

**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 Kalida Telephone  
 Company, Inc. to Detariff Services and make other changes  
 related to the Implementation of Case No. 10-1010-TP-ORD )

TRF Docket No. 90-5024 - TP - TRF

Case No. 11 - 2948 - **TP - ATA**

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

Name of Registrant(s) Kalida Telephone Company, Inc.  
 DBA(s) of Registrant(s) \_\_\_\_\_  
 Address of Registrant(s) 121 East Main Street, P.O. Box 267, Kalida, OH 45853  
 Company Web Address www.kalidatel.com  
 Regulatory Contact Person(s) Carolyn S. Flahive Phone 614-469-3294 Fax 614-469-3361  
 Regulatory Contact Person's Email Address Carolyn.Flahive@ThompsonHine.com  
 Contact Person for Annual Report Chris Phillips, Manager Phone: 419-532-3218  
 Address (if different from above) \_\_\_\_\_  
 Consumer Contact Information Chris Phillips Phone: 419-532-3218  
 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 checked="" 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, Kalida Telephone Company, Inc., 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) May 5, 2011 at (Location) Kalida, Ohio

\*(Signature and Title) /s/ Chris J. Phillips, Manager (Date) May 5, 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, Carolyn S. Flahive 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/ Carolyn S. Flahive, Esq. (Date) May 16, 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.  
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***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-WV***

**EXHIBIT A**  
**(Existing Affected Tariff Pages)**

KALIDA TELEPHONE COMPANY, INC.  
TARIFF

P.U.C.O. REPORT NO. 4

AUTHORIZED UNDER  
CASE NO. 771157TP AIR

EFFECTIVE APRIL 1, 1978

**RECEIVED**

APR 27 1990

TARIFF DIVISION  
PUBLIC UTILITIES COMMISSION OF OHIO

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ISSUED: June 8, 2009

EFFECTIVE: July 24, 2009

In Accordance With Case No. 09-482-TP-ATA  
 Issued by the Public Utilities Commission of Ohio  
 Chris Phillips, Manager  
 Kalida, Ohio

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ISSUED: June 30, 2008

EFFECTIVE: August 30, 2008

In Accordance With Case No. 08-791-TP-ALI  
Issued by the Public Utilities Commission of Ohio  
Chris J. Phillips, Manager  
Kalida, Ohio

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

(N)

## LOCAL EXCHANGE SERVICE RATES

A. WITHIN THE BASE RATE AREA

(See Section No. 1, First Revised Sheet No. 3)

The following rates shall apply within the Base Rate Area, defined as the Kalida Corporation Limits, as of the date of this tariff sheet:

Business access line	\$6.05
Individual line	
Residence access line	\$4.95
Individual line	

B. OUTSIDE THE BASE RATE AREA

Individual Access Line Service (Graded Service) outside the Base Rate Area is available at additional charge. Service offerings outside the Base Rate Area are:

		MONTHLY RATE	
		<u>BUSINESS</u>	<u>RESIDENCE</u>
ZONE #1			
Individual Access Line	\$6.65		\$5.55
ZONE #2			
Individual Access Line	\$7.25		\$6.15

ISSUED: June 30, 2008

EFFECTIVE: August 30, 2008

In Accordance With Case No. 08-791-TP-ALI  
Issued by the Public Utilities Commission of Ohio  
Chris J. Phillips, Manager  
Kalida, Ohio

KALIDA TELEPHONE COMPANY

SECTION NO. 1  
Original Sheet No. 1.1

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

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LOCAL EXCHANGE SERVICE RATES (continued)

ZONE DESCRIPTION

In general there are three service areas, the Base Rate Area, Aone #1 and Zone #2, described as follows:

BASE RATE AREA

That Service Area contained within the irregular Corporate Limits of the Village of Kalida, Ohio.

ZONE #1

That area, surrounding the irregular Corporate Limits of the village of Kalida, encompassed by a circle having a radius of approximately one and one-half mile, the center of which is the intersection of North and Broad streets, Kalida, Ohio. The circle shall include: the intersection of Road 19 and Ohio 114 on the northwest; The intersection of Road L and Ohio 115 on the North and shall exclude the intersection of 19 and Highway 224 on the Southwest.

ZONE #2

Shall include the balance of the authorized area lying outside of Zone #1, but within the Service Area Boundary filed with the Public Utilities Commission of Ohio as depicted by sketch (Section No. 1, First Revised Sheet No.3).

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ISSUED: JANUARY 5, 1989

EFFECTIVE: JANUARY 15, 1989

In accordance with Order No. 88-1078-TP-ATA  
Issued by the Public Utilities Commission of Ohio  
James Wurth, President  
Kalida, Ohio

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OHIO GROSS RECEIPTS TAX

A tax shall be applied to the amount due for intrastate services on all bills rendered on or after December 20, 1983 at a rate of .75 percent thereof to recover the increase in excise tax levy payments as authorized by Section 4909.161, Revised Code.

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Issued December 20, 1983

Effective December 20, 1983

In accordance with Order No. 82-1268-AU-UNC, entry  
December 14, 1983 issued by the Public Utilities Commission of Ohio

Issued by: James Wurth, President  
Kalida, Ohio

KALIDA TELEPHONE COMPANY, INC.

SECTION 1

1st Revised Sheet No. 2

Cancels

Original Sheet No. 2

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

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EXCHANGE RATES

D. TELE-TONE TOUCH CALLING

MONTHLY RATE

1. General

Tele-Tone Touch Calling Service provides for the origination of telephone calls through the use of telephone instruments equipped with push buttons, in place of the standard rotary dial telephone instruments, and special central office equipment.

2. Rates

The monthly rate for Tele-Tone Touch Calling Service is in addition to all other applicable local exchange rates and charges for the facilities and class of service furnished.

Each exchange access line

\$1.50

3. Conditions

- a. Tele-Tone Touch Calling Service is furnished subject to the availability of the central office facilities.

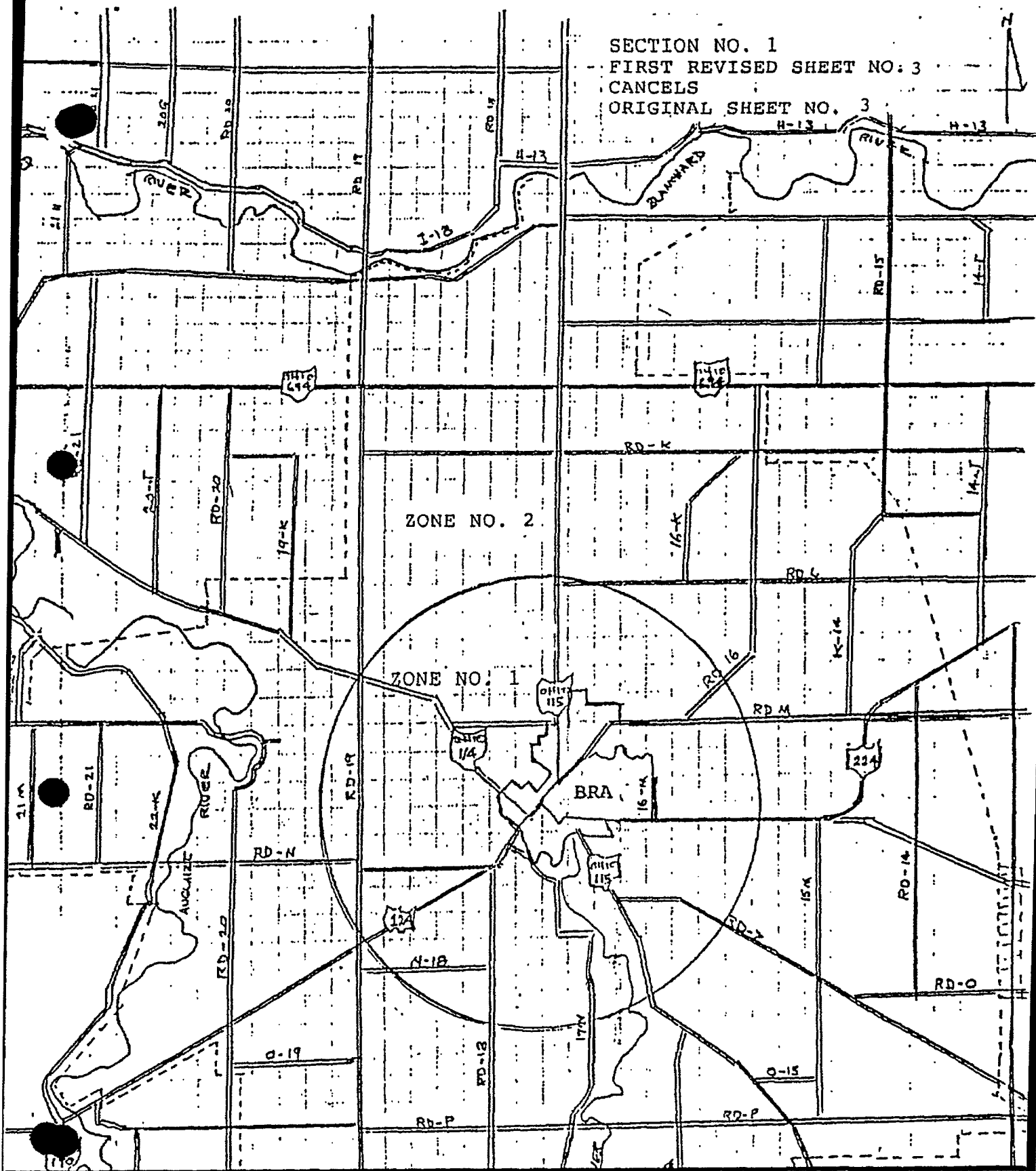
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ISSUED: December 17, 1985

EFFECTIVE: January 1, 1986

In accordance with Order No. 85-533-TP-UNC  
Issued by The Public Utilities Commission of Ohio  
James Wurth, President  
Kalida, Ohio

SECTION NO. 1  
FIRST REVISED SHEET NO. 3  
CANCELS  
ORIGINAL SHEET NO. 3



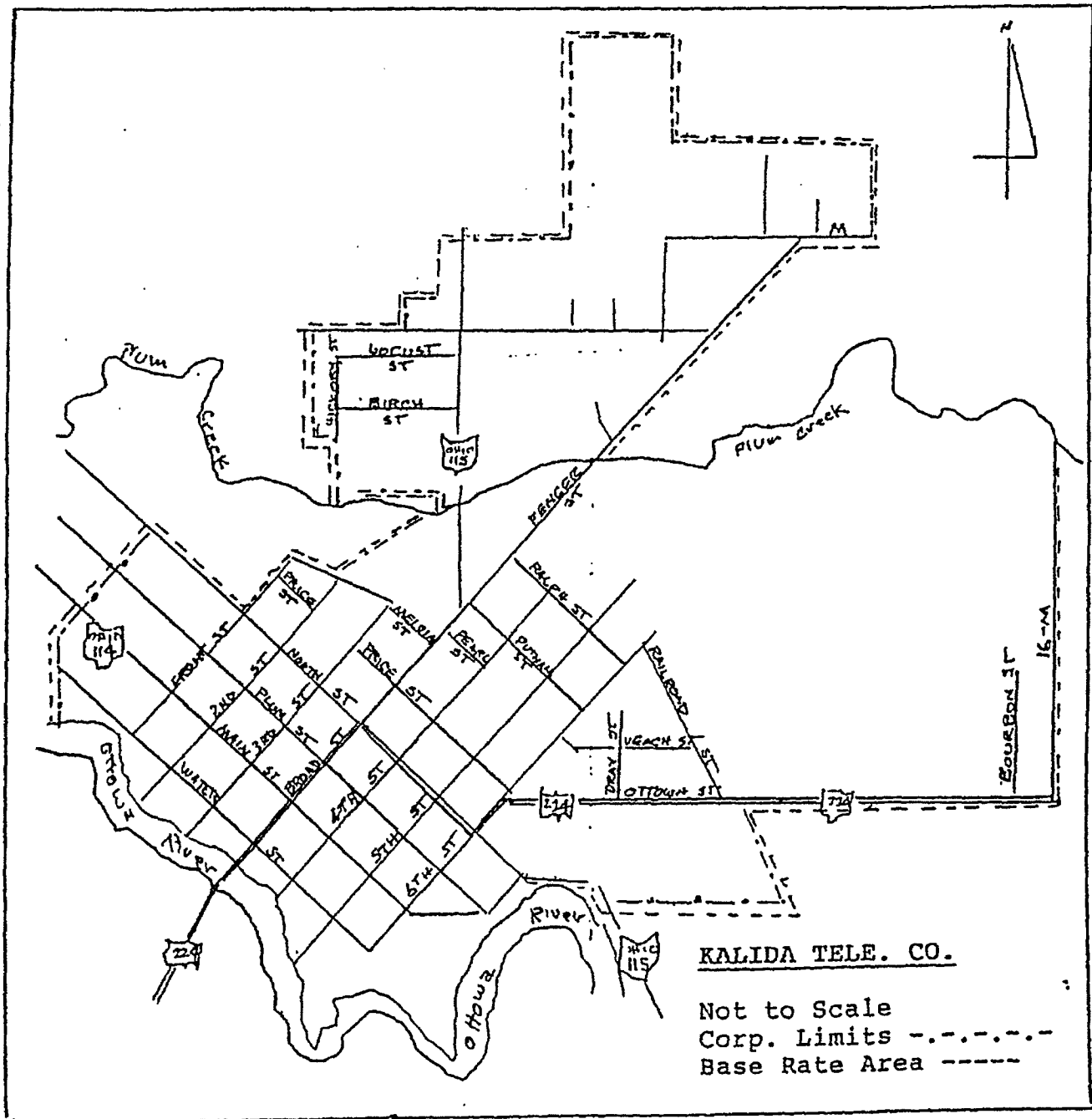
ISSUED: JANUARY 5, 1989

EFFECTIVE: JANUARY 15, 1989

In accordance with Order no. 88-1078-TP-ATA  
Issued by the Public Utilities Commission of Ohio  
James Wurth, President

SECTION NO. 1  
FIRST REVISED SHEET NO. 4  
CANCELS  
ORIGINAL SHEET NO. 4

BASE RATE AREA



ISSUED: JANUARY 5, 1989

EFFECTIVE: JANUARY 15 1989

In accordance with Order No. 88-1078-TP-ATA  
Issued by the Public Utilities Commission of Ohio  
James Wurth, President Kalida, Ohio

## CHARGES FOR MOVES AND CHANGES

## A. The following non-recurring charges apply:

1. Service connection charge.....\$15.00

## MISCELLANEOUS CHARGES

A. Late Payment Charge

A Late Payment charge will be applied to residential and business customer bills that remain unpaid after the due date. This charge will be the greater of either \$5.00 or an amount that equals 1.5% of the unpaid charges that are past due; except that the charge is not applicable until a residential customer's amount past due exceeds \$13.00 or a business customer's amount past due exceeds \$10.00.

The Late Payment Charge will not be assessed until at least nineteen days after the postmark on the customer's bill. The Late Payment Charge will not apply to any portion of the bill that is in bona fide dispute, any previous late payment fees included in the amount due, or to service establishment charges for lifeline services.

B. Insufficient Fund Check Charge

If the Company receives a check from a customer in payment for service rendered or for any other reason of indebtedness, which is returned from the bank due to insufficient funds or for any other reason, the Company shall apply a \$20.00 service charge for each such check returned. The Company may waive this service charge if extenuating circumstances exist.

C. Telecommunications Relay Services (TRS)

(N)

Customers may be assessed an annual charge per line to fund the Telecommunications 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.

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

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DIRECT INWARD DIALING (DID) SERVICE

## A. Regulations:

DID service will be provided, subject to the availability of central office facilities and telephone numbers in the serving central office. Customers utilizing DID must arrange to provide for interception of all unused telephone numbers assigned by the Telephone Company.

The Company shall provide telephone numbers for exchange service line connections in initial and incremental blocks of twenty (20) each. (Z)

The customer shall provide all switching or common equipment located on its premises that is necessary for the provision of DID service.

## B. Rates and Charges:

The following rates and charges are in addition to rates and charges applicable for the central office trunk lines:

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
Each group of 20 DID numbers or fraction thereof:	\$174.20	\$ 4.15
Each DID trunk termination in central office:	\$339.90	\$ 30.00

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ISSUED: June 30, 2008

EFFECTIVE: August 30, 2008

In Accordance With Case No. 08-791-TP-ALI  
Issued by the Public Utilities Commission of Ohio  
Chris J. Phillips, Manager  
Kalida, Ohio



P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

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BASIC TELEPHONE ASSISTANCE  
TELEPHONE SERVICE ASSISTANCE

(D)

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(D)

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ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

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TELEPHONE SERVICE ASSISTANCE

(D)

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(D)

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ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

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TELEPHONE SERVICE ASSISTANCE

(D)

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(D)

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ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

## 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS

(N)

## A. GENERAL

1. The Federal Communications Commission (FCC) assigned the 811 dialing code for nationwide access to One Call Notification Systems. The 811 dialing code ("811 Service") is a nationwide toll-free number to be used by state "One Call" notification systems for providing advanced notice of excavation activities to underground facility operators. Pursuant to PUCO Case No. 05-1306-TP-COI, 811 Service shall be made available within Ohio by May 14, 2007.
2. The three digit 811 abbreviated dialing One Call Notification code is assigned to the approved "811 Provider" for use in providing One Call notification services to the public by way of voice grade facilities.
3. 811 Service is available from the Company within its services area only. To provide access to 811 to end users in another company's service area or to Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 811 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 811 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.
4. All 811 abbreviated dialing code calls must be local in nature and will not result in any expanded local calling area (ELCA), intraLATA toll, interLATA long distance, or pay-per-call charges to Company subscribers. However, 811 Service calls may result in local measured service charges where Company subscribers' service plans include such charges.
5. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 811 Service is otherwise available wherever local service is accessible.

(N)

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

## 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (continued)

(N)

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

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

(N)

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

## 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (continued)

(N)

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

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

(N)

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

## 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (continued)

(N)

## C. OBLIGATIONS OF THE COMPANY

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

## D. LIABILITY

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

(N)

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

## 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (continued)

(N)

## D. LIABILITY (continued)

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

## E. OTHER TERMS AND CONDITIONS

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

(N)



P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

## 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (continued)

(N)

## F. RATES &amp; CHARGES

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

	Nonrecurring Charge
Switch Translation Charge *	\$110.00
Number Change Charge (per Telephone Number)	\$25.00
Service Connection Charge	\$15.00

\* The Switch Translation Charge is applied at the host central office only, and covers all offices that are part of that host complex with a single translated number. This charge applies for each translated number if multiple numbers are required.

(N)

PUCO NO. 4  
GENERAL EXCHANGE TARIFFS211 SERVICE FOR INFORMATION AND REFERRAL SERVICES

(N)

## A. GENERAL

1. In Order No. 93-1799-TP-COI, the Public Utilities Commission of Ohio ("P.U.C.O.") locally assigned the three digit 211 abbreviated dialing code to the Approved Information and Referral Service Provider for use in providing community information and referral services to the public by way of voice grade facilities. The P.U.C.O. ordered incumbent local exchange carriers in each local calling area to make the 211 abbreviated dialing code available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "211 Service").
2. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
3. All 211 abbreviated dialing code calls shall be local in nature and shall not result in any expanded local calling area ("ELCA"), intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers. However, 211 Service calls may result in local measured service charges where Company subscribers' service plans include such charges as part of home and EAS exchange calling.
4. The 211 Service is not available for the following classes of service:
  - a. Hotel/motel/hospital service
  - b. Inmate service
  - c. 1+ and 0+ calling
  - d. O-operator assisted calling
  - e. 101XXXXX calling

## B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

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

ISSUED: June 8, 2009

EFFECTIVE: July 24, 2009

In Accordance With Case No. 09-482-TP-ATA  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

PUCO NO. 4  
GENERAL EXCHANGE TARIFFS

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

(N)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE  
PROVIDER (Continued)

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

PUCO NO. 4  
GENERAL EXCHANGE TARIFFS

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

(N)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE  
PROVIDER (Continued)

3. Local Calling for Company Subscribers (Continued)
  - c. When the Approved Information and Referral Service Provider makes application for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange or one of the local exchange's EAS exchanges, then the Approved Information and Referral Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls remain local in nature.
4. The Approved Information and Referral Service Provider shall develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
5. The Approved Information and Referral Service Provider must be prepared to receive all calls to the 211 Service during normal business hours. To this end, the Approved Information and Referral Service Provider agrees to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
6. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any service offered by the Company. For each line subscribed to by the Approved Information and Referral Service Provider, there will be one path available.

PUCO NO. 4  
GENERAL EXCHANGE TARIFFS

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

(N)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE  
PROVIDER (Continued)

7. The Approved Information and Referral Service Provider shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 211 abbreviated dialing code in the event of a national assignment contrary to that made by the P.U.C.O.
8. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
9. If requested by the Company, the Approved Information and Referral Service Provider shall assist the Company in responding to complaints made to the Company concerning the 211 Service.
10. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.
11. The Company can only make 211 Service available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
12. The Approved Information and Referral Service Provider should work separately with competitive local exchange carriers ("CLEC") operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

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In Accordance With Case No. 09-482 -TP-ATA  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

PUCO NO. 4  
GENERAL EXCHANGE TARIFFS

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

(N)

C. OBLIGATIONS OF THE COMPANY

1. The Company shall provision 211 Service no later than thirty (30) days after the effective date of its tariff.
2. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
3. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.

D. LIABILITY

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 211 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 211 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect of failure in facilities occurs.
2. The Company is not liable for any losses or damages caused by the negligence of the Approved Information and Referral Service Provider.
3. The Company's entire liability to any person for interruption or failure of the Approved Information and Referral Service Provider is limited to the terms set forth in this and other sections of this Tariff.

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ISSUED: June 8, 2009

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In Accordance With Case No. 09-482 -TP-ATA  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

PUCO NO. 4  
GENERAL EXCHANGE TARIFFS

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

(N)

## D. LIABILITY (Continued)

4. The Commission's local assignment and the Approved Information and Referral Service Provider's use of the 211 abbreviated dialing code are subject to preemption by the Federal Communications Commission. The Company shall not be liable to the Approved Information and Referral Service Provider for any damages the Approved Information and Referral Service Provider may incur that result from a national assignment of the 211 abbreviated dialing code.
5. The Company will make every effort to route 211 calls to the appropriate Approved Information and Referral Service Provider call center. However, the Company will not be held responsible for routing mistakes or errors.

## E. OTHER TERMS AND CONDITIONS

1. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service.
2. The 211 Service is provided solely for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.
3. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

PUCO NO. 4  
GENERAL EXCHANGE TARIFFS

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

(N)

## F. RATES AND CHARGES

1. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
2. The Approved Information and Referral Service Provider shall pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the Approved Information and Referral Service Provider's designated premises.
3. The Approved Information and Referral Service Provider shall pay the following nonrecurring charges upon establishment of 211 Service:

	<u>Non-Recurring Charges</u>
Switch Translation Charge*	\$110.00
Number Change Charge (per Telephone Number)	\$ 25.00
Service Connection Charge	\$ 15.00

\*The Switch Translation Charge is applied at the host central office only, and covers all offices that are part of that host complex with a single translated number. This charge applies for each translated number if multiple numbers are required.

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In Accordance With Case No. 09-482-TP-ATA  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio



I.U.C.C. No. 1  
GENERAL RULES AND REGULATIONS

## A. APPLICATION

The rules and regulations specified herein are in addition to those contained in the Local Exchange Service Tariff. They apply to the intrastate service and facilities furnished by the Kalida Telephone Company, in the Kalida Exchange, hereinafter referred to as the Telephone Company or Company.

In the event of a conflict between any rates, rules, regulation or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in the other sections of this Telephone Service Tariff, the rate, rule, regulation or provision contained in the specific section of this tariff shall prevail.

## B. OBLIGATIONS AND LIABILITY OF TELEPHONE COMPANY

## 1. Availability of Facilities

The Telephone Company's obligation to furnish local-extended area service to Glandorf, Ottawa, Columbus Grove, Vaughnsville, Fort Jennings, Ottoville, Cloverdale, Rimer-Gomer, and Continental and toll service is dependent upon its ability to secure and retain without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, underground cable, circuits and equipment.

## 2. Interruptions of Service

In case service is interrupted otherwise than by the negligence or willful act of the subscriber, an adjustment will be made in the amount of the charges for such of the service, equipment, and facilities furnished as are rendered useless or inoperative. The adjustment shall apply to the period the interruption continues beyond twenty-four (24) hours, where such interruption has been determined by the Telephone Company either upon its own investigation or upon notice from the subscriber. No other liability shall in any case attach to the Company on account of interruptions of service.

## 3. Directory Errors and Omissions

The Telephone Company, except as provided herein, shall not be liable for damage claimed on account, or errors in, or omissions from its directories, nor for the result of the

ISSUED February 23, 1978

EFFECTIVE April 1, 1978

Issued by the Public Utilities Commission of Ohio  
with Order No.

ALLIANCE OF TELEPHONE COMPANIES  
COLUMBUS, OHIO

P.U.C.C. No. 4  
GENERAL RULES AND REGULATIONS

## OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (continued)

publication of such errors in the directory, nor will the Telephone Company be a party to controversies arising between subscribers or others as result of listing published in the directories.

Claims for damages on account of interruptions to service due to errors or omission in directory listings, will be limited to a pro rata abatement of the charge for each of the subscriber's service as is affected, the maximum abatement not to exceed the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

## 4. Transmitting Messages

The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties, the operator, in order to accommodate the subscriber, repeats messages, she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstanding that may arise between subscribers because of the errors.

## 5. Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Telephone Company is not responsible for any action of the Connecting Company.

## 6. Defacement of Premises

The Telephone Company shall exercise due care in connection with all work done on subscriber's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscriber's premises resulting from the existence of the Telephone Company's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company.

ISSUED February 23, 1978

EFFECTIVE April 1, 1978

In accordance with Order No.  
Issued by the Public Utilities Commission of Ohio

Alfred Mehri, President  
Kalida, Ohio

P. U. C. O. NO. 4  
GENERAL RULES AND REGULATIONS

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B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (continued)

## 7. Adjustment of Charges

The Telephone Company will make a refund of the full amount of any excess charges collected as a result of overbilling. Conversely, the Company will bill the full amount of any undercharge resulting from underbilling. If the precise amount of excess or undercharge cannot be determined, or if the exact period during which over or underbilling has occurred cannot be fixed, the amount of refund or charge shall be estimated based on the best information obtained from all available records and agreed to by the customer and the Company.

## C. USE OF SERVICE AND FACILITIES

## 1. Ownership and Use of Equipment

Equipment and lines furnished by the Telephone Company on the Premises of a subscriber are the property of the Telephone Company. The Company, its agents, or its employees shall have the right to enter upon a customer's (subscriber's) premises during normal working hours only as may be required to make repairs to its equipment or to otherwise remove the source of emergency conditions that are, or that the Company has reason to expect soon will be, endangering the safety, health, or welfare of Company employees or of other persons, or the safety of component parts of the Company's system or equipment.

If visitation to the customer's premises is sought for any other purpose, such visitation shall preferably be prearranged by telephone; however, if such prearrangement is not feasible, the Company's agent, or employee seeking entrance to the subscriber's premises shall approach a responsible adult member of the household, shall identify himself to such persons's satisfaction, and shall state the reason for his proposed visitation. Entrance shall not be gained by force or subterfuge or by approach to a child or other irresponsible person. The Company shall be responsible for any damage to the subscriber's property arising from such visitation, whether negligently, wilfully, or inadvertently caused.

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Telephone Company may refuse to install and maintain such service and, if such service is furnished, may require the -

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ISSUED: December 17, 1985EFFECTIVE: January 1, 1986

In accordance with Order No. 85-533-TP-UNC  
Issued by The Public Utilities Commission of Ohio  
James Wurth, President  
Kalida, Ohio

P.U.C.O. No. 4  
GENERAL RULES AND REGULATIONS

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C. USE OF SERVICE AND FACILITIES (CONTINUED)

- c. The use of service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without the payment of the applicable local message charge or message toll charge.
- d. The obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain, local or message toll telephone service, by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or 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 part, of the regular charge for service.
- e. Causing or allowing Telephone Company equipment to be tampered with, damaged or destroyed through negligence.
- f. When service is restored after denial, the Telephone Company will make a pro rate allowance at the scheduled rate for the service denied for the entire period of denial.

## 5. Governmental Objections to Service

The Telephone Company has the right and duty to refuse to institute service for a potential customer or to disconnect the service of an existing customer if not doing so would be in violation of Rule No. 21.12 of the Commission's Code of Rules and Regulations or of an order issued to the Company by a court of competent jurisdiction.

## D. ESTABLISHMENT AND FURNISHING OF SERVICE

## 1. Application for Service

- a. Application for Service must be made on the Telephone Company's standard form of application. These applications become contracts when accepted in writing by the Telephone Company, or upon the establishment of service. Applicants for service are required to pay in advance at the time application is made, all charges accruing for the first billing period for exchange service and equipment, and the service connection charge if applicable. The terms and conditions specified in such contracts are subject to these General Rules and Regulations,

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ISSUED: February 23, 1978

EFFECTIVE April 1, 1978

In accordance with Order No.

Issued by the Public Utilities Commission of Ohio

Alfred Wehri, President

Kalida Ohio

P.U.C.O. No. 4  
GENERAL RULES AND REGULATIONS

## ESTABLISHING AND FURNISHING OF SERVICE (continued)

the General Exchange Service Tariffs and the Local Exchange Service Tariffs for the particular exchange from which service is to be furnished. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.

- b. Requests from subscribers for additional service, equipment, etc., may be made verbally, if the original contract provides for such additional service and equipment as may be ordered, and no advance payment will be required. A move from one location to another (Outside Move) within the same Exchange Area is not considered to terminate the contract and orders for such moves may be made verbally.

## 2. Telephone Numbers

The subscriber has no property right in the telephone number or any right to continuance of service through any particular central office, and the Telephone Company may change the telephone number of the central office designation or both, of a subscriber whenever it deems it advisable in the conduct of its business to do so.

## 3. Non-Published Telephone Numbers

Non-Published Telephone Numbers will be permitted upon receipt of an authorization, signed by the subscriber in a form satisfactory to the company. First request, no charge; change charge for subsequent requests, \$5.00 non-recurring charge; monthly charge for on non-published telephone number, \$0.65 per month. The Company shall not be obligated to complete exchange or message toll calls to such telephone under any circumstances and regardless of any emergency, unless such calls are placed by number. The Company will endeavor to prevent the disclosure of the number of such telephone, but shall not be liable should such number be divulged through inadvertence.

## 4. Alterations

The subscriber agrees to notify the Company promptly (1 day advance) whenever alterations or new construction on premises owned or leased by him will necessitate changes in the

ISSUED February 23, 1978

EFFECTIVE April 1, 1978

In accordance with Order No.  
Issued by the Public Utilities Commission of Ohio

Alfred J. Mori, President  
Kalida, Ohio

P. U. C. O. NO. 4  
GENERAL RULES AND REGULATIONS

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ESTABLISHING AND FURNISHING OF SERVICE (continued)

Company's wiring or equipment, and the subscriber agrees to pay the Company's current charges for such changes.

5. Payment for Service

The subscriber is required to pay all charges for exchange service and facilities and for toll messages in accordance with provisions contained in Section 2. The subscriber is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.

6.

D

7. Unusual Installation Costs

Where special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay a reasonable proportion of such costs.

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ISSUED: December 17, 1985

EFFECTIVE: January 1, 1986

In Accordance with Order No. 85-533-TP-UNC  
Issued by the Public Utilities Commission of Ohio  
James Wurth, President  
Kalida, Ohio

PUCO NO. 4  
GENERAL RULES AND REGULATIONS

I. **Directory Assistance Service**

- A. The Kalida Telephone Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.
- B. The rates set forth below apply when customers of the Kalida Telephone Company request assistance in determining telephone numbers of customers who are located in the same local service area, or who are not located in the same local service area but who are located in the Plan Area of the State of Ohio.

II. **RATES FOR DIRECTORY ASSISTANCE SERVICE**

- A. Where the customer direct dials the Directory Assistance number, the flat charge for each call, business or residential, will apply:  
**\$ .90**
- B. Charges for Directory Assistance Service are not applicable to calls placed from payphone lines,\*hospitals and skilled nursing homes to the Directory attendant. For the purpose of this tariff, the term "skilled nursing homes" applies to those nursing homes that provide 24 hour per day professional nursing care.

\*Charges for users of payphones, however, maybe assessed by the payphone provider after October 1997

**RECEIVED**

FEB 8 2001

TARIFF DIVISION

Public Utilities Commission of Ohio  
ISSUED December 1, 2000

EFFECTIVE: January 29, 2001

IN ACCORDANCE WITH CASE NO. 00-2410-TP-ATA  
CHRIS PHILLIPS, MANAGER  
Kalida, Ohio

PUCO NO. 4  
GENERAL RULES AND REGULATIONS

III. Directory Assistance Charges for Handicapped

- A. Charges for Directory Assistance Service are **not applicable to calls placed by visually or physically handicapped** subscribers to the Directory Assistance service. One residence service per handicapped person is designated by that handicapped person who is unable to use a directory due to a visual or other physical handicap. Such person must make application to the Kalida Telephone Company for exemption and will be required to provide suitable proof of handicap. Such application shall be established by the following procedures:
- i. a letter to the Kalida Telephone Company from a qualified professional familiar with the person's visual or physical impairment stating that the person qualifies for the exemption, or
  - ii. the filling out of a prepared form, made available by the Kalida Telephone Company, by a qualified professional familiar with the person's visual or physical impairment.
  - iii. Exemption may be extended to one business service in lieu of a residence service where the handicapped person subscribes only to business service which is located in the residence of said person.
  - iv. For purposes of this tariff, a visually handicapped person is defined as follows:
    1. Visual acuity of 20/60 or worse with best refractive correction with best eye, or
    2. Visual field of 20 degrees or less in diameter.

ISSUED: December 1, 2000

EFFECTIVE: January 29, 2001

IN ACCORDANCE WITH CASE NO. 00-2410-TP-ATA

CHRIS PHILLIPS, MANAGER  
Kalida, Ohio

**RECEIVED**

FEB 8 2001

TARIFF DIVISION  
Public Utilities Commission of Ohio



P.U.C.O. NO. 4  
GENERAL RULES AND REGULATIONS

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(D)

G. ESTABLISHMENT AND MAINTENANCE OF CREDIT

(T)

When the Company assesses a deposit, it will do so based on a statewide average monthly bill in accordance with the MTSS.

P.U.C.C. NO. 4  
GENERAL RULES AND REGULATIONS

## APPLICATION OF BUSINESS AND RESIDENCE RATES

## A. Business rates apply at the following locations:

1. In offices, stores, factories, mines and all other places of a strictly business nature.
2. In boarding houses, except as noted under B-2, offices of hotels, halls and offices of apartment buildings; quarters occupied by Clubs or lodges; public, private or parochial schools or colleges, churches, hospitals, libraries and other similar institutions.
3. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
4. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
5. In any location where the listing of service at the location indicates a business, trade or profession, except as specified under B-3 below.

## B. Residence Rates Apply at the Following Locations:

1. In private residence where business listings are not provided.
2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.

ISSUED February 23, 1978

EFFECTIVE April 1, 1978

In accordance with Order No.  
Issued by the Public Utilities Commission of Ohio

Alfred Wehri, President  
Kalida, Ohio

P.U.C.O. No. 4  
GENERAL RULES AND REGULATIONS

## APPLICATION OF BUSINESS AND RESIDENCE RATES (continued)

3. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinary, provided the subscriber does not maintain an office in the residence.

## CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES

## A. General

1. Lines will be extended in accordance with provisions specified in paragraphs D-1, 2, 3, Line Extensions of this Tariff.
2. Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual service connection charges and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense, as for example:
  - a. The facilities are provided in remote or undeveloped sections within the Exchange Area.
  - b. Conditions require the provisions of special equipment or or unusual methods of plant construction, installation or maintenance.
  - c. The customer's location requires the use of costly private right-of-way.
3. Title to all construction, as specified in C below, provided wholly or partly at a customer's expense is vested in the Telephone Company.
4. By "cost" is meant the cost of labor and materials including the usual supervisory expenses.
5. When attachments are made to poles of other companies, in lieu of providing construction for which the customer would be charged under the provisions hereof, the cost to the Telephone Company for such attachments is borne by customer.

ISSUED February 23, 1978

EFFECTIVE April 1, 1978

In accordance with Order No.  
Issued by the Public Utilities Commission of Ohio

Alfred Wehri, President  
Kalida, Ohio

P.U.C.O. No. 4  
GENERAL RULES AND REGULATIONS

## CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES (continued)

6. The customer is required to pay construction charges as made by another company providing facilities connecting with the facilities of the Telephone Company.
7. Construction charges will not apply to the customer's aerial drop which extends from the last pole to the building in which the telephone is located.

## B. SPECIAL TYPE OF CONSTRUCTION

When underground service connections are desired by customers as initial installations in places where aerial drop wires would ordinarily be used to reach the customer's premises, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the following regulations apply:

1. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition the customer shall pay the cost of the underground cable, including the cost of installing, less the estimated cost to the Telephone Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company.
2. The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.
3. Where armored cable is laid in a trench, the trench shall be constructed and back-filled by or at the expense of the customer. In addition, the customer shall pay the cost of the cable, including the cost of installing it, less the estimated cost to the Telephone Company of installing such aerial drop as would be (or is) required to furnish the same service.

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EFFECTIVE April 1, 1978

In accordance with Order No.  
Issued by the Public Utilities Commission of Ohio

Alfred Wehri, President  
Kalida, Ohio

P.U.C.O. No. 4  
GENERAL RULES AND REGULATIONS

## SPECIAL TYPE OF CONSTRUCTION (continued)

4. Cable installed in conduit will be maintained and replaced at the expense of the Telephone Company where the conduit has been inspected in place by the Telephone Company and approved, but repairs or replacements of cable in conduit not so inspected and approved, or repairs or replacements of cable in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.
5. Where facilities are changed from aerial to underground, in addition to the above, the customer is charged the cost of dismantling and removing the aerial facilities.

## C. POLES ON PRIVATE PROPERTY

1. Poles on private property to be used in serving an individual subscriber will be furnished by the Telephone Company at a charge to the subscriber at actual cost of time, material and overheads for such pole, except that the Telephone Company will furnish as many as two poles without charge to the subscriber provided the poles thus furnished are used to carry main line circuits. Ownership and maintenance of such poles is vested in the Telephone Company.
2. Poles on private property to be used as a part of the standard distributing plan serving subscribers in general are furnished, maintained, and owned by the Telephone Company, subject to such construction charge as may be applicable.
3. Circuits on poles on private property are furnished, owned and maintained by the Telephone Company.
4. None of the construction charges above apply when the Telephone Company desires the change in facilities.

## D. LINE EXTENSIONS

1. Line extensions will be made pursuant to P.U.C.O. Administrative Order 154 (  $\frac{1}{2}$  mile construction costs at Company expense, all excess construction costs to be borne by prospective subscriber or subscribers).
2. Provisions of Private Right-of-way
  - a. Where, required by the conditions, applicants shall provide, without expense to the Telephone Company, private

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GENERAL RULES AND REGULATIONS

## LINE EXTENSIONS (continued)

## Provisions of Private Right-of-Way (continued)

right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

## 3. Other Regulations

- a. Applicants may be required to make advance payments to cover all or a portion of the exchange service when in the opinion of the Telephone Company there is evidence of credit risk.

## A. DIRECTORY LISTINGS

1. The regulations for directory listings, as provided in this section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical list of names of subscribers.
2. The alphabetical list of names of subscribers is designed solely for the purpose of informing calling parties of the telephone numbers of subscribers and those entitled to use subscribers' service. Special arrangements of names is not contemplated, nor any form of listing which does not facilitate directory service or is otherwise objectionable or unnecessary for purposes of identification.
3. Names in directory listings shall be limited to the following:
  - a. In connection with residence service:
    1. The individual name of the subscriber, or
    2. The individual name of a member of the subscriber's family.
  - b. In connection with business service:
    1. The individual name of the subscriber, or
    2. The name under which the subscriber is actually doing business as evidenced by signs on the premises, by letterheads, and by name under which a bank account

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GENERAL RULES AND REGULATIONS

(continued)

In connection with business service (continued)

is carried, or,

3. The name under which a business is actually being conducted by someone other than the subscriber and which the subscriber is authorized by such other party to use, or
4. The individual names of the officers, partners, or employees of the subscriber, or
5. The names of departments when such listings are deemed necessary from a public reference viewpoint.
4. Whenever any question arises as to the right of a subscriber (1) to list the name of a business which he claims he is authorized to represent; or (2) to use a listing which includes the trade name of another; the Telephone Company is privileged to require the subscriber to secure from the owner of such name, written authority so to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listings; and is privileged to refuse to accept or to delete such listings where (1) such written authority is not so furnished or (2) such authority is withdrawn by such owner in writing to the Telephone Company.
5. Primary Listings
  - a. One listing without charge, termed the primary listing, is provided as follows:
    1. For each separate subscriber service. When two or more main station lines or P.B.X. lines are consecutively operated, the first number of the group is considered the primary listing.
    2. For each semi-public service.

6. Extra or Additional Listings	Monthly charges
Business	\$ .50
Residence	.25
7. Foreign Listings	
Business	2.50

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Kalida, Ohio

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GENERAL RULES AND REGULATIONS

## GENERAL REGULATIONS (continued)

## B. REGULAR EXTRA LISTINGS

1. Business extra listings may be the names of partners or members of the firm, if the subscriber is a partnership or firm; the names of officers of the corporation, if the subscriber is a corporation; and for any business establishment, the names of associates or employees of the subscriber. No other class of listing such as service, agency, commodity, etc., will be accepted.
2. Residence extra listings may be the names of members of the subscriber's immediate family.
3. In connection with semi-public telephone service, extra listings are allowed at regular extra listing rates in the names of permanent guests or tenants at that location. Regular Extra Listing rates in connection with semi-public stations are furnished under the same regulations as specified in paragraph 1, above.
4. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when in the opinion of the Telephone Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of P.B.X. station, or extension station, installed on premises of the subscriber, but at an address different from that of the switchboard, or main station, using the telephone number of the primary listing.
5. Regular Extra Listings are furnished at the rate quoted in the General Rules and Regulations.
6. Extra listing charges (except for listings of alternate call numbers and office hours) date from the time the listing is posted on the information records. Information records are posted at the time application for listing is made, or at the date of issue of the directory, as the subscriber may desire. Charges for listings of alternate call number and office hours become effective as of the date of the issue of the directory.

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Alfred Wehri, President  
Kalida, Ohio



P.U.C.O. No. 4  
GENERAL RULES AND REGULATIONS

## C. SPECIAL TYPES OF EXTRA LISTINGS

## 1. Duplicate and cross reference listings.

- (a) Duplicate listings, i.e. listings of nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangement of names, are permitted when, in the opinion of the Telephone Company, they are necessary for the proper identification of the subscriber, and are not desired to secure a preferential position in the directory or for advertising purposes.
- (b) Cross Reference Listings are permitted when their use will facilitate in the handling of telephone calls.
- (c) The Regular Extra Listing rate applies for each Duplicate or Cross Reference Listing.

## 2. Alternate Call Number Listings

- (a) Listing of an alternate telephone number, other than those covered under paragraph 5-a "Office Hour Listings" of this Tariff, to be called in case no answer is received, is permitted for subscribers to all classes of service.
- (b) The alternate number may be that of a service not under contract with the subscriber in connection with whose name it appears. In such case the consent of the subscriber to be alternately listed service must be obtained before the alternate listing is furnished.
- (c) The Regular Extra Listing rate applies for each Alternate Call Number Listing.

## 3. Foreign Exchange Listings

- (a) Foreign Exchange Listings, i.e. listings of subscribers located in an exchange other than that in which the listed service is furnished, are permitted.
- (b) The regular Extra Listing rate applies for each Foreign Exchange Listing.

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Alfred Wehri, President  
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P. U. C. O. No. 4  
GENERAL RULES AND REGULATIONS

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SPECIAL TYPES OF EXTRA LISTINGS (continued)

4. Temporary Tenant Listings

- a. Residence subscribers who lease their premises for period of less than one year and request the Telephone Company to render service to their tenant without change in contract, may arrange for listing of such tenant provided that the subscriber and the tenant do not occupy the premises at the same time.
- b. All billing and contractual arrangements remain unchanged, the subscriber being responsible for the payment of all charges.
- c. The Regular Extra Listing rate applies for each Temporary Tenant Listing.

5. Office Hour Listings

- a. Listing of office hours or other information which is not required in order to efficiently handle telephone traffic, is not included in the charges for service. Subscribers who desire that their office hours appear in connection with their listing, may obtain same by paying the rates for Regular Extra Listings. A phrase directing the method of calling when PBX operator is not on duty may be listed in the directory, at Regular Extra Listing rates whenever night connections are provided.

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James Wurth, President  
Kalida, Ohio

KALIDA TELEPHONE COMPANY, INC.

SECTION 3

1st Revised Sheet No. 19

Cancels

Original Sheet No. 19

P. U. C. O. No. 4  
GENERAL RULES AND REGULATIONS

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-(D)-

RESERVED FOR FUTURE USE

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In accordance with Order No. 85-533-TP-UNC  
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SECTION 3  
1st Revised Sheet No. 20  
Cancels  
Original Sheet No. 20

P. U. C. O. No. 4  
GENERAL RULES AND REGULATIONS

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INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

A. INITIAL CONTRACT PERIODS

1. Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.
2. The length of contract period for directory listings, and where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the subscribers to the day the succeeding directory is first distributed to subscribers.
3. D
4. D

B. TERMINATION OF SERVICE BY SUBSCRIBERS

1. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.
  - a. In case of service for which the initial contract period is one month, the charges due for the balance of the initial month.
  - b. In the case of directory listing and where the listing has appeared in the directory, the charges due to the end of the directory period, except that in the following cases, charges will be continued only to the date of termination of the extra listing subject, however, to a minimum charge for one month.

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James Wurth, President  
Kalida, Ohio

P.U.C.O. No. 4  
GENERAL RULES AND REGULATIONS

## PAYMENT FOR SERVICE AND FACILITIES (continued)

If the customer's service is temporarily suspended for non-payment it may not be restored unless or until all amounts due (at the time of payment) are paid in full, including the restoral of service charge. Upon receipt of all amounts due (including the restoral of service charge) or, upon agreement to satisfactory payment arrangements by the parties involved, the Telephone Company will restore the service as soon as possible.

3. The Telephone Company is responsible for providing actual notice to the subscriber before service is disconnected pursuant to provisions set forth under Section 3, Original Sheet No. 29 of this Tariff entitled "Procedure for Disconnection of Service".
4. Each month shall be considered to have thirty (30) days for the purpose of computing charges, and shall be the basis for computing fractional portions of monthly billing, pro rata charges and adjustments to customer accounts.
5. Failure to receive a bill will not exempt a subscriber from prompt payment of any sum or sums due the Company.
6. If a temporarily suspended service is reconnected prior to the completion of an order to discontinue the service, the Telephone Company will give a pro rata credit for the entire period of time the service was temporarily suspended; except, in the case where service is reconnected within the day after the day it was temporarily suspended, no credit will be given. Subsequent to the completion of an order to discontinue a customer's telephone service, the Telephone Company will reestablish the service only on the basis of a new application for service; in such case, the restoral of service charge is not applicable.

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Alfred Wehri, President  
Kalida, Ohio

P.U.C.O. No. 4  
GENERAL RULES AND REGULATIONS

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## SPECIAL SERVICE AND FACILITIES

Special service and facilities, not ordinarily used in the furnishing of telephone service and not otherwise mentioned in, provided for or contemplated by the tariff schedules of the Telephone Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, not to exceed one year, provided such special service or facility or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Telephone Company. In the event any such special service or facility or the use made thereof interferes with the furnishing of the telephone service by the Telephone Company, the Telephone Company may terminate such contract and cease to furnish such special service or facility after thirty days written notice to the subscriber; and provided further that the Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

## TEMPORARY SUSPENSION OF SERVICE

1. Upon request, a subscriber having any class of exchange service, except service stations, the service may be suspended for a period of one month or more. No outward or inward service is provided during the period of suspension. Only one period of suspension of not to exceed four months (120) days is allowed in any calendar year.

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Alfred Wehri, President  
Kalida, Ohio

KALIDA TELEPHONE COMPANY, INC.

SECTION 3

1st Revised Sheet No. 24

Cancels

Original Sheet No. 24

P. U. C. O. No. 4  
GENERAL RULES AND REGULATIONS

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TEMPORARY SUSPENSION OF SERVICE (continued)

2. Temporary suspension of service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made. No charge will be made for restoration of service.
3. The reduction in rate for the period of suspension is equal to 50 percent of the exchange service charges, including charges for directory listings and mileage. T
4. Bills are rendered at the regular rate at regular billing dates during the period of suspension. Payment for local service equal to the anticipated suspension period shall be made in advance and the allowance applied after the service is restored.

A.

D

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James Wurth, President  
Kalida, Ohio

KALIDA TELEPHONE COMPANY, INC.

SECTION 3  
1st Revised Sheet No. 25  
Cancels  
Original Sheet No. 25

P. U. C. O. No. 4  
GENERAL RULES AND REGULATIONS

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-(D)-

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James Wurth, President  
Kalida, Ohio



KALIDA TELEPHONE COMPANY, INC.

SECTION 3  
1st Revised Sheet No. 26  
Cancels  
Original Sheet No. 26

P. U. C. O. No. 4  
GENERAL RULES AND REGULATIONS

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GENERAL REGULATIONS

A. Liability of Telephone Company

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

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James Wurth, President  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL RULES AND REGULATIONS

## GENERAL REGULATIONS (continued)

2. The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission occurs. No other liability shall in any case attach to the Telephone Company.
3. When the lines of other telephone companies are used in establishing connections to points not reached by the Telephone Company's lines, the Telephone Company is not liable for any act or omission of the other company or companies.

## B. Obligation of Customer

The calling party (or customer) shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station.

## C. Advance Payments.

1. Applicants for service who have no account with the Telephone Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment at the time the application is signed, equal to any construction charges applicable and at least one month's estimated charges for the service provided.
2. The amount of the advance payment is credited to the customer's account as applying to any indebtedness under the contract.

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Kalida, Ohio

P.U.C.O. No. 4  
GENERAL RULES AND REGULATIONS

## GENERAL REGULATIONS (continued)

## D. CANCELLATION FOR CAUSE

Upon non-payment of any sum due the Telephone Company or upon a violation of any of the conditions governing the furnishing of a service or upon the use of any service for the purpose of performing any service in competition with the service which the Telephone Company or its connecting carriers may now or hereafter furnish the Telephone Company may, by notice in writing to the customer without incurring any liability, forthwith discontinue the furnishing of said service and terminate the contract.

## E. APPLICATION OF CONSTRUCTION CHARGES

When special construction charges for individual customers are necessary, special construction charges may apply as set forth in Section 3, Original Sheet No. 11, Construction, Installation and Maintenance Charges.

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Alfred Wehri, President  
Kalida, Ohio

**KALIDA TELEPHONE COMPANY**

**SECTION 97-1143-4**  
**2ND REVISED SHEET NO. 29**  
**CANCELS 1ST REVISION OF SHEET NO. 28**

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**P.U.C.O. NO. 4**  
**GENERAL RULES AND REGULATIONS**

**I. DISCONNECTION OF SERVICE**

**A. DISCONNECTION OF SERVICE OTHER THAN TOLL SERVICE**

- (1) For purpose of this section, (i.e., Section A), all regulated telephone services provided by KALIDA TELEPHONE COMPANY, except toll service (if any), shall be defined as local service.
- (2) KALIDA TELEPHONE COMPANY may disconnect its customer's local service for nonpayment of charges incurred for local service. Such disconnection must be conducted pursuant to all applicable minimum telephone service standards.
  - (a) Disconnection notices issued by KALIDA TELEPHONE COMPANY pursuant to Rule 4901:1-5-34 (C) (3), O.A.C., must inform the subscriber facing local service disconnection of the total amount which the subscriber would need to pay in order to avoid disconnection of local service. It must also inform the subscriber of KALIDA TELEPHONE COMPANY'S legal obligation to provide "only local" service to customers whose local service charges are paid, even while their toll service is disconnected for nonpayment of outstanding toll debt.
- (3) KALIDA TELEPHONE COMPANY is prohibited from disconnecting any customer's local service for nonpayment of charges incurred by the customer for toll service.
- (4) Partial payments by a customer to KALIDA TELEPHONE COMPANY will be apportioned by KALIDA TELEPHONE COMPANY to KALIDA TELEPHONE COMPANY'S regulated local service charges first before being applied by KALIDA TELEPHONE COMPANY to any toll charges and will be apportioned to regulated telephone service charges first before being applied to charges for nonregulated services.

ISSUED 3-19-97

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EFFECTIVE 12-02-97

DEC 4 1997

IN ACCORDANCE WITH ORDER NO. 97-1143-TP-ATA  
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO  
RALPH L. MILLER, MANAGER  
KALIDA, OHIO

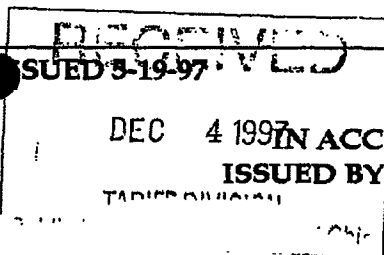
**KALIDA TELEPHONE COMPANY**

**SECTION 3  
2ND REVISED SHEET NO. 30  
CANCELS 1ST REVISION OF SHEET NO. 30**

**P.U.C.O. NO. 4  
GENERAL RULES AND REGULATIONS**

**B. DISCONNECTION OF TOLL SERVICE (GENERALLY)**

- (1) In addition to enforcing, on its own behalf, KALIDA TELEPHONE COMPANY's own billing, credit/deposit, and disconnection policies with respect to all regulated telephone services provided by KALIDA TELEPHONE COMPANY itself, KALIDA TELEPHONE COMPANY is not precluded from entering into formal contracts with other toll service providers which would authorize KALIDA TELEPHONE COMPANY as a formal contractual agent of such other toll service providers for purposes of enforcing the billing, credit/deposit, and disconnection policies of such other toll service providers.
- (2) Unless and until it has entered into a formal contract specifically authorizing it to do so, KALIDA TELEPHONE COMPANY is *not permitted to enforce* the billing, credit/deposit, and disconnection policies of any toll service provider other than KALIDA TELEPHONE COMPANY.
- (3) In Case No. 95-790-TP-COI, the Public Utilities Commission of Ohio established a policy under which the procedural and substantive safeguards which are afforded to applicants for local exchange service and to subscribers of local exchange service under Chapter 4901: 1-5, O.A. C., as pertains to billing, establishing credit/deposits, and to disconnection, shall also inure to applicants for toll service, and to subscribers for toll service, regardless of whether such service is provided by a local exchange company or another toll service provider. All practices of KALIDA TELEPHONE COMPANY, pertaining to either the provision of its own toll service, if any, or as a duly-authorized agent for another toll service provider, shall conform with this policy.
- (4) When KALIDA TELEPHONE COMPANY disconnects toll service for nonpayment of toll debt, whether owed to KALIDA TELEPHONE COMPANY or to some other provider of toll service, the method of toll disconnection which KALIDA TELEPHONE COMPANY utilizes:



**EFFECTIVE 12-02-97**

**IN ACCORDANCE WITH ORDER NO. 97-1143-TP-ATA  
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO  
RALPH L. MILLER, MANAGER  
KALIDA, OHIO**

**KALIDA TELEPHONE COMPANY**

**SECTION 3  
ORIGINAL SHEET NO. 30-1**

**P.U.C.O. NO. 4  
GENERAL RULES AND REGULATIONS**

- (a) must not function as a vehicle by which the (nonpaying) toll subscriber is denied access, through presubscription, to any other toll service provider besides the one whose provision of toll service has precipitated the toll disconnection;
- (b) must be available from KALIDA TELEPHONE COMPANY, by tariff, on a nondiscriminatory basis to all toll service providers; and
- (c) may consist of either a dePICing mechanism or else a selective toll blocking service.

- (5) Neither purchase of the toll service provider's accounts receivable by KALIDA TELEPHONE COMPANY, nor a requirement that KALIDA TELEPHONE COMPANY shall be the billing and collection agent for the toll service provider, shall be established as a necessary precondition imposed by KALIDA TELEPHONE COMPANY in connection with its tariffed disconnection services offered on a nondiscriminatory basis to all toll service providers.

**C. TOLL DISCONNECTION SERVICE OFFERINGS AVAILABLE ON A NONDISCRIMINATORY BASIS TO ALL TOLL SERVICE PROVIDERS IN AREAS WHERE IMPLEMENTATION OF INTRALATA EQUAL ACCESS HAS OCCURRED.**

KALIDA TELEPHONE COMPANY provides each of the following toll disconnection services, which are available on a nondiscriminatory basis (including rates) to all toll service providers in areas where implementation of intraLATA equal access has already occurred:

- (1) All forms of toll disconnection that the company itself utilizes in connection with its own provision, if any, of toll service.

**EFFECTIVE 12-02-97**

**ISSUED 5-19-97**

**DEC 4 1997 IN ACCORDANCE WITH ORDER NO. 97-1143-TP-ATA  
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO  
RALPH L. MILLER, MANAGER  
KALIDA, OHIO**

**TARIFF DIVISION**

**Public Utilities Commission of Ohio**

**KALIDA TELEPHONE COMPANY**

**SECTION 3  
ORIGINAL SHEET NO. 30-2**

**P.U.C.O. NO. 4  
GENERAL RULES AND REGULATIONS**

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- (a) If a toll disconnection is ordered by one toll provider, a complete block will be put on the sub line. There is a one time charge of \$10.00.
- (2) DePICing Service (Maximum Charge \$5.00)
  - (a) DePICing service is when a toll provider orders their PIC code removed from a sub line. There is a one time charge of \$5.00.
- (3) Selective, Company-specific, Toll Blocking Service.
  - (a) A complete toll block will be put on a sub line when three (3) toll providers order toll blocking on DePIC and remain on until all three (3) providers clear the sub.

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**EFFECTIVE 12-02-97**

**IN ACCORDANCE WITH ORDER NO. 97-1143-TP-ATA  
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RALPH L. MILLER, MANAGER  
KALIDA, OHIO**

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DEC 4 1997

TARIFF DIVISION  
Public Utilities Commission of Ohio

P.U.C.O. NO. 4  
GENERAL RULES AND REGULATIONS

EMERGENCY SERVICE CALLING PLAN (ESCP)

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

(a) Governmental fire fighting, State Highway Patrol, Police and Emergency Squad Service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.

(b) An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life and/or property and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency service agency in order to seek assistance for such an emergency.

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OCT 25 1990

TARIFF D- 51 16  
117-117

ISSUED October 25 1990

EFFECTIVE November 1 1990

IN ACCORDANCE WITH ORDER NO. 89-54-TP-COI 85-1466-TP-COI  
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

John Smith President  
Kalida Ohio



KALIDA TELEPHONE COMPANY, INC.

SECTION NO. 4  
2nd Revised Sheet No 1  
cancels  
First Revised Sheet No. 1

P.U.C.O. NO. 4  
CONCURRING TARIFFS

GENERAL REGULATIONS

CONCURRENCE WITH TARIFFS OF UNITED TELEPHONE COMPANY OF OHIO

The Kalida Telephone Company, a Secondary Exchange Carrier (SEC) under the provisions of the Originating Responsibility-Secondary Carrier Option (ORP-SCO) intralata toll compensation arrangement, hereby asserts to, adopts, and concurs in the following tariffs of its designated Primary Exchange Carriers (PEC), United Telephone Company of Ohio as filed with the Public Utilities Commission of Ohio and as such now exists, or as they may be revised, added to, or supplemented, insofar as the same relate to service jointly rendered by the Telephone Company and United Telephone Company of Ohio, including such service as may be participated in by one or more other connecting companies, and insofar as the same are not in conflict with the provisions of the tariffs of the Telephone Company:

1. Private Line Service Tariff (PL)
2. Foreign Exchange Service Tariff (FX)
3. Message Toll Telephone Service (MTS)
4. Wide Area Telephone Service (WATS)

ISSUED: August 15, 1990

EFFECTIVE: October 1, 1990

IN ACCORDANCE WITH ORDER NO. 83-464-TP-COI (subfile C)  
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

John Smith, President  
Kalida, Ohio

KALIDA TELEPHONE COMPANY, INC.

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

P. U. C. O. No. 4  
DEFINITIONS

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CHANNEL

The term "Channel" designates the electrical path provided by the Telephone Company between two or more locations.

CIRCUIT

The term applies to a channel used for the transmission of electrical energy in the furnishing of telephone service.

CONNECTING COMPANY

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

CONTRACT

The term "Contract" refers to the Service agreement between a subscriber and the Telephone Company under which service and facilities are furnished in accordance with the provisions of Tariffs applicable.

EXCHANGE

The term "Exchange" means a unit established for the administration of telephone service in a specified area which usually embraces a city, town or village and its environs. It consists of a central office, together with the associated plant used in furnishing communication service within the area.

EXCHANGE AREA

The territory served by an Exchange.

D

ISSUED: December 17, 1985

EFFECTIVE: January 1, 1986

In accordance with Order No. 85-533-TP-UNC  
Issued by The Public Utilities Commission of Ohio  
James Wurth, President  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL EXCHANGE SERVICE TARIFFS  
TOLL

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A. IntraLATA Presubscription

1. General

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

IntraLATA Presubscription will become effective August 8, 1997.

2. IntraLATA Presubscription Options

Option A. Subscriber may select the Telephone Company's intraLATA carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option B: Subscriber may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option C: Subscriber may select a carrier other than the Telephone Company's intraLATA carrier or the subscriber's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

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

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ISSUED: May 19, 1997

EFFECTIVE: August 8, 1997

In Accordance With Case No. 96-1360-TP-ATA  
Issued by the Public Utilities Commission of Ohio  
Chris J. Phillips, Manager  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL EXCHANGE SERVICE TARIFFS  
TOLL

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A. IntraLATA Presubscription (continued)

3. Rules and Regulations

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

Subscribers of record or new subscribers may select either Options A, B, C, or D for intraLATA Presubscription.

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

4. IntraLATA Presubscription Customer Notices

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

5. IntraLATA Presubscription Charges

a. Application of Charges

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

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SSUED: May 19, 1997

EFFECTIVE: August 8, 1997

In Accordance With Case No. 96-1360-TP-ATA  
Issued by the Public Utilities Commission of Ohio  
Chris J. Phillips, Manager  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL EXCHANGE SERVICE TARIFFS  
TOLL

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A. IntraLATA Presubscription (continued)

## 5. IntraLATA Presubscription Charges (continued)

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

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

After a subscriber's initial selection for a presubscribed intraLATA toll carrier, for any change thereafter, an IntraLATA Presubscription Change Charge will apply as follows:

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SSUED: May 19, 1997

EFFECTIVE: August 8, 1997

In Accordance With Case No. 96-1360-TP-ATA  
Issued by the Public Utilities Commission of Ohio  
Chris J. Phillips, Manager  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL EXCHANGE SERVICE TARIFFS  
TOLL

## A. IntraLATA Presubscription (continued)

## 5. IntraLATA Presubscription Charges (continued)

(1) The charge shall be no greater than those set forth in Paragraph 5.b., unless modified by a company-specific Commission-approved tariff.

(N)

(2) If a Subscriber changes both the InterLATA and IntraLATA Presubscribed Interexchange Carrier at the same time, 50% of the otherwise applicable IntraLATA Presubscription Change Charge will apply.

(N)

## b. Nonrecurring Charges IntraLATA Presubscription Change Charge

Per business or residence line, trunk, or port:

--	Manual Process	\$5.50
--	Electronic Process	\$1.25

(N)

(N)

(D)

ISSUED: February 2, 2006

EFFECTIVE: February 3, 2006

In Accordance With Case No. 06-171-TP-ZTA  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

KALIDA TELEPHONE COMPANY, INC.

SECTION 5  
1st Revised Sheet No. 2  
Cancels  
Original Sheet No. 2

P. U. C. O. No. 4  
DEFINITIONS

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D

EXTRA LISTING

An extra listing is any listing of a name or information in connection with a subscriber's telephone number beyond that to which he is entitled in connection with his regular service.

INDIVIDUAL LINE

An exchange line designed for the connection of only one main station. (Not a private branch exchange trunk line).

D

LOCAL CHANNEL

The term "Local Channel" applies to that portion of a channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

LOCAL EXCHANGE SERVICE

Local Exchange Service provides for telephone communications within an Exchange Area in accordance with the provisions of the Telephone Company's tariff, including the use of exchange facilities as required to establish connections between an exchange station and the toll board or between an exchange station and toll trunks when such trunks are employed to effect connection with the toll board.

LOCAL MESSAGES

A local message is a communication between subscribers' stations within the same Exchange Area.

ISSUED: December 17, 1985

EFFECTIVE: January 1, 1986

In accordance with Order No. 85-533-TP-UNC  
Issued by The Public Utilities Commission of Ohio  
James Wurth, President  
Kalida, Ohio

KALIDA TELEPHONE COMPANY, INC.

SECTION 5  
1 st Revised Sheet No. 3  
Cancels  
Original Sheet No. 3

P. U. C. O. No. 4  
DEFINITIONS

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LOCAL SERVICE AREA

That area throughout which a subscriber to local exchange service, at a given rate, obtains telephone service without the payment of a toll charge.

PREMISES

All of the building or the adjoining portions of a building occupied and used by the subscriber; or all of the buildings occupied and used by the subscriber as a place of business or residence, which are located on a continuous plot of ground not intersected by a public highway.

D

ISSUED: December 17, 1985

EFFECTIVE: January 1, 1986

In accordance with Order No. 85-533-TP-UNC  
Issued by The Public Utilities Commission of Ohio  
James Wurth, President  
Kalida, Ohio



KALIDA TELEPHONE COMPANY, INC.

SECTION 5  
1st Revised Sheet No. 4  
Cancels  
Original Sheet No. 4

P. U. C. O. No. 4  
DEFINITIONS

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D  
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SEMI-PUBLIC TELEPHONE

An exchange station equipped with a coin collecting device which is installed for the convenience of the Public at a location chosen or accepted by the Telephone Company.

SUBSCRIBER

As used in this Tariff, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers even in the same Exchange. The privileges, restrictions and rates established for a subscriber to any class of service are limited to the service at one location; and no group treatment of service at separate locations, furnished to one individual or firm, is contemplated or to be implied, except when definitely provided for in the schedules.

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ISSUED: December 17, 1985

EFFECTIVE: January 1, 1986

In accordance with Order No. 85-533-TP-UNC  
Issued by The Public Utilities Commission of Ohio  
James Wurth, President  
Kalida, Ohio

KALIDA TELEPHONE COMPANY, INC.

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

P. U. C. O. No. 4  
DEFINITIONS

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D  
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D

TOLL MESSAGE

A message from a calling station to a station located in a different local service area.

TOLL SERVICE

Toll Service is that part of the total telephone service rendered by the Telephone Company which is furnished between patrons in different local service areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

ISSUED: December 17, 1985

EFFECTIVE: January 1, 1986

In accordance with Order No. 85-533-TP-UNC  
Issued by The Public Utilities Commission of Ohio  
James Wurth, President  
Kalida, Ohio

SECTION 5

Toll Blocking

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

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

All forms of toll blocking services offered by Kalida Telephone Company to toll service providers must be provided on a nondiscriminatory basis to all toll providers, regardless of whether Kalida Telephone Company has established a billing and collection agreement with the toll provider. Any charges for toll blocking services offered by Kalida Telephone Company must be set forth in a Commission-approved tariff.

Upon payment by the customer of all past due toll debt to the IXC or to Kalida Telephone Company acting on behalf of an IXC, Kalida Telephone Company will lift the block and all 1+ dialing capabilities, including 10-XXX, will be restored.

This language supersedes all other dePICing language which used to appear within this tariff.

**RECEIVED**

AUG 7 2001

TARIFF DIVISION  
Public Utilities Commission of Ohio

Issued: July 17, 2001

Effective: August 30, 2001

In accordance with Case No. 00-1265-TP-ORD  
By: Chris Phillips, General Manager

P. U. C. O. NO.  
CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

I. CUSTOMER PREMISES INSIDE WIRE

A. General

1. Installation and maintenance of customer premises (N) inside wire associated with residence and non-residence single line exchange services, excluding semi-public service, connecting to single line sets are the financial responsibility of the customer.
2. Customer premises inside wire is defined as wire (N) (including entrance bridges, connectors, blocks, and jacks) within a customer's premises that extends between the termination of the exchange access line at the network interface and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the exchange access line.
3. The network interface may be installed on the (N) customer's premises at a location determined by the Telephone Company which is accessible to the customer. The normal location of the network interface would be in close proximity of or in conjunction with the protector or equivalent where the Telephone Company facilities enter the Customer's premises.  
  
The Telephone Company will not charge for the network (N) interface device. The only charges that apply when a customer has the Telephone Company come to their premises for the purpose of installing a network interface device are the appropriate service connection charges contained in Section 2 of this tariff.
4. Customer premises inside wiring must be installed in (N) accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

ISSUED: April 13, 1987

EFFECTIVE: January 1, 1987

IN ACCORDANCE WITH ORDER NO. 86-927-TP-COI  
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO  
James Wurth, President  
Kalida, Ohio 45853

P. U. C. O. NO.  
CONNECTIONS WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

I. CUSTOMER PREMISES INSIDE WIRE (continued)

B. Responsibility of the Customer

1. In the event that the customer provides, installs and maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death to or injury of the customer or third persons caused by the actions or omission of the customer or the customer's agents or representative. The customer will save the Telephone Company harmless from any and all liability, claims, or damage arising out of the provision, installation or maintenance of customer premises inside wire by the customer or the customer's representatives or agents. (N)
2. In those instances where the Telephone Company makes a repair visit to the customer's premises and the service difficulty or trouble results from customer premises inside wire provided, installed or maintained by the customer that is not in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations for such service wire, the customer is responsible for the payment of a service order charge, and a premise visit charge. (N)

C. Responsibility of the Telephone Company

1. The Telephone Company will make available to customers installation guidelines for provision or installation of customer premises inside wire. These guidelines will be available at the Telephone Company office. (N)
2. Subject to the provision of the General Rules and Regulations, Section 3 of this tariff, the Telephone Company will, upon the customer's request, maintain customer premises inside wire and standard jacks, provided or installed by the customer which are in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations on a detariffed agreement. (N)

ISSUED: April 13, 1987

EFFECTIVE: January 1, 1987

IN ACCORDANCE WITH ORDER NO. 86-927-TP-COI  
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO  
James Wurth, President  
Kalida, Ohio 45853

P. U. C. O. NO.  
CONNECTIONS WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

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D. Violation of Regulations

Where customer premises inside wire provided, installed, or maintained by the customer is in violation of any of the regulations of this Section 6, the Telephone Company will take such immediate action as necessary for the protection of the telecommunications network and Telephone Company employees, and will promptly notify the customer of the violation. The customer shall discontinue such use of the premises inside wire or correct the violation and shall confirm in writing to the telephone company within ten days, following the receipt of written notice from the Telephone Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation or to give the required written confirmation to the Telephone Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provision of this tariff. (N)

ISSUED: April 13, 1987

EFFECTIVE: January 1, 1987

IN ACCORDANCE WITH ORDER NO.86-927-TP-COI  
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO  
James Wurth, President  
Kalida, Ohio 45853

P. U. C. O. NO.  
CONNECTIONS WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

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II. CUSTOMER OWNED AND PROVIDED EQUIPMENT

- A. Subscriber-provided terminal equipment and communications (N) systems may be used with the facilities furnished by the telephone company for exchange and long distance message telecommunications service as specified in this section.
- B. Customer owned and provided terminal equipment will be (N) allowed to be connected to facilities furnished by the Telephone Company in accordance with the FCC Docket 19528 (Registration Program). Providing the customer, at the option of the Telephone Company: (a) notifies the Telephone Company of the intent to connect terminal equipment, (b) provides the Telephone Company with the make, model and FCC registration number and ringer equivalence rating of the terminal equipment.
- C. Terminal equipment which is not in conformance with the FCC (N) Registration Program may not be attached to the facilities of the Telephone Company without the use of either a Telephone Company provided or customer provided interconnection device. The interconnection device must also be in conformance with the Registration Program.
- D. A visitation or maintenance charge will apply when a service (N) difficulty or trouble report requires a visit by the Telephone Company to the customer premises, at which Terminal Equipment and Inside Wiring is connected to Telephone Company facilities, to determine that the difficulty or trouble is not the result or failure of Telephone Company facilities. The charge will be based on the actual cost of the visit as determined by the direct labor time, indirect labor time, equipment and materials required.

ISSUED: April 13, 1987

EFFECTIVE: January 1, 1987

IN ACCORDANCE WITH ORDER NO. 86-927-TP-COI  
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO  
James Wurth, President  
Kalida, Ohio 45853

P.U.C.O. NO. 4

General Exchange Service Tariff

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BASIC TELEPHONE ASSISTANCE

SERVICE CONNECTION ASSISTANCE

(T)

A. General

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

- o Waiver of applicable deposit requirements under Section 3 of this tariff.
- o Full or partial waiver of applicable service connection charges for establishing or re-establishing local exchange service as described in Section 2 of this tariff (Service Connection Assistance does not apply to network wiring charges).

B. Regulations

1. Service Connection Assistance is a basic local exchange residential service offering available to customers who are currently participating in one of the following assistance programs:

- (a) Home Energy Assistance Program (HEAP);
- (b) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
- (c) Food Stamps;

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ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio



P.U.C.O. NO. 4

General Exchange Service Tariff

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

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ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

KALIDA TELEPHONE COMPANY, INC.

SECTION NO. 7  
First Revised Sheet No. 3  
Replaces Original Sheet No. 3

P.U.C.O. NO. 4

General Exchange Service Tariff

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ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

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## BASIC TELEPHONE ASSISTANCE

## LINK UP

## A. General

Link Up is a federal assistance program that provides eligible residential customers with the following benefits:

- o 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.
- o A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan does not exceed 12 months duration. (Service Connection charges do not include the Telephone Company's applicable security deposit requirements.)

## B. Regulations

1. Link Up Assistance is available to residential customers who are currently participating in one of the following assistance programs:
  - (a) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
  - (b) Food stamps;
  - (c) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
  - (d) Federal public housing assistance, or Section 8;
  - (e) Home Energy Assistance Program (HEAP);
  - (f) National School Lunch Program's Free Lunch Program (NSL); (N)
  - (g) Household income at or below 135% of the poverty level; or (N)
  - (h) Ohio Works First/Temporary Assistance for Needy Families (TANF). (N)

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ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

## LINK UP (Con't)

## B. Regulations (Con't)

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

(T)

(N)

(N)

(N)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

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BASIC TELEPHONE ASSISTANCE

## LIFELINE ASSISTANCE

## A. General

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

- o A waiver of the Federal Subscriber Line Charge.
- o A reduction of \$1.75 off the customer's monthly basic local service charges.
- o Free toll limitation services (e.g., toll blocking, toll control), upon customer's request.
- o A waiver of the Telephone Company's service deposit requirement, if the customer elects to receive toll blocking.
- o Optional service like Caller ID and Call Waiting are not restricted. (N)

## B. Regulations

1. Lifeline Assistance is available to residential customers who are currently participating in one of the following assistance programs:
  - (a) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
  - (b) Food stamps;
  - (c) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
  - (d) Federal public housing assistance, or Section 8;
  - (e) Home Energy Assistance Program (HEAP);
  - (f) National School Lunch Free Lunch Program; (N)
  - (g) Household income at or below 135% of the poverty level; or (N)
  - (h) Ohio Works First/Temporary Assistance for Needy Families (TANF). (N)

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ISSUED: May 13, 2005

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In Accordance With Case No. 05-461-TP-UNC  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

## LIFELINE ASSISTANCE (Con't)

## B. Regulations (Con't)

2. Consumers participating in this program may receive service connection and deposit waivers through Link-Up. (N)
3. Participants in Lifeline Assistance shall not be disconnected from local service for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges.
4. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
5. The Telephone Company shall require, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section B.1., above; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the carrier if the customer ceases to participate in such program or programs. If a customer is applying for both Lifeline and Link Up, such customer may utilize the same document to verify eligibility for both programs. If the customer is applying for Lifeline based on income (Section B.1.g.), examples of income documentation would be 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document. (N)  
|  
(N)
6. At no time will the monthly basic local exchange service charge less the discount cause the local service rates to be less than zero. (T)
7. The Telephone Company shall perform a verification audit of a customer receiving Lifeline Assistance. (N)
8. The Lifeline discounts and waivers apply to only one access line per household. (N)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

## LIFELINE ASSISTANCE (Con't)

## C. Enrollment Process

(N)

1. Existing Customers

- (a) Customers with dial tone wanting to establish lifeline service should complete and submit a Company lifeline application, and provide documentation if applicable, within 15 business days of requesting the discount.
- (b) The Company will review the customer's lifeline application to determine customer's eligibility within 15 days.
- (c) If the customer is eligible for the lifeline discount, the Company will credit the customer's bill retroactive to the date of customer's request for lifeline service.
- (d) If the customer does not return the application with the appropriate documentation, if required, within 15 business days, the customer will need to re-apply for lifeline discounts. Should the Company determine that a customer does not qualify for lifeline assistance or if the customer submits incomplete documentation, the Company will provide written notification to the customer and give the customer an additional 30 days to prove eligibility. If after that additional 30 days the customer has failed to prove eligibility or provide the necessary documentation, the customer must re-apply for the lifeline discounts.

2. New Customers

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

(N)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC  
Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio

P.U.C.O. NO. 4  
GENERAL EXCHANGE TARIFFS

## LIFELINE ASSISTANCE (Con't)

## D. Income Eligibility

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

(N)

(N)

ISSUED: May 13, 2005

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Issued by the Public Utilities Commission of Ohio  
Chris Phillips, Manager  
Kalida, Ohio



P.U.C.O. NO. 4

GENERAL EXCHANGE SERVICE TARIFF

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## LIFELINE ASSISTANCE (Con't)

## E. Verification for Continued Eligibility

(N)

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

(N)

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ISSUED: July 8, 1991

EFFECTIVE: August 1, 1991

In accordance with Case No. 89-45-TP-COI issue  
by the Public Utilities Commission of Ohio

KALIDA TELEPHONE COMPANY, INC.

SECTION NO. 8  
1st REVISED SHEET NO. 1

P.U.C.O. NO. 4

GENERAL EXCHANGE SERVICE TARIFFS

900 SERVICES CALL BLOCKING

XX. 900 SERVICES CALL BLOCKING

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

- (a) LEC- provided blocking of 900 services shall provided where technologically feasible.
- (b) 900 services blocking is to be offered to residential customers at no charge for initial requests.
- (c) 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.
- (d) 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.
- (e) 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.
- (f) 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.

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PUBLIC UTILITIES COMMISSION OF OHIO

Customers may elect to remove 900 services blocking free of charge. Requests by customers to remove 900 services blocking must be in writing.

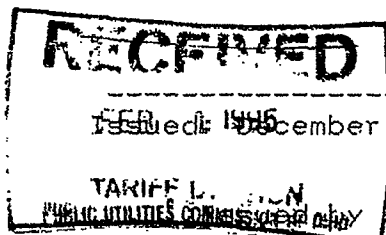
January 19 1995

EFFECTIVE January 29 1995

in accordance with Case No. 94-1648-TP-COI  
issued by  
the Public Utilities Commission of Ohio

P. U. C. O. NO. 4  
Custom Calling & Class Features

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Effective: February 1, 1995

In accordance with Order No.  
The Public Utilities Commission of Ohio  
Ralph Miller, Manager  
Kalida, Ohio

P. U. C. O. NO. 4  
Custom Calling & Class Features

<u>Custom Calling Features</u>	Non-recurring	Monthly Recurring
Call Forwarding_____	\$ .00_____	\$1.50_____
Call Waiting_____	\$ .00_____	\$1.50_____
Cancel Call Waiting_____	\$ .00_____	\$ .00_____
Code or Toll Restriction_____	\$5.00_____	\$1.50_____
Direct Line_____	\$2.00_____	\$ .50_____
Do Not Disturb_____	\$ .00_____	\$1.50_____
Remote Call Forwarding_____	\$5.00_____	\$ .50_____
Sira (Personal Ringing)_____	\$5.00_____	\$1.50_____
Speed Dialing Short List_____	\$5.00_____	\$1.00_____
Speed Dialing Long List_____	\$5.00_____	\$1.50_____
Three-Way Calling_____	\$ .00_____	\$1.50_____

Class Features

Automatic Recall_____	\$5.00_____	\$3.00_____
Automatic Callback_____	\$5.00_____	\$3.00_____
Calling Number Delivery_____	\$5.00_____	\$3.00_____
CND Blocking (Per Call Blocking)_____	\$ .00_____	\$ .00_____
* CND Blocking (Per Line Blocking)_____	\$5.00_____	\$ .65_____
Priority Ringing_____	\$5.00_____	\$2.00_____
Preferred Call Forwarding_____	\$5.00_____	\$2.00_____
Call Screening_____	\$5.00_____	\$2.00_____
Special Call Acceptance_____	\$5.00_____	\$2.00_____

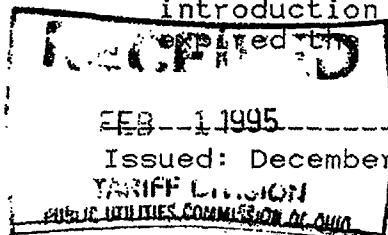
The above charges apply to both Residential and Business Customers.

Residential or Business customers may order more than one Custom Calling or Class Feature and receive a monthly discount for all features ordered as follows.

2 Features_____	10%
3 Features_____	15%
4 or more Features_____	25%

Customers ordering more than one Custom Calling or Class Feature on the same line at the same time will be billed only one non-recurring charge.

\* The Per Line Blocking non-recurring charge will be waived for non-published customers within 90 days of the introduction of the service. After the 90 day period has expired the non-recurring charge will apply.



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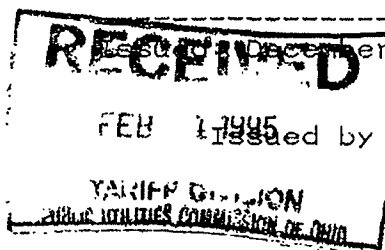
In accordance with Order No.  
Issued by The Public Utilities Commission of Ohio  
Ralph Miller, Manager  
Kalida, Ohio

P. U. C. O. NO. 4  
Custom Calling & Class Features

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GENERAL RULES & REGULATIONS FOR CUSTOM CALLING  
& CLASS FEATURES

- A. Custom Calling & Class Features are available on Individual Line Business or Residence only, excluding coin telephone service. Custom Calling features are available with Touch-Tone service capability only.
- B. Custom Calling & Class Features are central office-based services and CLASS features will only work when both the calling and called parties are served by the same technology.
- C. The Telephone Company will provide the customer with proper dialing instructions to operate the Custom Calling or Class Feature Service at the time the service is furnished.
- D. The Company may, from time to time, through a "Trial Offer," promote any or all of its enhanced services: Custom Calling & Class Features. Requests for promotional offerings will be filed with the Public Utilities Commission of Ohio not less than ten days prior to the effective date. Promotions may run for up to 90 days.



14

Effective: February 1, 1995

In accordance with Order No.  
The Public Utilities Commission of Ohio  
Ralph Miller, Manager  
Kalida, Ohio

P. U. C. O. NO. 4  
Custom Calling & Class Features  
-----

## CUSTOM CALLING FEATURES

Custom Calling Features are available to single-party customers with touch tone only. Custom Calling is an optional telephone service arrangement which provides one or more of the following features.

1. Call Forwarding

This feature allows a customer to automatically transfer all incoming calls, during the period of time this feature is activated, to another telephone. This feature has two options: Variable or Fixed.

- A. Variable (CFV) -- The customers can program any telephone number to which they want their calls forwarded.
- B. Fixed (CFF) -- The customers have the telephone Co. program the telephone number to which their calls will be forwarded.

2. Remote Activation of Call Forwarding

Remote Activation of Call Forwarding allows a subscriber who has a line equipped with Call Forwarding Variable (CFV) and Call Forwarding Fixed (CFF) to activate and deactivate those CF features from a remote station.

3. Call Waiting

This feature enables a telephone user to place a call on hold and answer an incoming call. When a customer is talking on the telephone, a short spurt of tone signals him that a call is waiting. The incoming caller hears a regular ringing signal. Flashing the hook switch "holds" the first call while the second is answered. The customer can alternate between calls by flashing the hook switch.

4. Cancel Call Waiting

This feature allows a customer, on a per call basis, to cancel the call waiting feature via access code dialing. Call waiting capabilities are re-established as soon as the call is terminated.

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PUBLIC UTILITIES COMMISSION OF OHIO

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Kalida, Ohio

P. U. C. O. NO. 4  
Custom Calling & Class Features

## CUSTOM CALLING FEATURES (Continued)

5. Three-Way Calling

This feature enables a customer to make an outgoing call while maintaining a previously established connection. When the second connection is established, the telephone user can bridge the two connections into a three-way conference arrangement. To establish a second connection, the telephone user flashes the hook switch to place the established call on hold, get dial tone, and dial a third party. When one person hangs up, the other two may continue their conversation.

6. Speed Dialing - Short List

This feature enables the customers to dial, with a one-digit code, up to eight (8) frequently called numbers, both local and long distance. The customer can change the list of eight (8) called numbers as often as desired.

7. Speed Dialing - Long List

This feature enables the customer to dial, with a two-digit code, up to thirty (30) frequently called numbers, both local and long distance. The customer can change the list of thirty (30) called numbers as often as desired.

8. Direct Line

This feature provides a signaling arrangement whereby a predetermined telephone number, 7 to 10 digits, will be automatically dialed when your telephone is off the hook and no digits are dialed within 15 to 20 seconds.

9. Code or Toll Restriction

This feature allows calls to be denied either by code restriction or by toll restriction. Lines in the central office can be arranged to prevent any attempt to a certain number or all toll calls can be denied. Calls are denied by customers specified codes or by dialing toll access codes. Upon attempt, these calls are denied and the caller receives equipment busy tone.

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PUBLIC UTILITIES COMMISSION

P. U. C. O. NO. 4  
Custom Calling & Class Features

## CUSTOM CALLING FEATURES (Continued)

10. Do Not Disturb

Do Not Disturb allows a subscriber to prevent incoming calls from ringing his/her line by diverting them to a tone or recorded announcement (RCAN). The feature may be implemented in one of three ways: A) Without a Personal Identification Number (PIN) override option; B) With a PIN override that is fixed (such as a PIN override programed by the Telephone Company); or C) With a PIN override that is variable (set and changed by the subscriber).

- A) Without a Personal Identification-- When Do Not Disturb is activated and the PIN Number option is not provided, all incoming calls are blocked and the caller receives a busy tone.
- B) With a PIN Number Override Fixed-- When Do Not Disturb is activated and a Fixed PIN number (Programed by the Telephone Co.) is provided, all callers receive recorded announcement that informs the caller that the dialed station is in the Do Not Disturb state and instructs them to enter the PIN Number. Once a valid PIN Number is entered, the call will receive normal termination treatment.
- C) With a PIN Number Override Variable-- When Do Not Disturb is activated and the Variable PIN Number (Programed by the customer's own PIN Number choice) is provided, all callers receive recorded announcement that informs the caller that the dialed station is in the Do Not Disturb state and instructs them to enter the PIN Number. Once a valid PIN Number is entered, the call will receive normal termination treatment.

11. SIRA (Personal Ringing)

Personal Ringing allows you to have up to three telephone numbers with unique ringing patterns (and unique Call Waiting Tone if you have the Call Waiting feature) for each telephone line.

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PUBLIC UTILITIES COMMISSION OF OHIO

December 14

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The Public Utilities Commission of Ohio  
Ralph Miller, Manager  
Kalida, Ohio



P. U. C. O. NO. 4  
Custom Calling & Class Features

## CLASS FEATURES

The Telephone Company provides Custom Local Area Signaling Services (CLASS) which includes one or more of the following.

1. Automatic Recall (Call Return)

Enables a customer to return the last incoming call, whether or not it was answered. The customer dials the activation code of \*69, and the last incoming call is automatically dialed. Callbacks may be to areas where a toll charge would be applicable.

2. Automatic Callback (Repeat Dialing)

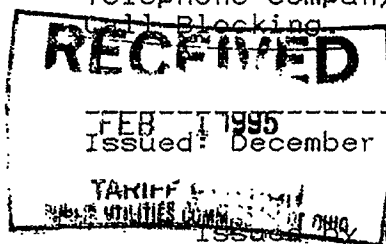
Automatically redials the last outgoing number after the customer activates the service by dialing \*66. Automatic Callback monitors the busy line and performs a call set-up when both the originating and terminating lines became idle.

3. Calling Number Delivery (Caller I.D.)

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

4. Calling Number Delivery Blocking (Per Call Blocking)

Allows the customer to prevent the disclosure of his telephone number on a per call basis to a called party by dialing \*67 from a touch-tone phone or 1167 from a rotary dial phone. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number. This service is provided on a universal basis, where technically possible, at no monthly charge. All public and semi-public payphones in the Kalida Telephone Company's service area will be equipped with Per



Effectivo: February 1, 1995

In accordance with Order No.  
The Public Utilities Commission of Ohio  
Ralph Miller, Manager  
Kalida, Ohio

P. U. C. O. NO. 4  
Custom Calling & Class Features-----  
CLASS FEATURES (Continued)5. Calling Number Delivery Blocking (Per Line Blocking)

Prevents disclosure of customer's telephone number on all outgoing calls without the necessity of an activation code. This service will be provided to all non-published customers upon request from the customer at no monthly charge. The service is also available to published customers at a monthly charge of \$0.65. Deactivation of the blocking of their number is available to both published and non-published customers at their discretion. To deactivate the privacy status, the customer would dial \*68 from a touch-tone phone or 1168 from a rotary dial phone before placing a call. After completion of the call, the line reverts back to the privacy status. Customers subscribing to non-published service will be advised by Company personnel of the availability of Per Line Number Privacy.

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

6. Priority Ringing

Priority Ringing (Code \*61) allows you to program your telephone line to ring with a special ringing pattern whenever you are called from a select list of phone numbers. If you also have Call Waiting, you will hear special call waiting tones when called from numbers on your list.

7. Preferred Call Forwarding

Preferred Call Forwarding (Code \*63) allows customers to create a special list of telephone numbers and a destination number through an interactive dialing sequence. By dialing \*63 from a touch-tone phone, the customer activates the service. Only incoming calls from numbers appearing on the list will be forwarded to the predetermined remote station.

8. Call Screening

Call Screening (Code \*60) allows you to create a list of phone numbers from which you do not wish to receive calls. Callers on your list are informed that you are not receiving calls at this time.

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Kalida, Ohio

P. U. C. O. NO. 4  
Custom Calling & Class Features

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CLASS FEATURES (continued)

9. Special Call Acceptance

Special Call Acceptance (Code \*64) allows you to screen incoming calls by creating a list of phone numbers from which you are willing to accept calls. Calls from numbers not contained on your list are sent to an announcement that tells them that you are not receiving calls at this time.

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The Public Utilities Commission of Ohio  
Ralph Miller, Manager  
Kalida, Ohio

TARIFF

Public Utilities Commission of Ohio

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INTEGRATED SERVICE DIGITAL NETWORK  
PRIMARY RATE INTERFACE (PRI)

(N)

A. GENERAL DESCRIPTION

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

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

2. Integrated Services Digital Network PRI is an optional service that can be used in conjunction with a customer's business lines or Centrex service. It can also be used in conjunction with, or in place of, a customer's Private Branch Exchange trunks. This service uses the ISDN architecture to provide the customer with the capability to transmit voice and data simultaneously over the same digital facility. Under various optional arrangements, Integrated Services Digital Network PRI provides the customer with access to Circuit-Switched Voice Services and Circuit-Switched Data Services. In general, this tariff addresses standardized National ISDN-1 (NI-2) capabilities and features.

B. PRIMARY RATE INTERFACE SERVICE

1. An Integrated Services Digital Network PRI service connects an ISDN-capable Telephone Company central office switch to ISDN-capable Class II Customer Premise Equipment (CPE). Depending on the application, that CPE might be a PBX, a router, a multiplexer, etc.

(N)

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INTEGRATED SERVICE DIGITAL NETWORK  
PRIMARY RATE INTERFACE (PRI)

(N)

## B. PRIMARY RATE INTERFACE SERVICE (con't)

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

- a. **B Channel** - The B Channel is a bi-directional synchronous channel capable of supporting digital transmission speeds of 64 kilobits per second (kbps). Each B Channel of an Integrated Services Digital Network PRI may carry:
    - (1) Circuit-Switched Voice
    - (2) Circuit-Switched Data, or
  - b. **D Channel** - The D Channel is a 64 kbps digital signaling channel that carries signaling and control for the B Channels.
2. **Primary Rate Access Facility** - The Primary Rate Access Facility provides a high-capacity digital link over which the Integrated Services Digital Network PRI capabilities are delivered. This facility is based on a 1.544 Mbps DS1 carrier (T1 facility). The typical PRI Access Facility configuration is known as 23B+D, where twenty-three of the channels are B Channels and one is a D Channel.

## C. CIRCUIT-SWITCHED SERVICE DESCRIPTIONS

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

1. **Clear Channel Capability** - This feature is a characteristic of the transmission paths on the B Channels that allows the full bandwidth of 64 kbps to be available to the customer. This feature is applicable to CPE that supports clear channel capability. Rate adaptation to 56 kbps is supported for CPE that does not support clear channel capability.
2. **Dedicated Trunk Groups** - The B Channels of an Integrated Services Digital Network PRI can be dedicated for calls to and from the public network. Trunk Group types include Incoming, Outgoing, 2-way, Direct Outward Dialing (DOD) or Direct Inward Dialing (DID).

(N)

INTEGRATED SERVICE DIGITAL NETWORK  
PRIMARY RATE INTERFACE (PRI)

(N)

## C. CIRCUIT-SWITCHED SERVICE DESCRIPTIONS (con't)

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

## D. TECHNICAL SPECIFICATIONS

1. **Transmission Specifications** - The Primary Rate Access Facility provides a high-capacity digital link over which Integrated Services Digital Network PRI is delivered. This facility is based on a 1.544 Mbps DS1 carrier (T1 facility) whose characteristics are as follows:

Line Code	=	Bipolar 8 Zero Substitution (B8ZS)
Framing Format	=	Extended Super Frame (ESF)
Signaling	=	Common Channel Signaling (CCS)
Data Rate	=	64 kbps clear or 64 kbps restricted
D Channel	=	24th channel on the appropriate PRI access facility

2. **Customer Premise Equipment and Facilities** - Compatible customer premise equipment is required for Integrated Services Digital Network PRI. All equipment used with these services is required to conform with National ISDN guidelines, as referenced in the following Bellcore specifications:

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

(N)

INTEGRATED SERVICE DIGITAL NETWORK  
PRIMARY RATE INTERFACE (PRI)

(N)

## D. TECHNICAL SPECIFICATIONS (con't)

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

## E. REGULATIONS AND CONDITIONS

1. Unless specifically exempted, Integrated Services Digital Network shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in the general tariff.
2. Integrated Services Digital Network PRI is provided at the option of the Telephone Company. These services are furnished subject to central office switching capacity, capability, and the availability of outside plant facilities.
  - a. The availability, functionality, and capabilities of Integrated Services Digital Network PRI may vary, or may not be available, dependent upon type of serving central office switch, related software controlling that switch, and associated outside plant.
  - b. Where facilities are not available, or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure, or to contract for services beyond the normal service term, or both.
3. Payment for Service
  - a. The customer may choose to pay for the service on a month-to-month basis or on a long term service basis. A customer on a month-to-month payment plan may, at any time, convert to a service term plan. Service term plans are 1 year, 3 years or 5 years.
  - b. The monthly rate for customers choosing the service term plan is guaranteed against Telephone Company initiated changes during the selected service term period.
  - c. Subsequent service additions will be rated under a new service term or added to an existing service term, based upon the remaining period of the initial service term.

(N)

INTEGRATED SERVICE DIGITAL NETWORK  
PRIMARY RATE INTERFACE (PRI)

(N)

## E. REGULATIONS AND CONDITIONS (con't)

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

(N)



INTEGRATED SERVICE DIGITAL NETWORK  
PRIMARY RATE INTERFACE (PRI)

(N)

## E. REGULATIONS AND CONDITIONS (con't)

## 6. Billable Call Treatment

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

## 7. Customer Premise Equipment

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

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

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

## 10. Primary Rate Channels will provide unlimited usage of channel that will allow either voice or data transmission up to 64 Kbps.

- a. Voice calls may be completed to both ISDN and non-ISDN lines.
- b. Data transmission on the B-channels will be circuit switched at 64 Kbps within the switch and between ISDN-PRI compatible central offices. ISDN-PRI interconnection to non-ISDN-PRI equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.

(N)

INTEGRATED SERVICE DIGITAL NETWORK  
PRIMARY RATE INTERFACE (PRI)

(N)

## F. RATES AND CHARGES

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

<u>Access</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
Integrated Services Digital Network PRI Access -- per access	\$100.00	\$150.00

## 2. Communications Channels

Flat Rate:

Service establishment and recurring monthly charge for B Channels:

<u>Service Element</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
23 B Channels plus D Channel	\$1000.00	\$451.00

<u>Directory Number</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
Primary Directory Number (one with each Advanced Digital Services PRI facility)	No charge	No charge
Additional DID Directory Numbers (as tariffed in section 2, sheet 2 of this PUCO Tariff No. 4)	See Reference	See Reference

(N)

P. U. C. O. NO. 4

INTEGRATED SERVICE DIGITAL NETWORK  
PRIMARY RATE INTERFACE (PRI)

(N)

## RATES AND CHARGES (con't)

## 3. Circuit-Switched Features

## a. Recurring charges as follows:

<u>Feature</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
Clear Channel Capability	No charge	No charge
Call-by-Call Capability for public network calls (incoming, outgoing, or 2-way trunk calls)	No charge	No charge
Call-by-Call Capability for DID	No charge	No charge
Caller ID - Number (per PRI facility)		
	\$20.00	\$90.00
Caller ID - Name (per PRI facility, requires Caller ID - Number)		
	\$20.00	\$30.00

## b. Subsequent feature additions and changes

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

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

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

(N)

ISSUED: June 30, 2008

EFFECTIVE: August 30, 2008

In Accordance With Case No. 08-791-TP-ALI  
Issued by the Public Utilities Commission of Ohio  
Chris J. Phillips, Manager  
Kalida, Ohio

INTEGRATED SERVICE DIGITAL NETWORK  
PRIMARY RATE INTERFACE (PRI)

(N)

## RATES AND CHARGES (con't)

## 4. Service Term Discounts

The nonrecurring service establishment charges associated with Integrated Services Digital Network PRI Circuit-Switched Services and Circuit-Switched Features will automatically be reduced according to the following schedule for customers who agree to specified service terms:

<u>Service Term Duration</u>	<u>Discount on Service Establishment Charges</u>
Monthly	0%
12 Months	20%
36 Months	60%
60 Months	100%

(N)

ISSUED: June 30, 2008

EFFECTIVE: August 30, 2008

In Accordance With Case No. 08-791-TP-ALI  
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Kalida, Ohio

**EXHIBIT B**  
**(Proposed Revised Tariff Pages)**

KALIDA TELEPHONE COMPANY, INC.  
BASIC LOCAL EXCHANGE SERVICE TARIFF

NOTE: This Tariff P.U.C.O. No. 5 cancels and supersedes Kalida Telephone Company, Inc. Tariff P.U.C.O. No. 4.

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Issued: May 16, 2011

Effective: May 16, 2011

In Accordance with Case No. 10-1010-TP-ORD and 11-2948-TP-ATA

Issued by the Public Utilities Commission of Ohio

Chris Phillips, Manager

Kalida, Ohio

P.U.C.O. NO. 7

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SECTION 2:	N11 SERVICE
SECTION 3:	GENERAL RULES AND REGULATIONS
SECTION 4:	LIFELINE/LINK-UP REQUIREMENTS
SECTION 5:	INTRALATA PRESUBSCRIPTION

P.U.C.O. NO. 5

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SUBJECT INDEX

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P.U.C.O. NO. 5

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SUBJECT INDEX (Continued)

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P.U.C.O. NO. 5

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SUBJECT INDEX (Continued)

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P.U.C.O. NO. 5

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TARIFF DESCRIPTION

This Basic Local Exchange Service (BLES) Tariff applies to residential single-line customers and to the primary access line of business customers.

BLES is provided by Kalida Telephone Company, Inc. (The "Company" or "Telephone Company") in accordance with Rule 4901:1-6-12, Ohio Administrative Code.

Basic local exchange service, as defined in Section 4927.01, Revised Code, means residential end-user access to, and usage of, telephone-company-provided services over a single line, or small-business-end-user access to and usage of telephone-company-provided services over the business's primary access Line of Service, which in the case of residential and small-business access and usage is not part of a bundle or package of services. BLES enables a customer to originate or receive voice communications within a local service area and consists of the following services:

- (i) Local dial tone service;
- (ii) For residential end users, flat-rate telephone exchange service;
- (iii) Touch tone dialing service;
- (iv) Access to and usage of 9-1-1 services, where such services are available;
- (v) Access to operator services and directory assistance;
- (vi) Provision of a telephone directory in any reasonable format for no additional charge and a listing in that directory, with reasonable accommodations made for private listings;
- (vii) Per call, caller identification blocking services;
- (viii) Access to telecommunications relay service; and
- (ix) Access to toll presubscription, interexchange or toll providers or both, and networks of other telephone companies.

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EXCHANGE RATES

A. WITHIN THE BASE RATE AREA  
(See maps herein)

The following rates shall apply within the Base Rate Area, defined as the Kalida Corporation Limits, as of the date of this tariff sheet:

	<u>Monthly Rate</u>	<u>Maximum Rate</u>
Business access line	\$6.05	\$6.05
Individual line		
Residence access line	\$4.95	\$4.95
Individual line		
Pay telephone access line	\$6.05	

B. OUTSIDE THE BASE RATE AREA

Individual Access Line Service (Graded Service) outside the Base Rate Area is available at additional charge. Service offerings outside the Base Rate Area are:

	<u>MONTHLY RATE</u>			
	<u>BUSINESS</u>	<u>MAXIMUM RATE</u>	<u>RESIDENCE</u>	<u>MAXIMUM RATE</u>
ZONE #1	\$6.65	\$6.65	\$5.55	\$5.55
Individual Access Line				
ZONE #2	\$7.25	\$7.25	\$6.15	\$6.15
Individual Access Line				

ZONE DESCRIPTION

In general there are three service areas, the Base Rate Area, Zone #1 and Zone #2, described as follows:

BASE RATE AREA

That Service Area contained within the irregular Corporate Limits of the Village of Kalida, Ohio.

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EXCHANGE RATES (Continued)

ZONE #1

That area, surrounding the irregular Corporate Limits of the village of Kalida, encompassed by a circle having a radius of approximately one and one-half mile, the center of which is the intersection of North and Broad streets, Kalida, Ohio. The circle shall include: the intersection of Road 19 and Ohio 114 on the northwest; the intersection of Road L and Ohio 115 on the North and shall exclude the intersection of 19 and Highway 224 on the Southwest.

ZONE #2

Shall include the balance of the authorized area lying outside of Zone #1, but within the Service Area Boundary filed with the Public Utilities Commission of Ohio as depicted by the maps herein.

TELE-TOUCH TONE CALLING

1. General

Tele-Tone Touch Calling Service provides for the origination of telephone calls through the use of telephone instruments equipped with push buttons, in place of the standard rotary dial telephone instruments, and special central office equipment.

2. Rates

The monthly rate for Tele-Tone Touch Calling Service is in addition to all other applicable local exchange rates and charges for the facilities and class of service furnished.

Each exchange access line \$1.50/per month

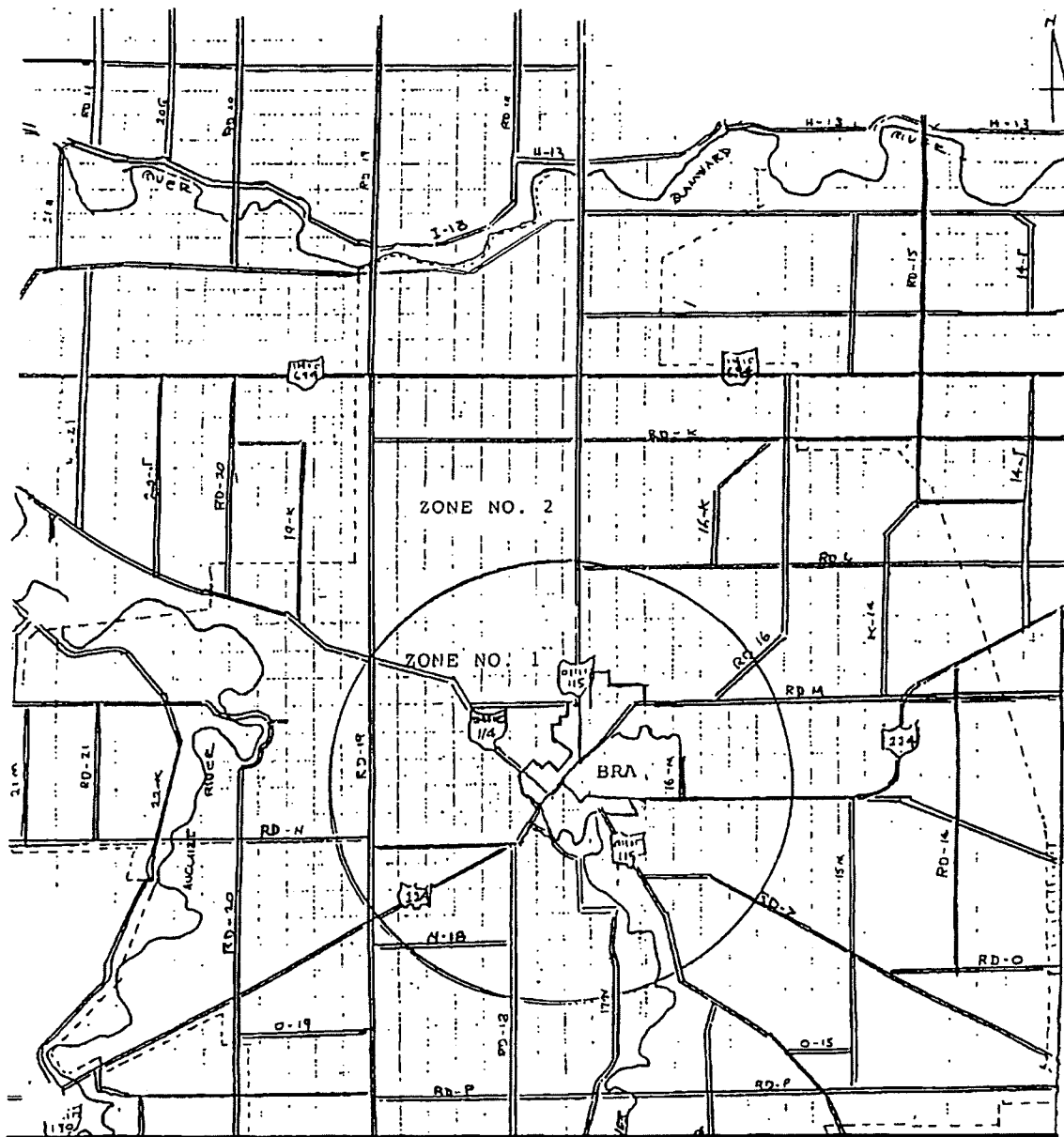
3. Conditions

- a. Tele-Touch Tone Calling Service is furnished subject to the availability of the central office facilities.

CHARGES FOR MOVES AND CHANGES

The following non-recurring charges apply:

Service connection charge.....\$15.00



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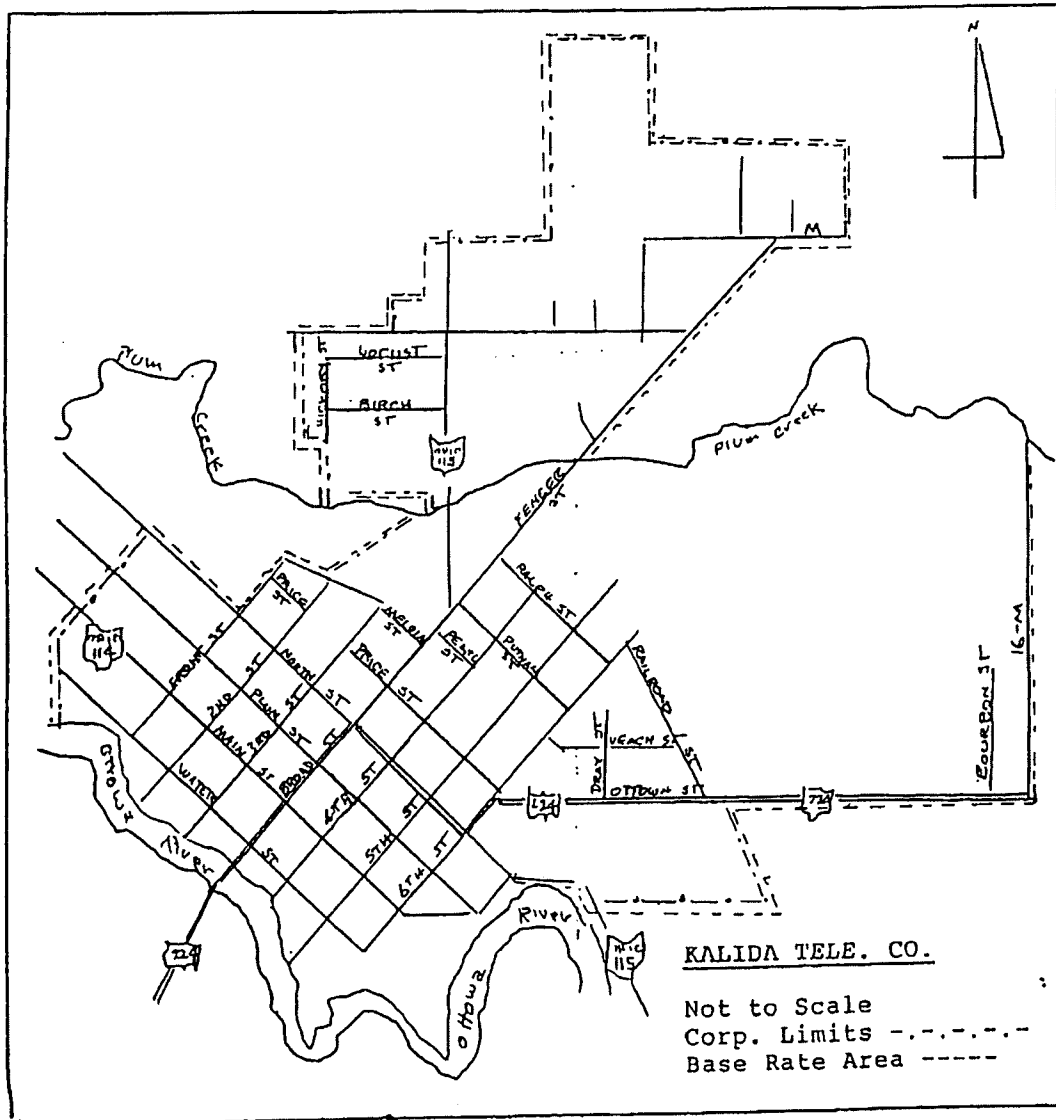
In Accordance with Case No. 10-1010-TP-ORD and 11-2948-TP-ATA

Issued by the Public Utilities Commission of Ohio

Chris Phillips, Manager

Kalida, Ohio

BASE RATE AREA



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MISCELLANEOUS CHARGES

A. LATE PAYMENT CHARGE

A Late Payment charge will be applied to residential and business customer bills that remain unpaid after the due date. This charge will be the greater of either \$5.00 or an amount that equals 1.5% of the unpaid charges that are past due; except that the charge is not applicable until a residential customer's amount past due exceeds \$13.00 or a business customer's amount past due exceeds \$10.00.

The Late Payment Charge will not be assessed until at least nineteen days after the postmark on the customer's bill. The Late Payment Charge will not apply to any portion of the bill that is in bona fide dispute, any previous late payment fees included in the amount due, or to service establishment charges for lifeline services.

B. TELECOMMUNICATIONS RELAY SERVICES (TRS)

Customers may be assessed an annual charge per line to fund the Telecommunications 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.

C. PER CALL BLOCKING

Allows the customers to prevent the disclosure of his telephone number on a per call basis to a called party by dialing \*67 from a touch-tone phone or 1167 from a rotary dial phone. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number. This service is provided on a universal basis where technically possible, at no monthly charge.

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

D. DIRECTORY ASSISTANCE

The Kalida Telephone Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.

E. 9-1-1 SUBSCRIBER CHARGE: \$37/month



P.U.C.O. NO. 5

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APPLICATION OF BUSINESS AND RESIDENCE RATES

A. Business rates apply at the following locations:

1. In offices, stores, factories, mines and all other places of a strictly business nature.
2. In boarding houses, except as noted herein, offices of hotels, halls and offices of apartment buildings; quarters occupied by Clubs or lodges; public, private or parochial schools or colleges, churches, hospitals, libraries and other similar institutions.
3. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
4. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
5. In any location where the listing of service at the location indicates a business, trade or profession, except as specified herein.

B. Residence Rates Apply at the Following Locations:

1. In private residence where business listings are not provided.
2. In private apartments of hotels, rooming houses or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
3. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinary, provided the subscriber does not maintain an office in the residence.

P.U.C.O. NO. 5

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CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES

A. General

1. Lines will be extended in accordance with the provisions specified herein.
2. Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual service connection charges and monthly rates when because of the sporadic or occasional nature of the service or an unusual investment or expense as for example:
  - a. The facilities are provided in remote or undeveloped sections within the Exchange Area.
  - b. Conditions require the provisions of special equipment or unusual methods of plant construction, installation or maintenance.
  - c. The customer's location requires the use of costly private right-of-way.
3. Title to all construction as specified below, provided wholly or partly at a customer's expense is vested in the Telephone Company.
4. By "cost" is meant the cost of labor and materials including the usual supervisory expenses.
5. When attachments are made to poles of other companies, in lieu of providing construction for which the customer would be charged under the provisions hereof, the cost to the Telephone Company for such attachments is borne by the customer.
6. The Customer is required to pay construction charges as made by another company providing facilities connecting with the facilities of the Telephone Company.
7. Construction charges will not apply to the customer's aerial drop which extends from the last pole to the building in which the telephone is located.

P.U.C.O. NO. 5

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CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES (Continued)

B. Line Extensions

1. Construction costs for one-half mile will be at Company expense. All excess construction costs must be borne by prospective subscriber or subscribers.
2. Provisions of Private Right-of-Way: Where, required by the conditions, applicants shall provide, without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

C. Special Type of Construction

Where underground service connections are desired by customers as initial installations in places where aerial drop wires would ordinarily be used to reach the customer's premises, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the following regulations apply:

1. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition the customer shall pay the cost of the underground cable, including the cost of installing, less the estimated cost to the Telephone Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company.
2. The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.
3. Where armored cable is laid in a trench, the trench shall be constructed and back-filled by or at the expense of the customer. In addition, the customer shall pay the cost of the cable, including the cost of installing it, less the estimated cost to the Telephone Company of installing such aerial drop as would be (or is) required to furnish the same service.
4. Cable installed in conduit will be maintained and replaced at the expense of the Telephone Company where the conduit has been inspected in place by the Telephone Company and approved, but repairs or replacements of cable in conduit not so inspected and approved, or repairs or replacements of cable in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.
5. Where facilities are changed from aerial to underground, in addition to the above, the customer is charged the cost of dismantling and removing the aerial facilities.

P.U.C.O. NO. 5

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CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES (Continued)

D. Poles on Private Property

1. Poles on private property to be used in serving an individual subscriber will be furnished by the Telephone Company at a charge to the subscriber at actual cost of time, material and overheads for such pole, except that the Telephone Company will furnish as many as two poles without charge to the subscriber provided the poles thus furnished are used to carry main line circuits. Ownership and maintenance of such poles is vested in the Telephone Company.
2. Poles on private property to be used as part of the standard distributing plan serving subscribers in general area furnished, maintained, and owned by the Telephone Company, subject to such construction charge as may be applicable.
3. Circuits on poles on private property are furnished, owned and maintained by the Telephone Company.
4. None of the construction charges above apply when the Telephone Company desires the change in facilities.

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N11 SERVICE  
211 SERVICE FOR INFORMATION AND REFERRAL SERVICES

A. GENERAL

1. In Order No. 93-1799-TP-COI, the Public Utilities Commission of Ohio ("P.U.C.O.") locally assigned the three digit 211 abbreviated dialing code to the Approved Information and Referral Service Provider for use in providing community information and referral services to the public by way of voice grade facilities. The P.U.C.O. ordered incumbent local exchange carriers in each local calling area to make the 211 abbreviated dialing code available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "211 Service").
2. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
3. All 211 abbreviated dialing code calls shall be local in nature and shall not result in any expanded local calling area ("ELCA"), intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers. However, 211 Service calls may result in local measured service charges where Company subscribers' service plans include such charges as part of home and EAS exchange calling.
4. The 211 Service is not available for the following classes of service:
  - a. Hotel/motel/hospital service
  - b. Inmate service
  - c. 1+ and 0+ calling
  - d. O-operator assisted calling
  - e. 101XXXXX calling

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

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

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N11 SERVICE (Continued)  
211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER (Continued)

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

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N11 SERVICE (Continued)  
211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER (Continued)

3. Local Calling for Company Subscribers (Continued)
  - c. When the Approved Information and Referral Service Provider makes application for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange or one of the local exchange's EAS exchanges, then the Approved Information and Referral Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls remain local in nature.
4. The Approved Information and Referral Service Provider shall develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
5. The Approved Information and Referral Service Provider must be prepared to receive all calls to the 211 Service during normal business hours. To this end, the Approved Information and Referral Service Provider agrees to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
6. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any service offered by the Company. For each line subscribed to by the Approved Information and Referral Service Provider, there will be one path available.
7. The Approved Information and Referral Service Provider shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 211 abbreviated dialing code in the event of a national assignment contrary to that made by the P.U.C.O.
8. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.

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N11 SERVICE (Continued)  
211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

**B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER (Continued)**

9. If requested by the Company, the Approved Information and Referral Service Provider shall assist the Company in responding to complaints made to the Company concerning the 211 Service.
10. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.
11. The Company can only make 211 Service available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
12. The Approved Information and Referral Service Provider should work separately with competitive local exchange carriers ("CLEC") operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

**C. OBLIGATIONS OF THE COMPANY**

1. The Company shall provision 211 Service no later than thirty (30) days after the effective date of its tariff.
2. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
3. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.



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N11 SERVICE (Continued)  
211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

D. LIABILITY

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 211 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 211 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect of failure in facilities occurs.
2. The Company is not liable for any losses or damages caused by the negligence of the Approved Information and Referral Service Provider.
3. The Company's entire liability to any person for interruption or failure of the Approved Information and Referral Service Provider is limited to the terms set forth in this and other sections of this Tariff.
4. The Commission's local assignment and the Approved Information and Referral Service Provider's use of the 211 abbreviated dialing code are subject to preemption by the Federal Communications Commission. The Company shall not be liable to the Approved Information and Referral Service Provider for any damages the Approved Information and Referral Service Provider may incur that result from a national assignment of the 211 abbreviated dialing code.
5. The Company will make every effort to route 211 calls to the appropriate Approved Information and Referral Service Provider call center. However, the Company will not be held responsible for routing mistakes or errors.

E. OTHER TERMS AND CONDITIONS

1. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service.

N11 SERVICE (Continued)  
211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

E. OTHER TERMS AND CONDITIONS (Continued)

2. The 211 Service is provided solely for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.
3. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

F. RATES AND CHARGES

1. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
2. The Approved Information and Referral Service Provider shall pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the Approved Information and Referral Service Provider's designated premises.
3. The Approved Information and Referral Service Provider shall pay the following nonrecurring charges upon establishment of 211 Service:

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N11 SERVICE (Continued)  
211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

F. RATES AND CHARGES (Continued)

	<u>Non-Recurring Charges</u>
Switch Translation Charge *	\$110.00
Number Change Charge (Per Telephone Number)	\$ 25.00
Service Connection Charge	\$ 15.00

\* The Switch Translation Charge is applied at the host central office only, and covers all offices that are part of that host complex with a single translated number. This charge applies for each translated number if multiple numbers are required.

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N11 SERVICE (Continued)  
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS

A. GENERAL

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

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

1. The 811 Provider must submit a written application for 811 Service to the Company. The 811 Provider may establish 811 Service in all or part of the Company's exchanges. There may be only one 811 Provider per exchange.
2. The 811 Provider's written application to establish 811 Service in a Company local exchange must include the following:
  - a. The local, foreign exchange, or toll free telephone number into which the Company should translate the dialed 811 abbreviated code. If the 811 Provider desires to change the telephone number into which the 811 abbreviated dialing code is translated, the 811 Provider must pay a Number Change Charge as set forth in Section F. below.
  - b. For network sizing and protection, an estimate of annual call volumes and holding time for calls to the 811 Service.

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N11 SERVICE (Continued)  
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

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

- c. An acknowledgement of the possibility that the Commission's assignment of the 811 abbreviated dialing code may be recalled at any time.
3. Local Calling for Company Subscribers
  - a. The 811 Provider, in cooperation with the Company, will assure that all 811 Service calls are local and do not generate ELCA, intraLATA toll, interLATA long distance, or pay-per-call charges for Company subscribers.
  - b. When the 811 Provider applies for 811 Service from the Company, the 811 Provider must supply the Company with a toll free number. The Company will translate the 811 digits into the telephone number provided by the 811 Provider.
4. The 811 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 811 Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the 811 Provider or others, arising out of or resulting directly from the 811 Service.
5. The 811 Provider must develop an appropriate method of responding to 811 calls directed to it out of confusion or in error by Company subscribers.
6. The 811 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 811 Provider to receive calls to the 811 Service during normal business hours.
7. The 811 Service is provided on the condition that the 811 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 811 Service without interfering with or impairing any services offered by the Company.
8. The 811 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
9. The 811 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 811 Service. The 811 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers, and releases and all other rights from all holders of copyrights, trademarks and patents used in connection with the 811 Service.

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N11 SERVICE (Continued)  
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

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

10. The 811 Provider must respond promptly to all complaints lodged with any regulatory authority against the 811 Service. If requested by the Company, the 811 Provider must assist the Company in responding to complaints made to the Company concerning the 811 Service.
11. The 811 Provider shall not promote the 811 Service with the use of any auto dialer or broadcasting of tones that dial the 811 abbreviated dialing code.
12. The 811 Provider must work separately with CLECs operating and serving customers in the Company's exchange(s) to ascertain whether 811 abbreviated dialing will be available to their end users.

C. OBLIGATIONS OF THE COMPANY

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

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N11 SERVICE (Continued)  
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

D. LIABILITY

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 811 Provider for the 811 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect of failure in facilities occurs.
2. The Company is not liable for any losses or damages caused by the negligence of the 811 Provider.
3. The Company's entire liability to any person for interruption or failure of the 811 Service is limited to the terms set forth in this and other sections of this Tariff.
4. The Commission's local assignment and the 811 Provider's use of the 811 abbreviated dialing code are subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 811 Provider for any damages the 811 Provider may incur that result from a national assignment of the 811 abbreviated dialing code.
5. The Company will make every effort to route 811 calls to the appropriate 811 Provider call center. However, the Company will not be held responsible for routing mistakes or errors.

E. OTHER TERMS AND CONDITIONS

1. The 811 Service will not provide calling number information in real time to the 811 Provider. If this type of information is required, the 811 Provider must subscribe to compatible Caller ID service as described elsewhere in this Tariff.
2. The 811 Service is provided for the benefit of the 811 Provider. The provision of the 811 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 811 Provider.

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N11 SERVICE (Continued)  
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

E. OTHER TERMS AND CONDITIONS (Continued)

3. A written notice will be sent to the 811 Provider following oral notification when its 811 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If, after such notification, the 811 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 811 Provider is unwilling to accept the modifications, or if the 811 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

F. RATES & CHARGES

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



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N11 SERVICE (Continued)  
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

F. RATES & CHARGES (Continued)

4. Rates:

	Nonrecurring <u>Charge</u>
Switch Translation Charge *	\$110.00
Number Change Charge (per Telephone Number)	\$25.00
Service Connection Charge	\$15.00

\* The Switch Translation Charge is applied at the host central office only, and covers all offices that are part of that host complex with a single translated number. This charge applies for each translated number if multiple numbers are required.

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GENERAL RULES AND REGULATIONS

A. APPLICATION

The rules and regulations specified herein apply to the provisions of BLES as defined in Section 1, Sheet No. 1 herein.

In the event of a conflict between any rates, rules, regulation or provision contained in these General Rules and Regulations and any rate, rule regulation or provision contained in the other section of this BLES Tariff, the rate, rule, regulation or provision contained in the specific section of this Tariff shall prevail.

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities

The Telephone Company's obligation to furnish local-extended area service to Glandorf, Ottawa, Columbus Grove, Vaughnsville, Fort Jennings, Ottoville, Cloverdale, Rimer-Gomer, and Continental is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for construction and maintenance of the necessary pole lines, underground cable, circuits and equipment.

2. Directory Errors and Omissions

The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of, or errors in, or omissions from its directories, nor for the result of the publication of such errors in the directory, nor will the Telephone Company be a party to controversies arising between subscribers or others as a result of listing published numbers in the directories.

Claims for damages on account of interruptions to service due to errors or omissions in directory listings, will be limited to a pro rata abatement of the charge for such of the subscriber's service as is affected, the maximum abatement not to exceed the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

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GENERAL RULES AND REGULATIONS (Continued)

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

3. Transmitting Messages

The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties, the operator, in order to accommodate the subscriber, repeats messages, she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstanding that may arise between subscribers because of the errors.

4. Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Telephone Company is not responsible for any action of the Connecting Company.

5. Defacement of Premises

The Telephone Company shall exercise due care in connection with all work done on Customer's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the Customer's premises resulting from the existence of the Telephone Company's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company.

C. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment

Equipment and lines furnished by the Telephone Company on the Premises of a subscriber are the property of the Telephone Company. The Company, its agents, or its employees shall have the right to enter upon a customer's (subscriber's) premises during normal working hours only as may be required to make repairs to its equipment or to otherwise remove the source of emergency conditions that are, or that the Company has reason to expect soon will be, endangering the safety, health, or welfare of Company employees or of other persons, or the safety of component parts of the Company's system or equipment.

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GENERAL RULES AND REGULATIONS (Continued)

C. USE OF SERVICE AND FACILITIES (Continued)

If visitation to the customer's premises is sought for any other purpose, such visitation shall preferably be prearranged by telephone; however, if such prearrangement is not feasible, the Company's agent, or employee seeking entrance to the subscriber's premises shall approach a responsible adult member of the household, shall identify himself to such person's satisfaction, and shall state the reason for his proposed visitation. Entrance shall not be gained by force or subterfuge or by approach to a child or other irresponsible person. The Company shall be responsible for any damage to the subscriber's property arising from such visitation, whether negligently, wilfully, or inadvertently caused.

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Telephone Company may refuse to install and maintain such service and, if such service is furnished, may require the subscriber to install and maintain such service and may also require the subscriber to indemnify and hold the Telephone Company harmless from any claims, loss or damage by reason of the installation and maintenance of such service.

2. Use of Subscriber Service

Subscriber telephone service, as distinguished from public and semi-public telephone service, is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, except as the use of the service may be extended to persons temporarily sub-leasing a subscriber's residential premises. The Telephone Company has the right to refuse to install subscriber service or to permit such service to remain on premises of a public or semi-public character when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. At such locations, however, service may be installed, provided the instrument is so located that it is not accessible for public use.

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GENERAL RULES AND REGULATIONS (Continued)

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service

- a. Application for Service must be made on the Telephone Company's standard form of application. These applications become contracts when accepted in writing by the Telephone Company, or upon the establishment of service. Applicants for service are required to pay in advance at the time application is made, all charges accruing from the first billing period for exchange service and equipment, and the service connection charge if applicable. The terms and conditions specified in such contracts are subject to these General Rules and Regulations for the particular exchange from which service is to be furnished. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.
- b. Requests from subscribers for additional service, equipment, etc., may be made verbally, if the original contract provides for such additional service and equipment as may be ordered, and no advance payment will be required. A move from one location to another (Outside Move) within the same Exchange Area is not considered to terminate the contract and orders for such moves may be made verbally.

2. Telephone Numbers

The subscriber has no property right in the telephone number or any right to continuance of service through any particular central office, and the Telephone Company may change the telephone number or the central office designation or both, of a subscriber whenever it deems it advisable in the conduct of its business to do so.

3. Alterations

The subscriber agrees to notify the Company promptly (1 day advance) whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's wiring or equipment, and the subscriber agrees to pay the Company's current charges for such changes.

5. Unusual Installation Costs

Where special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay a reasonable proportion of such costs.

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GENERAL RULES AND REGULATIONS (Continued)

E. INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

1. INITIAL CONTRACT PERIODS

- a. Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.
- b. The length of contract period for directory listings, and where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the Customers to the day the succeeding directory is first distributed to Customers.

2. TERMINATION OF SERVICE BY SUBSCRIBERS

- a. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.
  - i. In case of service for which the initial contract period is one month, the charges due for the balance of the initial month.
  - ii. In the case of directory listing and where the listing has appeared in the directory, the charges due to the end of the directory period, except that in the following cases, charges will be continued only to the date of termination of the extra listing subject, however, to a minimum charge for one month.

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GENERAL RULES AND REGULATIONS (Continued)

F. SPECIAL SERVICE AND FACILITIES

Special service and facilities, not ordinarily used in the furnishing of telephone service and not otherwise mentioned in, provided for or contemplated by the tariff schedules of the Telephone Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, not to exceed one year, provided such special service or facility or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Telephone Company. In the event any such special service or facility or the use made thereof interferes with the furnishing of the telephone service by the Telephone Company, the Telephone Company may terminate such contract and cease to furnish such special service or facility after thirty days written notice to the subscriber; and provided further that the Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

G. LIABILITY OF THE TELEPHONE COMPANY

1. In view of the fact that the customer has exclusive control of his communication over the facilities furnished him by the Telephone Company, and of the other uses for which facilities may be furnished him by the Telephone Company, and because of unavailability of errors incident to the service and to the use of such facilities of the Telephone Company, the services and facilities furnished by the Company are subject to the terms, conditions, and limitations herein specified.
2. The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission occurs. No other liability shall in any case attach to the Telephone Company.
3. When the lines of other telephone companies are used in establishing connections to points not reached by the Telephone Company's lines, the Telephone Company is not liable for any act or omission of the other company or companies.

H. OBLIGATION OF CUSTOMER

The calling party (or customer) shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station.

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GENERAL RULES AND REGULATIONS (Continued)

I. ADVANCE PAYMENTS

1. Applicants for service who have no account with the Telephone Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment at the time the application is signed, equal to any construction charges applicable and at least one month's estimated charges for the service provided.
2. The amount of the advance payment is credited to the customer's account as applying to any indebtedness under the contract.

J. APPLICATION OF CONSTRUCTION CHARGES

When special construction charges for individual customers are necessary, special construction charges may apply as set forth herein.



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LIFELINE/LINK-UP REQUIREMENTS

A. GENERAL

1. Lifeline shall be a flat-rate, monthly, primary access line service with touch-tone service and shall provide all of the following:
  - a. A recurring discount to the monthly basic local exchange service rate that provides for the maximum contribution of federally available assistance;
  - b. Not more than once per customer at a single address in a twelve-month period, a waiver of all nonrecurring service order charges for establishing service;
  - c. Free blocking of toll service, 900 service and 976 service; and
  - d. A waiver of the federal universal service fund end user charge; a waiver of the telephone company's service deposit requirement.
2. Any other services and bundles or packages of service may be offered to lifeline customers at the prevailing prices, less the lifeline discount.

B. REGULATIONS

1. Lifeline Assistance is available to residential customers who are currently participating in one of the following federal or state low-income assistance programs that limit assistance based on household income:
  - a. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid) or any state program that might supplant Medicaid;
  - b. Supplemental Nutritional Assistance Program (SNAP/Food Stamps);
  - c. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
  - d. Supplemental Security Insurance – blind and disabled (SSD)
  - e. Federal public housing assistance, or Section 8;
  - f. Home Energy Assistance Programs (HEAP, LIHEAP, E-HEAP);
  - g. National School Lunch Program's Free Lunch Program (NSL);
  - h. Temporary Assistance for Needy Families (TANF/Ohio Works); or
  - i. General Assistance (including disability assistance (DA))

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LIFELINE/LINK-UP REQUIREMENTS (Continued)

B. REGULATIONS (Continued)

2. Lifeline Assistance is available to residential customers whose total household income is at or below one-hundred fifty percent (150%) of the federal poverty level.
3. The Telephone Company shall require, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section B.1 above; identify the specific program or programs from which the customer receives benefits and agree to notify the carrier if the customer ceases to participate in such program or programs. If a customer is applying for Lifeline based on income, see Section B.5.a-g for examples of income documentation.
4. The Telephone Company must verify Lifeline service eligibility for customers who qualify through household income-based requirements consistent with the FCC requirements in 47 C.F.R. 54.
5. Consistent with federal law, examples of acceptable income documentation includes the following:
  - a. State or federal income tax return;
  - b. Current income statement or W-2 from an employer;
  - c. Three consecutive months of current pay stubs;
  - d. Social security statement of benefits;
  - e. Retirement/Pension statement of benefits;
  - f. Unemployment/Workmen's Compensation statement of benefits;
  - g. Any other legal document that would show current income (such as a divorce decree or child support document).
6. Customers qualifying for Lifeline with past due bills for regulated local service charges shall 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 service customers with past due bills for toll service charges shall 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.
7. All other aspects of the state-specific lifeline service shall be consistent with the federal requirements. The rates, terms, and conditions for lifeline service shall be tariffed in accordance with Rule 4901:1-6-11.

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LIFELINE/LINK-UP REQUIREMENTS (Continued)

B. REGULATIONS (Continued)

8. The Telephone Company shall provide written notification to the customer applying for Lifeline service that is determined ineligible for Lifeline service and shall provide an additional 30 days to prove eligibility.
9. The Telephone Company shall provide written customer notification if a customer's Lifeline service benefits are to be terminated due to failure to submit acceptable documentation for continued eligibility for that assistance. The lifeline customer shall have an additional sixty (60) days to submit acceptable documentation of continued eligibility or dispute the findings regarding termination of benefits.
10. The Telephone Company shall establish procedures to verify an individual's continuing Lifeline eligibility for both program and income based criteria consistent with the FCC's requirements in 47 C.F.R. 54.409-54.410.

C. ENROLLMENT PROCESS

1. Existing Customers

- a. Customers with dial tone wanting to establish lifeline service should complete and submit a Company lifeline application, and provide documentation if applicable, within 15 business days of requesting the discount.
- b. The Company will review the customer's lifeline application to determine customer's eligibility within 15 days.
- c. If the customer is eligible for the lifeline discount, the Company will credit the customer's bill retroactive to the date of customer's request for lifeline service.
- d. If the customer does not return the application with the appropriate documentation, if required, within 15 business days, the customer will need to re-apply for lifeline discounts. Should the Company determine that a customer does not qualify for lifeline assistance or if the customer submits incomplete documentation, the Company will provide written notification to the customer and give the customer an additional 30 days to prove eligibility. If after that additional 30 days the customer has failed to prove eligibility or provide the necessary documentation, the customer must re-apply for the lifeline discounts.

2. New Customers

- a. Customers applying for new service and requesting to establish lifeline service should complete and submit a Company lifeline application, and provide documentation if applicable, within 15 business days of requesting the discount. The Company will process the lifeline application without delaying the installation of new service.
- b. The Company will review the customer's lifeline application to determine the customer's eligibility within 15 days.

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LIFELINE/LINK-UP REQUIREMENTS (Continued)

C. ENROLLMENT PROCESS (Continued)

2. New Customers (Continued)

- c. If the customer is eligible for the lifeline discount, the Company will credit the customer's bill for installation charges and the monthly discount retroactive to the date the customer's service is established.
- d. If the customer does not return the application with the appropriate documentation, if required, within 15 business days, the customer will need to re-apply for lifeline discounts. Should the Company determine that a customer does not qualify for lifeline assistance or if the customer submits incomplete documentation, the Company will provide written notification to the customer and give the customer an additional 30 days to prove eligibility. If after that additional 30 days the customer has failed to prove eligibility or provide the necessary documentation, the customer must re-apply for the lifeline discounts.

D. INCOME ELIBILITY

- 1. The Telephone Company must verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification must be performed within 60 days of a customer's service establishment. Examples of income documentation are identified in Section B.5.a-g.
- 2. Regardless of when the Company completes the verification process Lifeline benefits shall go back to the date the qualified customer established lifeline.
- 3. The Telephone Company shall provide written notification to customers that do not qualify for Lifeline Assistance. The notice shall give the customer an additional 30-day opportunity to prove eligibility or dispute the company's determination. Such notice shall be given at least 30 days prior to the date the company intends to terminate the lifeline benefits.
- 4. Written notification must include: 1) the earliest date termination of lifeline benefits will occur if the customer has been receiving the benefits or the last date the customer has to provide documentation to prove eligibility to receive the benefits; 2) the reason(s) for termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and 4) a statement explaining who customers may contact in the event of a dispute.

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LIFELINE/LINK-UP REQUIREMENTS (Continued)

D. INCOME ELIBILITY (Continued)

5. If a customer disagrees with a company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

E. VERIFICATION FOR CONTINUED ELIGIBILITY

1. The Telephone Company must notify customers at least 60 days prior to the company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of lifeline benefits would occur; 2) the reason(s) for 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 explaining who the customer should contact in the event of a dispute.
2. Should a customer fail to submit proper documentation within the 60 day period, the Telephone Company will terminate the customer's lifeline benefits and require the customer to re-apply.

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INTRALATA PRESUBSCRIPTION

1. General

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

2. IntraLATA Presubscription Options

Option A: Subscriber may select the Telephone Company's intraLATA carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option B: Subscriber may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option C: Subscriber may select a carrier other than the Telephone Company's intraLATA carrier or the subscriber's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

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

3. Rules and Regulations

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

Subscribers of record or new subscribers may select either Options A, B, C, or D for intraLATA Presubscription.

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

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INTRALATA PRESUBSCRIPTION (Continued)

4. IntraLATA Presubscription Customer Notices

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

5. IntraLATA Presubscription Charges

a. Application of Charges

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

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

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

After a subscriber's initial selection for a presubscribed intraLATA toll carrier, for any change thereafter, an IntraLATA Presubscription Change Charge will apply as follows:

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INTRALATA PRESUBSCRIPTION (Continued)

5. IntraLATA presubscription Charges (Continued)

a. Application of Charges (Continued)

- (1) The charge shall be no greater than those set forth in Paragraph 5.b., unless modified by a company-specific Commission-approved tariff.
- (2) If a Subscriber changes both the InterLATA and IntraLATA Presubscribed Interexchange Carrier at the same time, 50% of the otherwise applicable IntraLATA Presubscription Change Charge will apply.

b. Nonrecurring Charges IntraLATA Presubscription Change Charge

Per business or residence line, trunk, or port:

--	Manual Process	\$5.50
--	Electronic Process	\$1.25



**EXHIBIT C**  
**(Narrative Summarizing Changes)**

The Applicant hereby establishes a Basic Local Exchange Service (BLES) Tariff 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 tariff rates, terms and conditions of services required to be detariffed as a result of the adoption by the Commission of rules to implement Substitute Senate Bill 162.

The new BLES Tariff replaces and supersedes the Applicant's Telephone Service Tariff No. 4 in its entirety. The Applicant currently has three additional tariffs that appear on the Commission's website:

- 1) Intrastate Access Service Tariff, PUCO No. 1: This tariff **remains in effect and does not change.**
- 2) COCOT Tariff No. 2: This tariff is hereby deleted in its entirety.
- 3) Resale and Sharing Tariff PUCO No. 1: This tariff is hereby deleted in its entirety.

**EXHIBIT D**  
**(Customer Notices)**

The customer notices accompanying the affidavit attached hereto as Exhibit E were mailed to customers on April 29, 2011. In addition, on March 24, 2011 the notices were forwarded to the Commission-provided electronic mailbox (Telecomm-Rule07@puc.state.oh.us) in accordance with the Entry issued January 19, 2011 in Case No. 10-1010-TP-ORD.

**EXHIBIT E**  
**(Affidavit)**

## **CUSTOMER NOTICE AFFIDAVIT**

STATE OF OHIO:

SS:

COUNTY OF PUTNAM:

### **AFFIDAVIT**

I, Chris Phillips, am an authorized agent of the applicant corporation, Kalida Telephone Company, Inc., and am authorized to make this statement on its behalf. I attest that the customer notice(s) accompanying this affidavit were sent to affected customers through bill insert on April 29, 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 May 5, 2011, Kalida, Ohio  
(Date) (Location)

# **KALIDA TELEPHONE COMPANY, INC.**

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121 E. Main Street ♦ Box 267 ♦ Kalida, Ohio 45853  
Phone 419-532-3218 ♦ Fax 419-532-3300 ♦ Email [ktc@kalidatel.com](mailto:ktc@kalidatel.com)

April 29, 2011

Dear Customer,

Beginning on May 16, 2011, the prices, service descriptions, and the terms and conditions for services other than a primary line provided by Kalida Telephone Company, Inc. 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. Kalida Telephone Company, Inc. must still provide a customer notice at least fifteen days in advance of rate increases, changes in terms and conditions and discontinuance of existing services. Additionally, you can request a copy of the company's service offerings by contacting:

Kalida Telephone Company, Inc.  
121 East Main Street  
P.O. Box 267  
Kalida, OH 45853

Since these services will no longer be on file with the PUCO, 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 Kalida Telephone Company, Inc. at (419) 532-3218 or visit us at [www.kalidatel.com](http://www.kalidatel.com).

Sincerely,

Kalida Telephone Company, Inc.

# **KALIDA TELEPHONE COMPANY, INC.**

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121 E. Main Street ♦ Box 267 ♦ Kalida, Ohio 45853  
Phone 419-532-3218 ♦ Fax 419-532-3300 ♦ Email [ktc@kalidatel.com](mailto:ktc@kalidatel.com)

April 29, 2011

Dear Customer,

Beginning on May 16, 2011, the prices, service descriptions, and the terms and conditions for services other than local flat rate service that you are provided by Kalida Telephone Company, Inc. 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. Kalida Telephone Company, Inc. must still provide a customer notice at least fifteen days in advance of rate increases, changes in terms and conditions and discontinuance of existing services. Additionally, you can request a copy of the company's service offerings by contacting:

Kalida Telephone Company, Inc.  
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If you have any questions about this matter, please call Kalida Telephone Company, Inc. at (419) 532-3218 or visit us at [www.kalidatel.com](http://www.kalidatel.com).

Sincerely,

Kalida Telephone Company, Inc.

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**5/16/2011 2:02:28 PM**

**in**

**Case No(s). 90-5024-TP-TRF, 11-2948-TP-ATA**

Summary: Application to Detariff Services electronically filed by Carolyn S Flahive on behalf of Kalida Telephone Company, Inc.