the application and documentation.
- b. Should the Company determine that a customer does not qualify for Lifeline assistance, or if the customer fails to submit the necessary documentation, the Company will provide written notification to the customer and give the customer 30 days to prove eligibility. The written notification will include contact information for the Company in the event of a dispute and if the customer disagrees with the Company's findings regarding Lifeline assistance eligibility, the notice will inform the customer that the Public Utilities Commission of Ohio may be contacted, in order that an informal/formal complaint may be filed. If the corrected application is received within 30 days, credits will applied to the account on the date that service was established by a new customer or on the date that Lifeline Service was requested by an existing customer. If the corrected application is received after 30 days, the Lifeline assistance will begin on the date the corrected application is received by the Company.

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Original Sheet 6

LINK UP AND LIFELINE

7.2 LIFELINE (Cont'd)

7.2.4. Income Eligibility

- a. At the time of certification, customers are required to submit supporting documentation that accurately reflects the customer's total household income. Acceptable supporting documentation will be one of the following:
 - 1. A copy of the most recent federal or state income tax return;
 - 2. Three consecutive months worth of the most current pay stubs;
 - 3. The most recent Social Security statement of benefits;
 - 4. The most recent Veteran's Administration statement of benefits;
 - 5. The most recent retirement/pension statement of benefits;
 - 6. The most recent Unemployment/Workmen's Compensation statement of benefits;
or
 - 7. Any other legal document that would show the customer's current income (such as a divorce decree or a child support document).
- b. Within 60 days of service establishment, the Company will verify the customer's Lifeline eligibility. Regardless of when the Company completes the verification process, Lifeline benefits will go back to the date the customer requested Lifeline service as long as the customer has satisfied the requirements shown in paragraph 7.2.3 preceding.
- c. If a customer disagrees with the Company's findings regarding eligibility for Lifeline assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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LaCrosse, Wisconsin

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Issued by the Public Utilities Commission of Ohio

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LINK UP AND LIFELINE

7.2 LIFELINE (Cont'd)

7.2.5. Verification for Continued Eligibility

- a. The Company will notify customers at least 60 days prior to the Company's pending termination of the customer's Lifeline assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of Lifeline benefits would occur; and 2) the reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility.
- b. Should a customer fail to submit proper documentation within the 60 day period, the Company will discontinue Lifeline benefits on the date noticed in the letter. If the customer responds after the date noticed in the letter, the customer will be required to submit a new application for Lifeline benefits.
- c. If a customer disagrees with the Company's findings regarding eligibility for Lifeline assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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CenturyTel of Ohio, Inc. d/b/a CenturyLink
By Duane Ring, Vice President
LaCrosse, Wisconsin

In accordance with Case No.: 90-5010-TP-TRF
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POLE ATTACHMENT

8.1 GENERAL

8.1.1 Conditions

Poles owned by the Company are designed and engineered to distribute telephone service using contemporary materials and are not intended for lease to the General Public. When the Company is contacted by a party requesting lease of pole space for attachments and the requesting party determines that telephone plant is adequate for their intended use, the Company may lease such space subject to this tariff and the accompanying application.

The leasing party, hereinafter referred to as Licensee, may not sublease pole space.

8.1.2 Application Required

The Licensee must make application for use of pole space, subject to certain terms and conditions of this tariff. Acceptance of the application by the Company will be indicated by completion of the permit and the initiation of the service by the Company. The fully executed application and permit shall constitute a contract between the Licensee and the Company. The Licensee will be required to post bond and evidence of insurance as required.

8.1.3 Use of Space

Licensee's attachments must be used only for the purposes Licensee states in the original application. Any use for other purposes or any use of pole space that causes interference to telephone service or to other Licensees may constitute a breach of the contract and may result in termination of the permit.

8.1.4 Delays or Loss of Service

Licensee must hold the Company harmless for any loss of service or delay in service attributable to the lease of or delay in providing pole attachment space.

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POLE ATTACHMENT

8.1 GENERAL (Continued)

8.1.5 Definitions

Community Antenna Television Service - means any service which consists of the distribution of broadcast television programs obtained off-the-air by Licensee's antenna or by means of an antenna tower or towers at distant locations and from which such broadcast program is transmitted to Licensee's Community Antenna Television System by relay facilities pursuant to appropriate Federal Communications Commission authorization. Such Community Antenna Service may also include, but is not limited to, music received off-the-air, "fill-in" music originating in Licensee's control house, news and weather announcements, occasional local television programs, occasional closed circuit television programs, and pay television programs.

Community Antenna Television System - means a non-broadcast facility consisting of a set of transmission paths and associated signal generation, reception, and control equipment, under common ownership and control, that distributes or is designed to distribute to subscribers the signals of one or more television broadcast stations.

Joint User - means any public utility, governmental body or other entity which has or hereafter shall be granted, the right to jointly use any pole owned by the Company, and any owner of poles to which the Company has been extended joint use attachment privileges.

Licensee's Equipment - means any facility or equipment of whatever kind owned or controlled by Licensee, including but not limited to aerial wires, drop wires, tap-offs, cables and associated appliances such as amplifiers, power supply equipment and other transmission apparatus used in connection with the operation of Licensee's System.

Telephone Company Poles - means poles owned or controlled by the Company and poles owned by others in which the Company has the right to contract for use of the communications portion of the poles and used, in whole or in part, for wire communications by the Company.

8.1.6 Tree Trimming

All tree trimming required on account of Licensee's equipment shall be done by Licensee at its sole risk and expense and in a manner satisfactory to the Company and any other Licensee. No tree shall be trimmed without written permission of the Company, except those trees on private property of Licensee's subscribers when necessary for clearance of Licensee's service drops.

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POLE ATTACHMENT

8.2 ATTACHMENT PERMITS AND CHARGES

8.2.1 Licensee Authorization

- a. Prior to making any application for lease of pole attachment space, Licensee must possess the necessary authority to construct, install, erect and maintain its equipment within the public streets, highways, alleys and other thoroughfares of the service areas. Licensee shall submit satisfactory evidence to the Company of such authorization.
- b. Licensee agrees to assist in and bear all expense of securing any consents, permits or licenses that may be required of the Company by reason of this tariff filing or the associated contract. Upon (60) days' prior written notice from the Company to Licensee that the use of any poles is forbidden by any public authority or property owner, the permit covering the use of such facility or facilities shall immediately terminate and Licensee shall remove its equipment from the affected poles.

8.3 SPECIFICATIONS

8.3.1 Licensee's Equipment

Licensee's equipment, in each and every location, including all equipment which is not attached to the Company's poles but which in any way may result in excessive or improper voltages or current being impressed upon any facility of the Company or in any hazard to Telephone Company employees or to the public, shall be erected, installed, maintained, and removed in accordance with the requirements and specifications of the National Electrical Safety Codes, as amended and revised, and in compliance with any applicable rules, regulations or orders now in effect or hereafter issued by any federal, state, municipal, or other public authority having jurisdiction.

8.3.2 Licensee's Cable and Distribution System

Licensee agrees that trunk and distribution cable attached to Telephone Company poles will be of the latest State-of-The-Art design at the time of placement, which meets or exceeds all Federal Communications Commission Radiation Leakage requirements.

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POLE ATTACHMENT

8.4 REPLACEMENT AND REARRANGEMENT

8.4.1 Inadequate Facilities

If any of the Company's facilities are inadequate to support or accommodate the Licensee's facilities in accordance with the specifications set forth in this tariff or the associated contract, but the Company nevertheless determines that it is willing to permit the attachment of Licensee's equipment to such poles it will inform the Licensee of the estimated costs which it will be required to bear to rearrange, construct, change or otherwise make available the space required by Licensee. Upon acceptance by Licensee of the Company's estimate of the cost involved, the Company will place orders for materials and begin to make its facilities suitable for Licensee. Licensee must make arrangements with any other licensee or joint user for rearrangement of those facilities where required.

8.4.2 Determinations of Costs

All costs, expenses and capital investment subject to reimbursement shall be determined in accordance with the regular and customary methods of determining costs, expenses and capital investments on the books and records of the Company.

8.4.3 Billing for Telephone Company Charges

Bills for replacement, rearrangement, engineering, inspection, expenses and other charges other than rentals for attachment to poles shall be payable within thirty (30) days after presentation to Licensee.

8.5 RESERVATION OF RIGHTS AND INSPECTIONS

8.5.1 Ownership of Facilities

No use, however extended, of the Company facilities and no payments made under this tariff and the associated contract or other action of the Company shall create or vest in Licensee any ownership or property rights in the Company's facilities and Licensee's rights therein shall remain a mere license. Nothing in this tariff shall be construed to compel the Company to maintain any facilities for a period longer than necessitated by its own service requirements.

8.5.2 Right to Operate

The Company reserves to itself, its successors and assigns, and joint users, the right to construct, install, operate and maintain its facilities in such manner, as in its judgment shall best enable it to fulfill its service or operating requirements, including consideration of economy and safety

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POLE ATTACHMENT

8.5 RESERVATION OF RIGHTS AND INSPECTIONS (Continued)

8.5.3 Other Rights Not Affected

Nothing in this tariff shall be construed as affecting the rights and privileges previously granted by the Company, by contract or otherwise, to others to use any poles and the Company retains the right to continue and extend such rights and privileges. The attachment privileges provided for herein shall at all times be subject to such existing contracts and agreements. Nothing contained in this tariff shall be construed as affecting or limiting the right of the Company to make additional contracts or agreements with other persons, firms, corporations or associations for the joint use of its poles.

8.5.4 Inspections

The Company reserves the right to inspect at any time each new attachment or placement of Licensee's equipment on Telephone Company poles and to make inspections semiannually of the entire space of Licensee. The Licensee shall reimburse the Company for the expense of such inspections. Such inspections or lack thereof shall not operate in any way to relieve the Licensee or its insurer of any responsibility, obligation or liability.

8.6 RISK OF LOSS, LIABILITY AND INSURANCE

8.6.1 Damage to Telephone Company Property

In the event Licensee, its contractors, agents or employees cause damage to the property of the Company or other joint users and damage is caused by the presence or placement or attachment of Licensee's equipment to Telephone Company facilities, Licensee shall assume all responsibility for, and agrees promptly to reimburse in full, the Company and through the Company the joint users, for all loss and expense occasioned by such damage. The Licensee shall make immediate report to the Company of the occurrence of any such damage.

8.6.2 Hold Harmless

The Licensee shall indemnify, protect, save harmless and insure the Company and any joint user from and against all claims or demands for damages as a result of injury or destruction of property or as a result of injury to or death of a person or persons, including payments made under Workmen's Compensation law or under any plan for employee's disability and death benefits, and including all expenses incurred in defending against any such claims or demands, which may arise out of or be caused by the creation, installation, maintenance, presence, use, rearrangements, or removal or withdrawal, or abandonment of the attachments or placement of Licensee's equipment on the Company's facilities or by the proximity of Licensee's equipment, apparatus and appliances or by an act of Licensee, its contractors, agents and employees on or in the vicinity of the Company's facilities.

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POLE ATTACHMENT

8.6 RISK OF LOSS, LIABILITY AND INSURANCE (Continued)

8.6.3 Certificate of Insurance

Licensee shall submit to the Company evidence of Licensee's insurance coverage in such form and with such companies as is satisfactory to the Company, for such types of insurance and in such amounts as requested by the Company. All insurance shall be furnished by Licensee at its own expense and shall remain in force for the entire period that Licensee's attachments occupy space on the Company's facilities.

8.6.4 Other Liability

In addition, Licensee shall indemnify, protect, save harmless and insure the Company and any joint user;

- a. with respect to all communications transmitted over Licensee's system from and against claims and demands for infringement of copyright, libel, slander, business disparagement, unauthorized use or treatment of television broadcast programs or other programs of other program material, infringement of patents with respect to the manufacture, use or operation of Licensee's equipment arising from the use of Licensee's equipment in combination with the Company's poles and;
- b. from and against any and all claims and demands which may arise out of or be caused by electrical voltages and currents being conducted over Licensee's equipment, including drop wires, whether resulting from lightning, electrical power line current or other wise and regardless of whether such electrical voltages and currents were also conducted along and through the Company's facilities and;
- c. for all loss and expense which may result from any claims of governmental bodies, property owners or others that Licensee has not a sufficient right or authority for placing and maintaining its equipment at the location of the Company's poles.

8.6.5 Interruptions of Service

The Company shall not be liable to the Licensee, its customers or any others, for any interruptions to service of Licensee or for any interference with the operation of Licensee's equipment arising in any manner out of the use of the Company's poles hereunder unless due solely to the Company's negligence and in any event, the extent of the Company's liability shall be limited to the actual damage, if any, caused to Licensee's equipment.

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POLE ATTACHMENT

8.6 RISK OF LOSS, LIABILITY AND INSURANCE (Continued)

8.6.1 Bond

Licensee shall furnish a bond issued by a company satisfactory to the Company to cover the faithful performance by Licensee of its obligations under this tariff. The amount of the bond shall be computed on the basis of twenty-five dollars (\$25.00) for each pole attached or occupied by Licensee; provided, however, that the minimum amount of said bond shall be one thousand dollars (\$1,000). All bonds must specify that the Company be notified thirty (30) days prior to expiration or cancellation of bond.

8.7 RATES AND BILLING

8.7.1 Attachment Fee

Per Pole Attachment

Per Year
\$2.95

8.7.2 Payments

Rental payments shall be made annually, in advance, on the 15th day of January of each year. The amount of the advance payment shall be the amount shown in 8.7.1 above times the number of poles physically contacted on each December 15th preceding payment date. In addition, Licensee shall pay to the Company, on the 15th day of January of each year, for past occupancy, the amount of the fee in excess, if any, of the number of poles physically contacted on December 15th over the number of poles physically contacted on the preceding December 15th.

8.7.3 Termination of Service

Upon termination of service, the rental payment shall be prorated to the time of actual occupancy during the final annual period and shall be set off against the advance rental paid by Licensee for that period. Rental shall be payable for poles physically contacted by Licensee without regard to whether service is actually provided through the attached facilities.

8.7.4 Adjustments in Attachment Fee

The attachment fee in existence at the time of the advance billing shall apply to additional attachments made during the billing.

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CenturyTel of Ohio, Inc. d/b/a CenturyLink

EXHIBIT C

The Applicant hereby establishes P.U.C.O. No. 12 General Exchange Tariff, (a BLES tariff and tariffs for other items required to be tariffed in 4901:1-6-11) and detariffs certain services in accordance with the Commission's January 19, 2011 Entry in Case No. 10-1010-TP-ORD. The Applicant intends only to remove from its tariffs, the rates, terms and conditions of services required to be detariffed as a result of the Commission's adoption of rules to implement Substitute Senate Bill 162.

The new tariff (P.U.C.O. No. 12 General Exchange Tariff) replaces and supersedes the following tariffs:

1. Prior P.U.C.O. No. 12 General Customer Services Tariff
2. P.U.C.O. No. 1 Pole Attachment Tariff
3. P.U.C.O. No. 11 Exchange Rate Tariff

CenturyTel of Ohio, Inc. d/b/a CenturyLink

EXHIBIT D

Dear Valued CenturyLink Customer,

Beginning on May 1, 2011, the prices, service descriptions and the terms and conditions for services other than local flat rate service that you are provided by CenturyLink will no longer be on file at the Public Utilities Commission of Ohio (PUCO).

This modification does not automatically result in a change in the prices, terms or conditions of those services to which you currently subscribe. CenturyLink must still provide a customer notice of at least 15 days in advance of rate increases, changes in terms and conditions and discontinuance of existing services.

Since these services will no longer be on file with the

Commission, this means that the agreement reached between the customer and the company will control new services or changes in service. For any new services or changes in service, it will be important that you carefully review and confirm the price, terms and conditions.

If you have any questions about this matter, please call CenturyLink at 800-788-3500 or visit us at www.centurylink.com/pages/aboutus/legal/. You may also visit the Commission's website at www.puco.ohio.gov for further information.

Thank you for choosing CenturyLink for your communications needs.



00079246

CenturyTel of Ohio, Inc. d/b/a CenturyLink

EXHIBIT E

CUSTOMER NOTICE AFFIDAVIT

STATE OF: KANSAS

SS:

COUNTY OF: JOHNSON

AFFIDAVIT

I, Debra A. Levy, am an authorized agent of the applicant corporation, CenturyTel of Ohio, Inc. d/b/a CenturyLink and am authorized to make this statement on its behalf. I attest that the customer notice accompanying this affidavit was sent to affected customers through bill insert beginning on March 17, 2011 in accordance with Rule 4901:1-6-07, Ohio Administrative Code. I declare under penalty of perjury that the foregoing is true and correct.

Executed on March 17, 2011, Overland Park, Kansas 66211

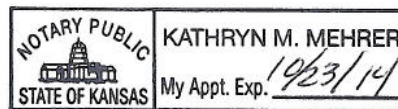

Debra A. Levy, Tariff Analyst

Subscribed and sworn to before me this 17th day of March, 2011.



Kathy M. Mehrer, Notary Public

My Commission Expires:



This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

4/29/2011 5:00:02 PM

in

Case No(s). 90-5010-TP-TRF

Summary: Tariff CenturyTel of Ohio, Inc.'s tariff filed in accordance with Case No. 10-1010-TP-ORD. electronically filed by Ms. Debra A Levy on behalf of CenturyTel of Ohio, Inc. d/b/a CenturyLink