

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 The Champaign Telephone Company to Detariff Services and make other changes related to the Implementation of Case No. 10-1010-TP-ORD) TRF Docket No. 90-5011-TP-TRF
) Case No. 11 - 2943 - **TP** - **ATA**
) **NOTE: Unless you have reserved a Case No. leave the "Case No." fields BLANK.**

Name of Registrant(s) The Champaign Telephone Company
DBA(s) of Registrant(s) _____
Address of Registrant(s) 126 Scioto Street, Urbana, Ohio 43078
Company Web Address www.ctcn.com
Regulatory Contact Person(s) Timothy J. Carney Phone 937-653-2263 Fax 937-652-2329
Regulatory Contact Person's Email Address tim@ctcommunications.com
Contact Person for Annual Report Timothy J. Carney Phone 937-653-2263
Address (if different from above) _____
Consumer Contact Information Bonnie Forsythe Phone _____
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	X	<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:
X	Exhibit A	The existing affected tariff pages.
X	Exhibit B	The proposed revised tariff pages.
X	Exhibit C	Narrative summarizing all changes proposed in the application, and/or other information intended to assist Staff in the review of the Application.
X	Exhibit D	One-time customer notice of detariffing and related changes consistent with rule 4901:1-06-07
X	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, The Champaign Telephone Company, 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 6, 2011 at (Location) Urbana, Ohio

*(Signature and Title) /s/ Michael W. Conrad, President (Date) May 6, 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, Timothy J. Carney 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/ Timothy J. Carney

(Date) May 19, 2011

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

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

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

Or

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

EXHIBIT A

(Existing Affected Tariff Pages)

P.U.C.O. No. 5

TARIFF NO. 2

OF

THE CHAMPAIGN TELEPHONE COMPANY, INCORPORATED

FOR THE PROVISION OF

TELECOMMUNICATIONS UTILITY SERVICE

AUTHORIZED BY THE

PUBLIC UTILITIES COMMISSION

OF OHIO

ISSUED: November 15, 2005

EFFECTIVE: November 15, 2005

In Accordance with Case No TP-ALT
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

P.U.C.O. No. 5

THE CHAMPAIGN TELEPHONE COMPANY, INC.
URBANA, OHIO

Filed with the Public Utilities Commission of Ohio

TITLE SHEET

Schedule of

GENERAL RULES, REGULATIONS, RATES, CHARGES AND CONDITIONS

Applying to the Intrastate
Services and Facilities of

THE CHAMPAIGN TELEPHONE COMPANY, INC.

EXPLANATION OF SYMBOLS

ISSUED: November 15, 2005

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<u>Sheet</u>	<u>Revision No.</u>	<u>Sheet</u>	<u>Revision No.</u>
Title Sheet	Original	1-14	Original
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*New or Revised Sheet

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

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*New or Revised Sheet

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*New or Revised Sheet

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* New or revised sheet

ISSUED: April 14, 2007

In Accordance with Case No. 07-416-TP-ATA
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EFFECTIVE: May 14, 2007

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ISSUED: January 22, 2002

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Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

P.U.C.O. No. 5

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Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscrk. Locality	Terre Haute Base Rate	Terre Haute Zone "A"
Evans Road – was Rd 163	All Nos.	4260-5640	All Nos.	501-1000		
Fillmore Street – Cable			All Nos.			
Flatfoot Road			3270-5350			
Flood Street – Cable			All Nos.			
Game Farm Road			All Nos.			
Glady Creek Dr-Glady Add.		2310-3000	All Nos.			
Gray Road			3885-4750			
Hammond Road			4120-4727			
Hanna Road			3001-4000			
Heritage Dr-Old Town Apts						
Herr Road – East		0-500				
Herr Road – West			0-1600			
Hickory Grove Road- East		0-1570				
Hickory Grove Road- West		0-1980				
Hickory Ridge- Highland Hills		All Nos.				
Hickory Place- Highland Hills		All Nos.				
Hill Street – Cable			All Nos.			
Hillside Dr. – Valley View		All Nos.				
Homestead Road – Colony I			All Nos.			
Hurst Road			3020-4500			
Inskeep Road			3600-4000			

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Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscrk. Locality	Terre Haute Base Rate	Terre Haute Zone "A"
Jackson Hill Road	500-1630 All Nos.	1631-2700				
Jadora Drive-The Meadows						
Kennard-Kingscreek Road			2721-3720	1000- 2500		
Kennard Rd – North			5870-6550			
Kennard Rd – South			4820 – 5490			
Kennard Street – Kennard			All Nos.			
Kiser Road			2740-4000			
Kite Road						2222-4500
Knight Road			1000-1680			
Lantern Lane – Colony I			All Nos.			
Liberty Lane-Old Towne Apts	All Nos.					
Lippincott Road			0-3200			
Lookout Court- Tecumseh		All Nos.				
Woods						
Ludlow Road – North		0-5525				
Ludlow Road – South		0-3100				
Madden Road		670-1650				
Main Street – Cable			All Nos.			
Main Street – Mingo			All Nos.			
Mason Road		3000-3500				
McClellan Dr-Ludlow Hills		All Nos.				
Middle Urbana Road		3000-4500	4501-6000			

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Road Name	Urbana Base Rate	Urbana Zone “A”	Urbana Zone “B”	Kingscrk. Locality	Terre Haute Base Rate	Terre Haute Zone “A”			
Melody Lane- Meadowview Acres	1315-1650	1651-2850	All Nos.						
Millerstown Road			2851-6000						
Millerstown Eris Road			4520-5640						
Mingo Street – Kennard			All Nos.						
Mohrer Street – Kennard			All Nos.						
Mutual Catawba Road		2740-2864	2866-4100						
Mutual Union Road- North		0-1320	0-3460						
Mutual Union Road- South			All Nos.						
Molunkee Street- Kennard									
Muzzy’s Road		All Nos.							
Mount Vernon Drive- Washington Subd.	All Nos.				4750-5760				
North Hampton- Donnelsville									
Neal Road	0-115								
Neff Road	3920-7500		1500-2520						
Nettle Creek Road									
Oak Drive-Pullins Woods						All Nos.			
Oakview Drive-The Meadows-Stultz	All Nos.	1660-2010	2011-3830			3831-8017			
Old Troy Pike									
Organ Street – Cable			All Nos.						
Overlook Trail-Off W 36			All Nos.						

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Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscrk. Locality	Terre Haute Base Rate	Terre Haute Zone "A"
Pearce Place-Old Towne Apts. Perry Road	All Nos.		720-1980			
Pisgah Road		2770-4070	4071-5160			
Phillips Circle-Willow Hgts.						All Nos.
Post Road – Colony I			All Nos.			
Powell Avenue	0-1180					
Prairie Road			4000-6000			
Pullins Drive-Pullins Woods		2468-2560				
Railroad Street-Mingo			All Nos.			
Reed Street – Kennard			All Nos.			
Rhodes Road						4740-6370
Ridge Road			4000-5500			
River Road		1301-3000	0-1300			
Rogers Drive – Ward Manor			All Nos.			
Rooney Drive – Mingo Add.	120-250					
Runkle Road			5170-7500			
Rustic Ridge – Highland Hills		All Nos.				
School House Road			7000-9000			
Seymore Street- Kennard			All Nos.			
Shady Circle-Weller Add.		All Nos.				
Shortcut Road	1110-2460	2461-3000				

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Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscrk. Locality	Terre Haute Base Rate	Terre Haute Zone "A"
Short Game Farm Road		1060-1560				
Sibley Road		1560-2440				
Singing Wind Way- Tecumseh Woods		All Nos.				
Sloan Road	1900-2250	2251-3131				
Sonander Road			0-800			
Spain Street – Mingo			All Nos.			
Springbrook Blvd-Off S 68			All Nos.			
Stickley Road			2870-4930			
Stone Quarry Road		2700-3670				
Stony Creek Road						3270-5190
Storms Creek Road					5601-5815	2980-5600
Stringtown Road		5570-6140				
Sunset Drive – S 68		All Nos.				
Sunset Terrace – S 68		All Nos.				
Swisher Road			3840-5100			
Tecumseh Street- Kennard			All Nos.			
Terre Haute Road						4900-6000
Thackery Road						6530-8000
Three Mile Road		0-3000				
Timber Trail- Briarwood Subd.			All Nos.			
Troy Hill Road			800-1500			

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Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscrk. Locality	Terre Haute Base Rate	Terre Haute Zone "A"
Upper Valley Pike	All Nos.	3000-4000	2980-5500			3150-6000
Urbana Moorefield Pike			4001-6000			
Urbana Woodstock Road			3880-7310			
Urbana Street – Mingo		All Nos.	All Nos.			
Valley Drive – Valley View						
Valley Pike		All Nos.				
Valley View Lane – Highland Hills						
Vance Road		All Nos.	1050-1500			1501-4520
Virginia Lane-H B						All Nos.
Russell & Son Add.						All Nos.
Walnut Grove Circle-						
Walnut Grove Estates						
Walter Drive-Old		All Nos.				
Towne Apts.						
Warrior Place-		All Nos.				
Tecumseh Woods						
Wesley Chapel Road		All Nos.	5000-6000			
Willow Dale Road						4990-6000
Winding Way-		All Nos.				
Highland Hills						
Woodburn Road		All Nos.	0-2000			
Woodland Drive-						
Highland Hills		All Nos.	2920-4520			
Woodville Pike						
Yocum Road		All Nos.	0-2040			
Zimmerman Road			6000-6230			

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Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscrk. Locality	Terre Haute Base Rate	Terre Haute Zone "A"
East Route 29	0-2070	2071-6192				
West Route 29	1450-1770	1771-2390	2391-4510			
East Route 36	0-2000	2001-6770				
West Route 36	0-1700	1701-2400	2401-7170			
Route 54	0-2000	2001-3730	3731-4950			
Route 55	0-1350	1351-2426			5801-6000	2427-5800
North Route 68	0-1860	1861-5515				
South Route 68	0-2000	2001-4500	4501-6000			
Route 161		6000-6112				
Road 163 (Evans Road)			5030-5710			
Route 245			3720-5336			
West Route 296		0-1820				
East Route 296		1301-3270 0-500	3271-5990	501-1300		
North Route 560			0-3550			
South Route 560			0-2480			2481-3150
Route 714 (See N. Ludlow)						

ISSUED: May 8, 2006

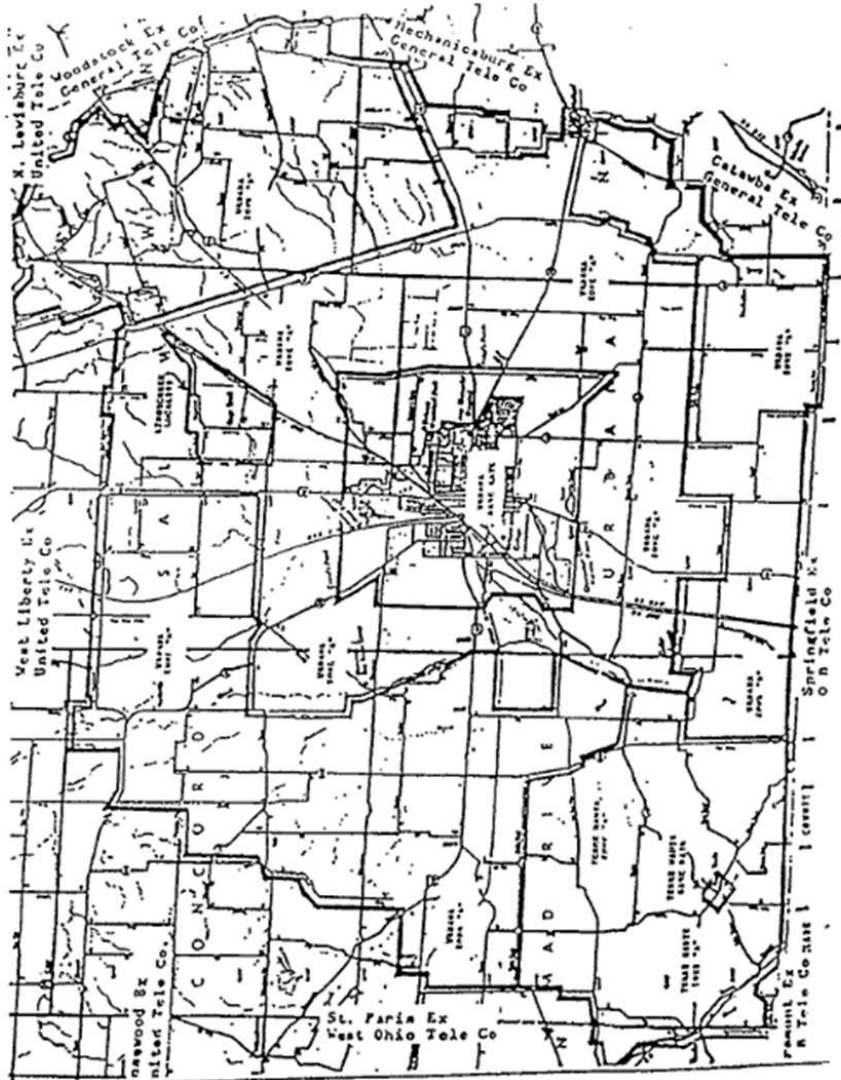
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Michael W. Conrad, President
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Section 1 - General (Continued)

1.1 Exchange Area (Continued)

1.12 General Franchise Map

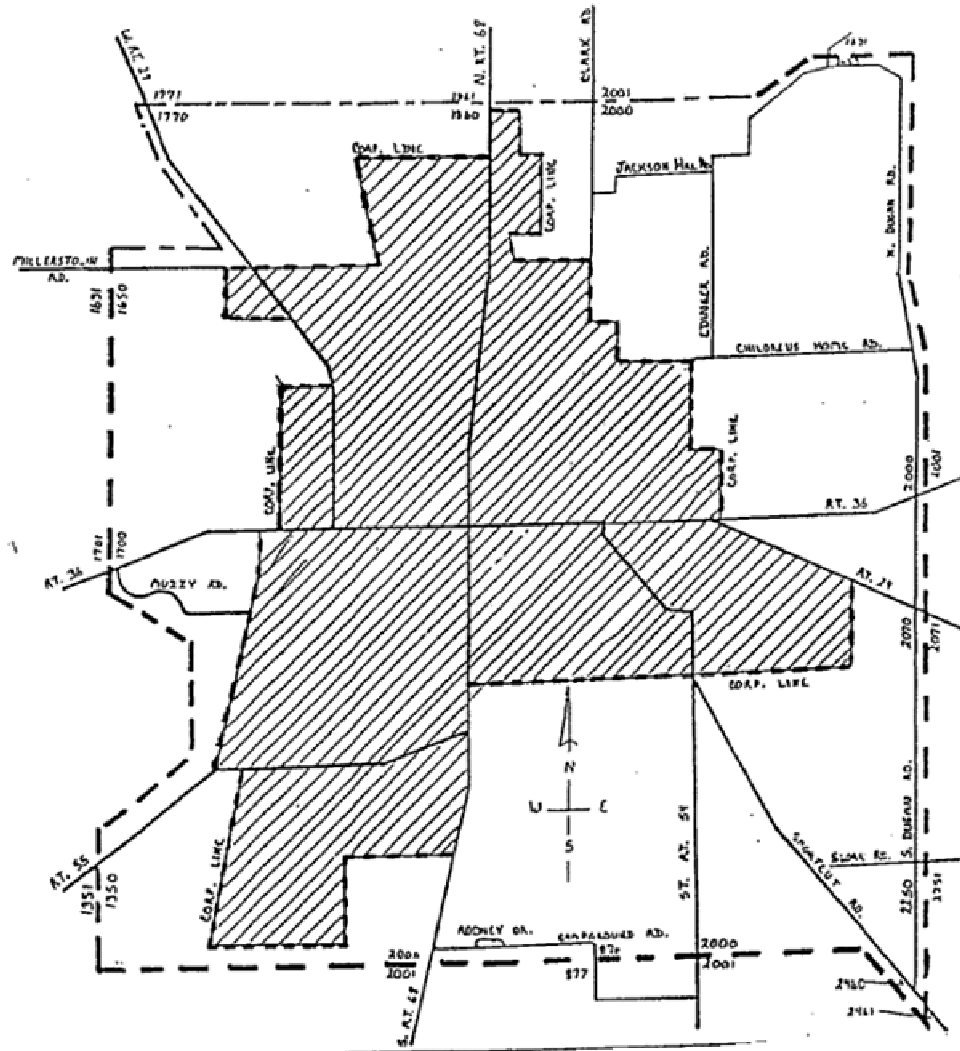


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1.13 Urbana Area Map



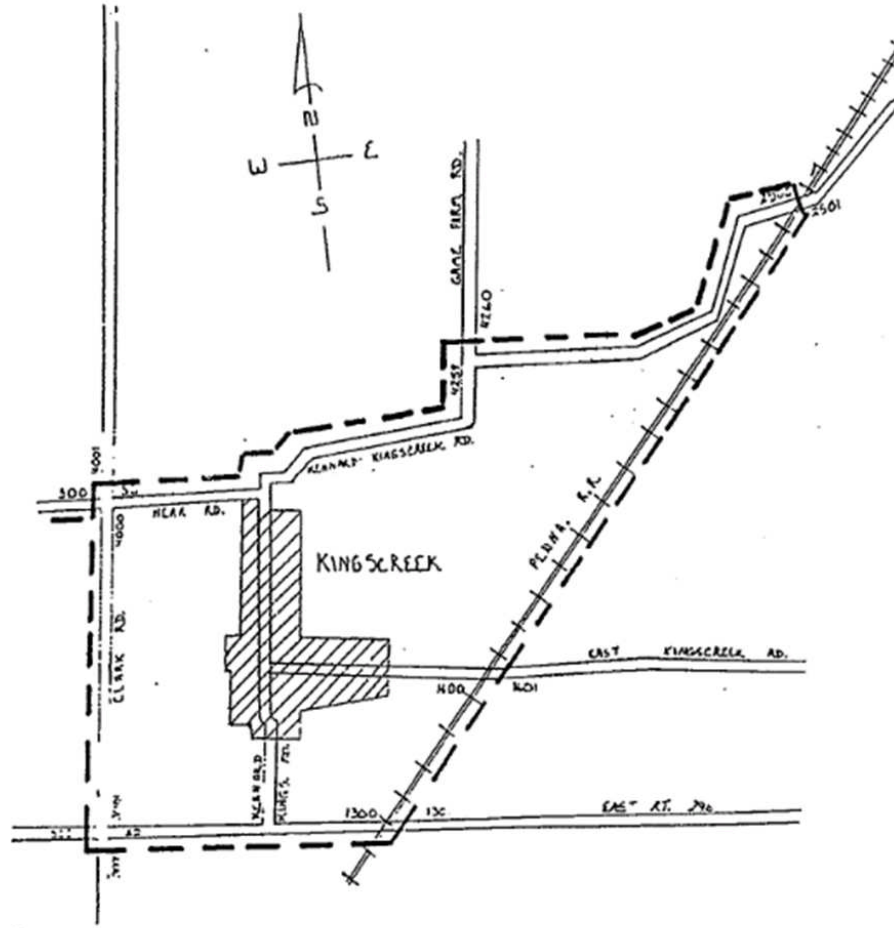
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Section 1 - General (Continued)

1.1 Exchange Area (Continued)

1.14 Kingscreek Locality Rate Map

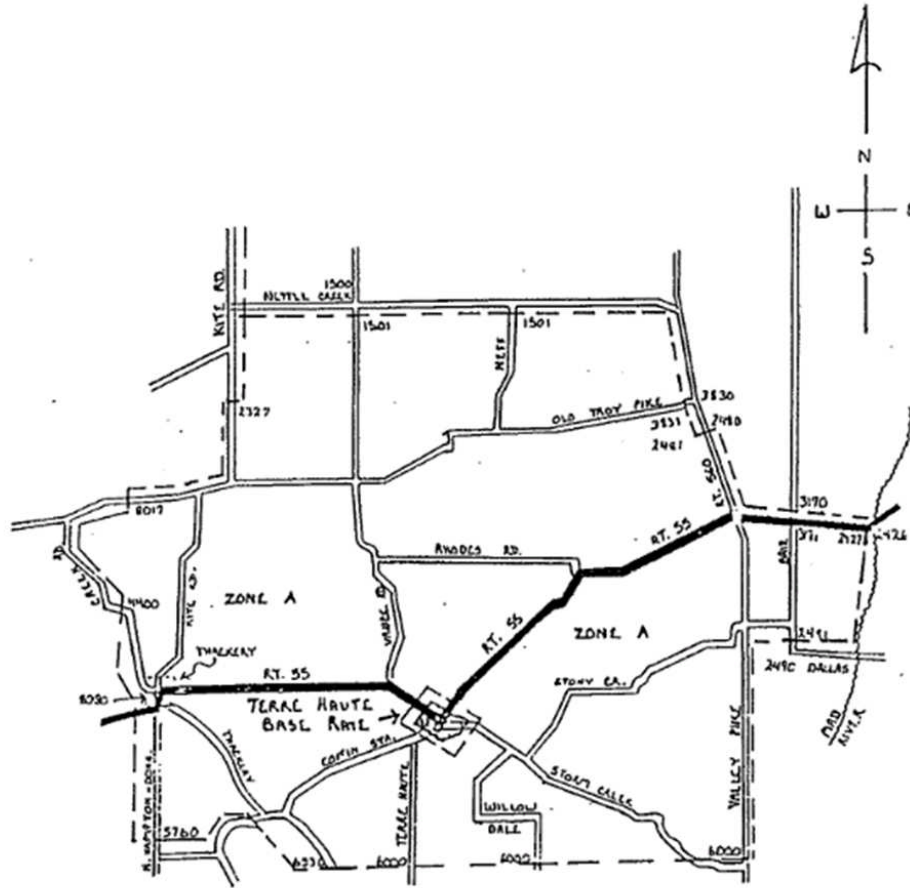


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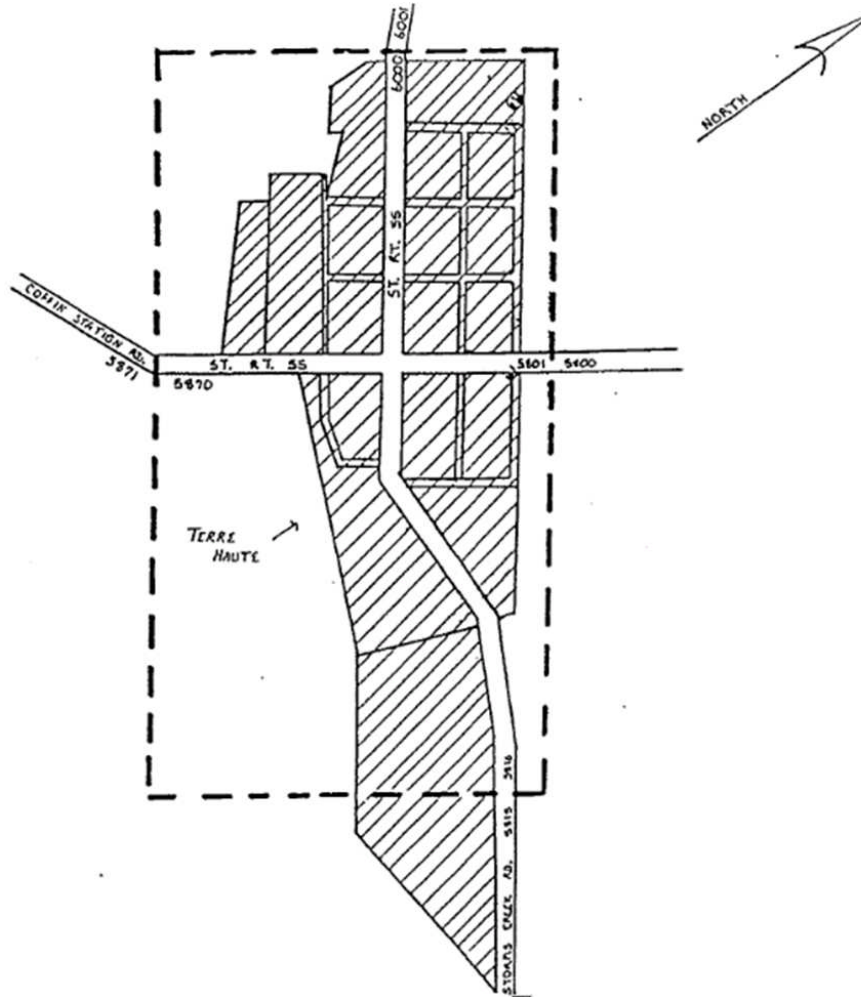
1.15 Terre Haute Exchange Boundary Map



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1.16 Terre Haute Base Rate Area Map



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1.2 Definitions

(N)

As used throughout this tariff, the following definitions of terms shall apply.

ACCESS LINE - The Telephone Company line from the central office switching point up to and including the termination of the customer's premises in either a terminal block, jack, or other point of termination.

ACCESSORIES - Devices attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically or inductively connected to the communication path of the telephone system.

ACTUAL COST - The cost of materials, labor and necessary overhead actually incurred by the Company to complete a particular project or task.

ALTERNATIVE REGULATION PLAN - A plan authorized by the Public Utilities Commission of Ohio allowing the Company pricing flexibility on certain services depending on their tier classifications of Tier 1 Core, Tier 1 Non-Core or Tier 2. (N)

APPLICANT - An individual, firm, corporation, partnership, institution, association or organization whether public or private, applying for or requesting provision of utility service in accordance with this tariff.

AUXILIARY LINE - An additional and independent telecommunication channel from the central office to the same premises as the main line and associated therewith.

BASE RATE - A schedule rate for any form of exchange service which does not include mileage or other incremental charges.

BASE RATE AREA - That part or parts of an exchange area, as specified in the Local Exchange Tariff, within which base rates apply for local telephone services.

BUSINESS OFFICE - The office of the Company which handles subscriber billing, collections and public requests for service.

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1.2 Definitions (Continued)

BUSINESS SERVICE - See Commercial Service (N)

CENTRAL OFFICE - The location of the Company's dial switching equipment and where an individual telephone station may be switched to another.

CENTRAL OFFICE LINE - A circuit directly connecting an individual line or party line with a central office. (N)

CHANGE - Revisions in telephone service, lines or equipment subsequent to the establishment of such service, lines or equipment, and also to rearrangements of outside or inside wiring (including house cable) which do not involve moves, at the customer's request. (T)

CHANNEL - A path for communications between two or more stations or Company offices, furnished in such a manner as the Company may elect, whether be wire, radio or a combination thereof. (N)

CLASS OF SERVICE - The various categories of service generally available to the customer: Business, residence, public, and semi-public.

CLOSED-END FOREIGN EXCHANGE - A local service provided from a customer's premise to the point of connection carrier.

COAM - See Customer Owned and Maintained Equipment.

COIN BOX SERVICE - See Pay Telephone Service.

COMMERCIAL SERVICE - Company service provided to firms, corporations, agencies, partnerships, associations, and other institutions, public or private, whose basic concern is the conduct of business, or the fulfillment of a public responsibility and normally engaged in acts (N)

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1.2 Definitions (Continued)

of commerce. One indication of commercial service is the reference to a user's phone number in public advertising of a business nature. (N)

COMMISSION - Public Utilities Commission of Ohio.

COMMON CONTROL SWITCHING ARRANGEMENT (CCSA) - A switched service network designed for customers having extensive private communications requirements. All stations associated with a customer's network may dial each other regardless of location and without using exchange and toll facilities. Off-network access via local, foreign exchange or WATS lines may also be provided.

COMMUNICATIONS SYSTEMS - Channels and other facilities which are capable, when not connected to the telecommunications network, of communications between customer-provided terminal equipment or Telephone Company Stations.

COMPANY - The Champaign Telephone Company.

CONNECTING ARRANGEMENT - The equipment provided by the Telephone Company to accomplish the direct electrical connection of customer provided facilities with the facilities of the Telephone Company.

CONSTRUCTION - All activities required by the Company in order to initiate, rearrange, discontinue or otherwise provide or modify service or facilities provided to the subscriber.

CONTINUOUS PROPERTY - The land, including any building or buildings thereon, occupied or used in the conduct of one establishment or business, throughout which there is general access without the necessity of crossing land used publicly or privately by others. Continuous property has a single mailing address.

CONTRACTS, SPECIAL - The agreement between the Company and a subscriber for the furnishing of utility service in instances where all or a part of this tariff does not apply. (N)

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1.2 Definitions (Continued)

(N)

COST - "Cost" or "Actual Cost" represent the actual cost of material, labor and incidentals, plus a charge for administration.

CUSTOMER - The person, firm or corporation responsible for the payment of charges and compliance with the regulations of the Telephone Company. May be different from the user. (See Subscriber.)

CUSTOMER OWNED AND MAINTAINED EQUIPMENT (COAM) - Any device or apparatus provided by the customer, which does not constitute a competing telecommunication system, and for which complete ownership and maintenance responsibility resides with the customer and the Company's liability is limited to inter-connection in accordance with the rules and regulations outlined elsewhere in this tariff or as provided under a separate written agreement.

DATA ACCESS ARRANGEMENT - A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth elsewhere in this tariff.

DATE OF PRESENTATION - The date upon which a bill or notice is mailed. In case of a hand delivered special bill or notice, the date of presentation is the date delivered.

DIAL TELEPHONE SERVICE - Service by means of a telephone system in which the central office equipment is of the automatic or machine switching type and in which the subscriber station telephone is equipped with a standard dial for use in originating calls therefrom.

DIRECT ELECTRICAL CONNECTION - A physical connection of the electrical conductors in the communications path.

DIRECTORY LISTING - Information contained in the Company-owned telephone directory, including reasonable

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1.2 Definitions (Continued)

(N)

advertising, whereby telephone users may ascertain the telephone number of other subscribers' stations.

DISCONNECT - Discontinuance of utility service made at the request of the subscriber or at the option of the Company for nonpayment of service or other valid reasons; the facilities so disconnected by the Company may be made immediately available for use by another subscriber.

DROP WIRE - Wires between an open wire lead or aerial or under-ground cable terminal and the point of entrance to the building in which the subscriber's telephone service is located.

EMERGENCY - A situation or condition, as determined by the Company, which demands immediate attention and requires substantial change from the normal conduct of utility business and which left unattended could seriously threaten the public safety.

EXCHANGE - A unit of a telephone utility for the administration of communication service in a specified area. It usually consists of one or more central offices together with the associated plant used in furnishing telecommunication services in that area.

EXCHANGE AREA - The territory served by an exchange as specified in the Local Exchange Tariff.

EXCHANGE MESSAGE - A completed telephone call or telephonic communication between exchange stations in the same local service area.

EXCHANGE SERVICE - The service of furnishing equipment and facilities for telephone communication within a local service area in accordance with the regulations and for the rates and charges specified in the Local Exchange Tariff.

EXCHANGE SYSTEM USED BY INTEREXCHANGE SERVICES (ESIS) - An unlimited local exchange service which allows users not located in the Company serving area to access the public switched network of the Company.

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1.2 Definitions (Continued)

(N)

FLAT RATE SERVICE - The type of exchange service furnished at a stipulated monthly rate with an unlimited number of calls within a specified local service area.

FOREIGN ATTACHMENTS - Any apparatus or equipment attached to or connected with Company-provided equipment which is not owned or authorized by the Company for use with its service.

FOREIGN EXCHANGE - In connection with foreign exchange service, that exchange which encompasses the central office from which the foreign exchange is furnished.

FOREIGN EXCHANGE (FX) SERVICE - A classification of exchange service furnished under tariff provisions whereby a subscriber may be provided telephone service from an exchange other than the one from which he would normally be served.

INDIVIDUAL LINE - A central office line designed for the connection of one main telephone.

INSTALLATION - any activity required by the Company in order to initiate, rearrange, delete or otherwise provide or modify service or facilities for use by the general public.

INSTALLATION CHARGE - An initial, nonrecurring charge made under certain conditions to cover all or a portion of the cost of installation of Company equipment. The payment of an installation charge gives the subscriber no ownership wholly or in part to the property installed.

KEY TELEPHONE SERVICE - An exchange service furnished by means of assemblies serving one or more individual central office lines, including at least one multi- button telephone set, and associated apparatus arranged for various combinations of cutoff, holding, (N)

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1.2 Definitions (Continued)

(N)

intercommunicating pickup and signaling within the capacity of the equipment.

LINE EXTENSION - The outside plant required in addition to existing facilities to render telephone service, exclusive of instrumentalities.

LINE ONLY - A central office or private branch exchange line generally terminated in a key telephone set which, for record purposes, is associated with and assigned to another line.

The line only has no station and no directory listing associated with it.

LOCAL EXCHANGE - In connection with foreign exchange service, that company service area in which the primary station is located.

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

LOCAL PRIVATE LINE TELEPHONE SERVICE - A service furnished for the subscriber's own use by means of a line or channel to which are permanently connected two or more telephone stations which are not connected for exchange service.

LOCAL SERVICE AREA OR EXTENDED LOCAL SERVICE AREA - That area throughout which an exchange service subscriber, at a given rate, may make calls without the payment of a toll charge. A local service area may be made up of one or more exchange areas.

LOCAL TELEPHONE SERVICE - Service available within the company service area for communication between subscribers located within that company service area only.

LOCALITY RATE AREA - An area located outside and remote from the base rate area but within an exchange area and within which urban grades of service are furnished at incremental rates.

(N)

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1.2 Definitions (Continued)

MESSAGE - A completed customer telephone call.

MESSAGE RATE SERVICE - The type of exchange service provided at a monthly rate with an additional charge for each local message or message unit used in excess of a specified allowance.

MESSAGE UNIT - A unit charge established for calls within the local service area as provided in the Local Exchange Tariff.

MILEAGE CHARGE - The additional charge for exchange telephone service based upon distance measurement for service furnished off the premises of the primary station or in connection with foreign exchange service.

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

MOVE - Relocations of telephone service lines on the same continuous property subsequent to the establishment of such service lines for a customer. (D)

(D)

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

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1.2 Definitions (Continued)

(N)

NETWORK CONTROL SIGNALING UNIT - The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

NON-LISTED NUMBER - The telephone number of the subscriber which, at the request of the subscriber, is not listed in the telephone directory but can be obtained by contacting the information operator.

NON-PUBLISHED LISTING - A customer listing, that is required at the customer's request in writing, to both unpublished in the telephone directory and to be withheld from any request made upon information desks or any type of request, unless so ordered by a regulating body of this Company. Under no circumstances will an employee of this Company or any other person connected with this Company provide the listing information to any requests. The additional charge is made to cover the costs involved to provide emergency connections without revealing the listing information. This applies to all areas served by The Champaign Telephone Company.

NORMAL WORKING SITUATIONS - Those situations which can be reasonably anticipated by the Company, planned for in advance and handled as a part of the usual day- to-day operations, without requiring substantial deviation from standard operating practices.

OFF-NETWORK MTS/WATS EQUIVALENT SERVICE - A voice circuit between an Other Common Carrier (OCC) terminal location and a telephone company central office.

OFF-PREMISE STATIONS (OPS) - Service which provides a connection from the access line termination (station) to another station located on property or in a building not contiguous to the access line termination.

ONE-PARTY SERVICE - A grade of exchange service furnished by means of a central office line arranged to serve one primary station only, although additional stations may be connected to the line.

ISSUED: September 29, 1982

EFFECTIVE: November 1, 1982

In Accordance with Order No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

P.U.C.O. No. 5

1.2 Definitions (Continued)

(N)

OTHER COMMON CARRIER (OCC) - Specialized Common Carriers, Domestic and International Records Carriers, Domestic Satellite Carriers and Value-Added Carriers that are authorized by the FCC to provide private or off-network MTS/WATS equivalent services.

PARTY LINE SERVICE - A grade of service furnished by means of a central office line arranged to serve more than one primary station and with segregated ringing for each main station on that line.

PAY TELEPHONE SERVICE - Telephone service provided to the general public in public or semi-public places by means of a telephone coin box arrangement which requires the deposit and collection of coins prior to the initiation of a local telephone message. Public telephone service is provided in locations selected by the Company.

PERMANENT DISCONNECT - Termination of Company service where the intent is not to reconnect the service in the foreseeable future. Facilities related to such disconnections of service become immediately available to the Company to satisfy other service requirements.

PREMISES - The area owned or controlled by the subscriber and served by the Company.

PRIVATE BRANCH EXCHANGE (PABX and PBX) SERVICE - An intercommunication system composed of switchboards, automatic switching equipment, and various ancillary devices located on the subscriber's premises and include local stations with intercommunication capability between them through automatic switching equipment. Access to the Company's local exchange and long distance facilities is by means of one or more central office trunks.

PRIVATE LINE DEDICATED CIRCUIT - A circuit provided to a subscriber which is not connected to the switching equipment of the Company and utilized only by that subscriber.

(N)

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In Accordance with Order No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

P.U.C.O. No. 5

1.2 Definitions (Continued)

(N)

PRIVATE LINE TERMINAL - Each end of a private line dedicated circuit.

PUBLIC TELEPHONE SERVICE - A non-listed, non-customer exchange station installed for the convenience of the public at a location chosen or accepted by the Company. A coin collecting device may be provided for immediate collection of charges for each outgoing local and toll message, or the paystation may be of a coinless nature intended for collect or third number billing purposes.

RESIDENTIAL TELEPHONE SERVICE - Service furnished to home, personal quarters or abode used only for residential or domestic purposes and from which business is not normally conducted. Residential service does not include multifamily apartments or hotels where a landlord or manager is responsible for payment to the Company.

SAME BUILDING - A structure under one roof, or two or more structures under separate roofs, throughout which there is general access by means of doors, elevators, stairways, enclosed passageways or continuous corridors. Sidewalks, driveways, heating and utility tunnels, pipes and conduits are not considered enclosed passageways.

SAME HOUSEHOLD - Those who dwell as a family under one roof, including relatives and not more than four other persons residing with the family and participating in the common use of such facilities as dining room, kitchen, living room, etc. Premises occupied by any group of four or less persons functioning in the same manner as a family are also considered as the same household.

SAME PREMISES - All the space in the same building in which a subscriber has the right of occupancy to the exclusion of others or shares the right of occupancy with others; and all space in different buildings on continuous property, provided such buildings are occupied solely by one subscriber. Foyers, hallways, and other space provided for the common use of all

(N)

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EFFECTIVE: November 1, 1982

In Accordance with Order No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

1.2 Definitions (Continued)

occupants of a building are considered the premises of the operator of the buildings.

SEMI-PUBLIC TELEPHONE SERVICE – Exchange service designed for use of the customer and the public at locations somewhat public in character and involving a stipulated charge for each outgoing local message. A coin collecting device is provided for immediate collection of charges for each outgoing local and toll message.

SERVICE CONNECTION – The establishment of telephone service lines for a customer, and transfers of telephone service lines from one premises to another on non-continuous property subsequent to the establishment of such service lines for a customer.

SERVICE CONNECTION CHARGES – See Installation Charges.

SERVICE, GRANDFATHERED – Services no longer offered to new subscribers. Existing subscribers may continue service until moves or changes of service occur.

SHARED TENANT SERVICE – a Shared service arrangement which allows a business customer subscribing to Shared Tenant Service to share or resell local service to individuals, firms, corporations, etc., (herein called “tenants”) located within the Shared Tenant Service customer’s premises. (N)

SHARED ENDED TERMINAL DEVICE – A terminal device which terminates only one line or channel at a given time (example: head sets). (N)

SPECIAL BILL – A bill for accumulated exchange and toll service charges rendered in lieu of the requirement of a cash deposit for the reestablishment of credit before disconnection of service as provided in the tariff schedules, or a bill for accumulated exchange and toll charges rendered at such time as the amount of the unpaid charges, billed and unbilled, materially exceed the normal amount of any prepaid charges or any deposits made in connection with a particular service.

ISSUED: March 31, 1987

In Accordance with Order No. 85-1199-TP-COI
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: April 13, 1987

P.U.C.O. No. 5

ISSUED: September 29, 1982

EFFECTIVE: November 1, 1982

In Accordance with Order No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

P.U.C.O. No. 5

1.2 Definitions (Continued)

SUBSCRIBER - The person or organization in whose name service is furnished as evidenced by the signature of the application or contact for that service, or in the absence of a signed instrument, by the receipt and payment of a bill regularly issued in his name regardless of the identity of the actual user of the service. (N)

SUBSCRIBER SERVICE OFFICE - See Business Office

SUPPLEMENTAL EQUIPMENT - Attachments, apparatus, and accessories or devices which, at the request of the subscriber, the Company provides in accordance with the rate schedules of this tariff.

TARIFF - The entire embodiment of the rules, regulation, definitions and charges under which service is provided within the exchange area of the Company. A contract between the Company and its subscribers binding on both and approved by the Commission.

TARIFF SHEET - An individual sheet of the Company's tariff.

TELECOMMUNICATIONS SERVICES - The provision of facilities for the transmitting and reception of messages, impressions, pictures and signals by means of electricity, electromagnetic waves, and any other kind of energy, force variation, or impulses whether conveyed by cable, wire, radiation through space, or transmitted by means of other media within a specific area or between designated points.

TELEPHONE COMPANY - The Champaign Telephone Company.

TEMPORARY DISCONNECT - A short-term suspension of utility service without removal or disconnection of any subscriber equipment. Such disconnections may be made at the request of the subscriber or on the initiative of the Company in accordance with the rules and regulations of this Tariff. (N)

ISSUED: September 29, 1982

EFFECTIVE: November 1, 1982

In Accordance with Order No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

1.2 Definitions (Continued)

TEMPORARY SERVICE - The short-term or occasional service contracted for by an enterprise or organization where the duration can be determined in advance of the contemplated operations, such as construction or exploration projects with their related housing and miscellaneous camp service facilities, summer or winter resorts, amusement or sports concerns, fairs, exhibit structures or places or other enterprises of a limited duration.

TERMINATION CHARGE - A special charge applied under certain conditions defined in a special contract with the subscriber when service is terminated by the subscriber before the expiration of the minimum contract period. Termination charges shall be specified in the written agreement and known in advance by the subscriber.

TIE LINE - A dedicated telephone circuit connecting two private branch exchange systems for the purpose of interconnecting the stations of one system with the stations of the other.

TOLL LINE - A line between two or more exchange or toll stations over which service is furnished on a toll message rate basis.

TOLL MESSAGE - A completed telephone call or telephonic communication between an exchange station and another station not located within the same local service area as the calling station.

TOLL RATE - The charge prescribed for toll messages based upon the duration and distance of the call.

TOLL SERVICE - Telephone service between exchanges or locations for which a toll rate is charged.

TRUNK LINE - A channel of communication from the central office to another switching system or between a PBX, key system or similar intercommunication device and the Utility's central office.

TIER 1 CORE – Tier 1 Core rates, under the Alternative Regulation Plan, will be capped at current levels so long as the Company remains under the Alternative Regulation Plan. The company may charge rates lower than the capped rates, provided that the rates are not below long run service incremental cost of each service plus a common cost allocation. (N)

1.2 Definitions (Continued)

TIER 1 NON CORE – Tier 1 Non Core rates, under the Alternative Regulation Plan, will be capped at the current levels for 24 months from the effective date of the Alternative Regulation Plan. After 24 months, Tier 1 Non Core rates can be increased to a maximum cap of double the current rate, other than for a second local access line and call waiting, which are limited to no more than a ten percent increase in price each year for each service, up to a maximum rate for the life of the plan that is double the initial rate for each service. (N)

TIER 2 – Tier 2 services include all services contained in Local Exchange Tariff No. 5 of The Champaign Telephone Company that are not classified as Tier 1. Tier 2 service rates are not subject to any rate cap and may be priced at market-based rates. (N)

TWO PARTY LINE - A central office line designed for the connection of two subscribers.

TYPE OF SERVICE - The grade or level of service provided to a subscriber in a particular circumstance.

USER - The user of a service regardless of the identity or location of the subscriber or customer of the service.

UTILITY - The Champaign Telephone Company.

ZONE - A portion of an exchange area shown on maps filed elsewhere in the tariff schedule.

ZONE RATE AREA - An area, as defined in the Local Exchange Tariff, located outside of the base rate area and within the exchange area within which grades of service are furnished at incremental rates as specified in the Local Exchange Tariff.

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ISSUED: January 22, 2002

In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: January 22, 2002

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Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: January 22, 2002

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

SECTION 2. RULES AND REGULATIONS

2.1 General

2.11 Purpose of the Telephone Company

Champaign Telephone Company, hereinafter referred to as the Company, is a telephone company with its business office located at Urbana, Ohio. The Company furnishes telecommunication utility services as a public utility in accordance with its approved tariff on file with the Public Utilities Commission of Ohio.

2.12 Adoption of the Tariff by the Company

The rules and regulations contained in this tariff have been adopted by the Board of Directors of the Champaign Telephone Company, in compliance with its Articles of Incorporation, By-Laws and all known Federal and State laws applying to the provision of utility service.

2.13 Approval of the Tariff by the Commission

This tariff has been approved by the Public Utilities Commission of Ohio to be effective on the date indicated in the lower right hand corner of each tariff sheet. After this date, the tariff constitutes the binding contract between the Company and its customers for the provision and receipt of telecommunication utility services. Except as provided by law, neither party may deviate from the rules, regulations, practices or rates contained herein without first obtaining the prior approval of the Commission.

2.14 Inspection of Company's Tariff

Copies of these rules and regulations together with rate schedules and forms for application and contract are on file for inspection at the office of the Company during normal business hours. The Company may not refuse permission to anyone requesting to inspect its effective tariffs, nor may it require anyone to state a reason why they wish to do so prior to permitting access.

Upon request, the Company shall provide free of charge a copy of the Telephone Customer Bill of Rights, as set forth in O.A.C. Chapter 4901:1-5-6. (N)

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In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

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2.1 General (Continued)

(N)

2.15 Tariff Applicability

The rules, regulations and rates contained in this tariff apply to the general public located within the certificated service area of the Company and to all services rendered by the Company except as otherwise provided for in individual rate schedules or a special contract between the Company and a subscriber.

(N)

2.16 Construction Charges

2.161 General

All rates and charges specified in the Exchange Rate and General Exchange Tariffs contemplate the establishment of service without abnormal or excessive expense to the Telephone Company. Under certain conditions, as hereinafter set forth, construction charges will be applied to cover all or a part of the abnormal or excessive expense incurred by the Telephone Company in the establishment of service.

Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.

Where construction has been started in order to furnish service to an applicant and the application for service is canceled prior to the establishment of service, the applicant shall be required to reimburse the Telephone Company for the estimated loss resulting from such construction.

Where rearrangement of facilities provided by the Telephone Company on private property is made at the request of or to meet conditions imposed by the customer, the expense incurred by the

ISSUED: September 29, 1982

EFFECTIVE: November 1, 1982

In Accordance with Case No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

2.1 General (Continued)

Telephone Company for such rearrangement shall be borne by the customer.

Where facilities constructed on private right of way are used as a part of the Telephone Company's general distributing plant, the regulations and construction charges to be applied shall be those specified for the construction of facilities on public highways, but when not so used, the regulations and construction charges to be applied shall be those specified for the construction of entrance facilities.

Such facilities and construction work as may be provided by an applicant, as hereinafter set forth, shall be subject to the approval of the Telephone Company.

The customer does not obtain any rights of ownership or otherwise in facilities provided by the Telephone Company shall be under its exclusive control and, except as hereinafter specifically provided, shall be maintained and replaced by and at the expense of the Telephone Company.

Where a buried wire or buried cable type of entrance facilities is provided by the Telephone Company in cases where such type of facilities is not considered normal, as hereinafter set forth, the customer shall be required to pay for all excavation and fill-in in connection with maintenance and replacement of such buried wire or buried cable type of entrance facilities.

Where a buried wire or buried cable type of facilities is provided by the Telephone Company on private property, other than for entrance facilities, the subscriber shall be required to pay for all excavation and fill-in in connection with maintenance and replacement of such buried wire or buried cable type of facilities.

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In Accordance with Case No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

2.1 General (Continued)

When the Telephone Company attaches its facilities to poles of others on the public highway in lieu of constructing a pole line, the charges to be applied are the same as those which would be applicable if a pole line were constructed by the Telephone Company.

When the Telephone Company attaches its entrance facilities to poles of others located on private property, the charges to be applied where expense is incurred by the Telephone Company either for purchase of an interest in or rental of contacts on such poles, are the same as those which would be applicable if a pole line were constructed by the Telephone Company. When such poles are used by the Telephone Company for attaching its entrance facilities without expense, no construction charges shall apply. All other regulations and requirements of both the owner of such pole lines and the Telephone Company with respect to such joint use shall apply.

The decision as to whether poles of others are suitable for the attachment of the Telephone Company's facilities rests with the Telephone Company.

A buried wire or buried cable type of facilities will not be provided where, in the judgement of the Telephone Company, conditions are unsuitable interfere with the furnishing of efficient telephone service.

Permanent facilities on public highways within the base rate area of an exchange will be provided by the Telephone Company without the application of construction charges.

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In Accordance with Case No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

2.1 General (Continued)

2.162 Right of Way

When an applicant is so located that it is necessary for the Telephone Company to obtain right of way to furnish service, the applicant may be required to pay the cost (including rental) of securing and retaining such right of way.

2.163 Temporary Facilities

Where the Telephone Company constructs temporary facilities, the applicant shall be required to pay the expense incurred by the Telephone Company for such construction, plus the estimated cost of removal of such facilities less the estimated salvage value of the material recovered upon removal of such facilities.

The term "temporary facilities," as used in the paragraph above, applies to:

- a. Facilities constructed in advance of construction of permanent facilities and removed upon completion of the construction of permanent facilities.
- b. Facilities which will probably be used only for a short term and with respect to which there is no immediate prospect of reuse in place for another applicant.

2.164 Permanent Facilities on Public Highways
Outside the Base Rate Area of an Exchange

Where the Telephone Company constructs permanent facilities on public highways, in order to furnish service to an applicant or applicants in territory where no facilities are available, the construction charges applicable shall be determined in the following manner, regardless of the actual route to be followed by such construction:

2.1 General (Continued)

a. Where only one applicant is to be furnished service, the length of construction required to reach the point of entrance on the applicant's private property, measured along the public highway either from the nearest existing distributing plant of the Telephone Company or the nearest point to which the Telephone Company plans to extend its facilities under an approved construction program, whichever is closer, shall be determined by the Telephone Company. Where the length thus determined does not exceed one-half (1/2) mile, no construction charges apply. Where the length thus determined does exceed one-half (1/2) mile, the applicant shall be required to pay construction charges equal to the estimated expense which would be incurred for poles (in place), if a pole line type of facilities is used, and for excavation and fill-in, if a buried wire or buried cable type of facilities is used, for the length in excess of one-half (1/2) mile.

b. Where more than one applicant is to be furnished service, the length of construction required to reach the point of entrance on each applicant's private property, measured along the public highway either from the nearest existing distributing plant of the Telephone Company or from the nearest point to which the Telephone Company plans to extend its facilities under an approved construction program, whichever is closer, shall be determined by the Telephone Company.

Where the length thus determined does not exceed one-half (1/2) mile multiplied by the number of applicants, no construction charges apply. Where the length thus determined does exceed one-half (1/2) mile multiplied by the number of applicants, the applicants as a group shall be required to pay construction charges equal to the estimated expense which

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In Accordance with Case No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

2.1 General (Continued)

would be incurred for poles (in place), if a pole line type of facilities is used, and for excavation and fill-in, if a buried wire or buried cable type of facilities is used, for the length in excess of one-half (1/2) mile multiplied by the number of applicants.

The total amount of construction charges to be paid by the applicants as a group, determined as provided in the paragraph above, will be apportioned among them in such manner as the group may determine. The necessary construction work will not be started, however, until satisfactory arrangements have been made for the payment of such construction charges. In the event the applicants fail to agree upon an apportionment, the Telephone Company will handle each application separately in accordance with the provisions of the paragraph above.

In case the Telephone Company has on file other applications for service from applicants located along the route to be used to serve the applicants, the Telephone Company will combine the construction projects for the current applicants and the applicants who previously applied for service in accordance with the subject to the provisions of this section if such action will serve to reduce the amount of construction charges to be paid by either of such groups.

2.165 Permanent Entrance Facilities

Where the Telephone Company constructs permanent entrance facilities of a pole line or buried wire or buried cable type, the applicant shall be required to pay the expense incurred by the Telephone Company for poles (in place), where a pole line type of facilities is used, and for excavation and fill-in, where a buried wire or buried cable type of facility is used, for that part of the entrance facility so constructed as is

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2.1 General (Continued)

in excess of 1,000 feet in length, measured along the proposed path of construction.

Note: A buried wire or buried cable type of entrance facilities will be provided at the charges specified in this paragraph only in cases where the following conditions exist: (a) where the applicant is located in territory where such type of facilities are used for the Telephone Company's general distributing plant, and (b) where such type of entrance facilities would normally be provided. In other cases, the furnishing of such type of entrance facilities is not considered normal, and where such type of entrance facilities are provided, the applicant, in addition to paying the charges specified in this paragraph, shall be required to pay the additional expense incurred by the Telephone Company determined as provided in Section 2.167.

Where a conduit type of entrance facilities are required, construction charges do not apply. However, the applicant is required to provide, in place, suitable conduit from the point of entrance on his private property to the premises in which service is to be furnished.

2.166 Facilities Confined to the Same Continuous Property Other Than Entrance Facilities

The customer will be required to provide: (a) poles and fixtures in place where a pole line type of facilities is used; (b) conduit in place where a conduit type of facilities is used; and (c) excavation and fill-in where a buried wire or buried cable type of facilities is used.

The Telephone Company will provide wire or cable on such poles, cable in such conduit and buried wire or buried cable in such excavations.

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EFFECTIVE: November 1, 1982

In Accordance with Case No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

2.1 General (Continued)

2.167 Special Types of Construction or Facilities

Outside Construction of Facilities

When an applicant requires a special type of construction or a type of facilities not normally provided, or where the conditions imposed by the applicant, such as the time and place involved, make the installation abnormally or excessively expensive, the applicant shall be required to pay the additional expense incurred by the Telephone Company, determined as follows: The difference between the expense incurred by the Telephone Company for such construction, facilities or installation and the expense which would otherwise be incurred for a normal type of construction of facilities or a normal installation.

(D)

(D)

ISSUED: October 7, 1986

In Accordance with Case No. 85-533-TP-UNC
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: January 1, 1987

2.2 Telephone Service

2.21 Description of the Company's Service

Local exchange and long distance telephone service is available to the general public through the facilities owned and operated by the Company in accordance with the rules and regulations of this tariff. These services consist principally of local exchange and toll telephone service for residential and commercial subscribers of the Company; interconnection to acceptable customer owned and maintained telecommunication equipment; public pay telephone service.

Charges for company services offered under this tariff are covered in Section 3 and consist of nonrecurring charges for installation and certain administrative expenses; monthly recurring charges for line services and supplemental equipment; and charges for use of public pay station service. Long distance toll telephone charges are billed to the subscriber by the Company in accordance with the connecting company interstate tariff currently approved by the FCC and the intrastate tariff approved by the Public Utilities Commission of Ohio.

The company may from time to time offer various optional services contained in this tariff, at no charge to subscribers strictly as a promotional offer. These offerings would be for a specific length of time (1 month, 2 months, etc) and could waive the non-recurring charge, the recurring charge, or both, for the specific time period, depending upon the offer.

(N)

2.21.1 Emergency Calls Offered at No Charge

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;

(N)

ISSUED: May 3, 1993

In Accordance with Case No. 89-54-TP-COI
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: May 10, 1993

(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.

(T)

2.22 Application of Business and Residence Rates

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net.

Customers have certain rights and responsibilities under the Minimum Telephone Standards (Ohio Adm. Code 4901:1-5). 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.

- a. Business or residence classification of subscriber service is determined by the character of use made of the service.
- b. Service is classified as business service and business rates apply where the use is primarily of a business, professional,

(T)

2.2 Telephone Service (Continued)

institutional, or otherwise occupational nature, or where the service or any part thereof is furnished at a business location, except as specified elsewhere in the Tariff. Where the telephone number is used in connection with business, professional, institutional or occupational advertising or other promotional media, business rates will apply, except when a residence telephone number. Telephone service furnished to schools, lodges, and clubs shall be charged at the business telephone rate.

c. Business rates apply 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, handbill, billboards, circulars, motion pictures, or other advertising matter, such as on vehicles, etc. 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.

d. (D)

(D)

e. The residential telephone rate will apply to telephone customers who use their telephone, located in their place of lodging and residence for the purpose of social and emergency use only. Extension of the primary service will be confined to the area serving the individual or the family, living as a household unit. Rooms or quarters occupied by other than the above will require independent telephone service if desired. Advertising the telephone number publicly, other than occasionally (pertaining

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Jack W. Read, President
Urbana, Ohio

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SECTION 2. RULES AND REGULATIONS (Continued)

2.2 Telephone Service (Continued)

to the household unit), will require a business telephone rate.

- f. When it is determined that a subscriber to residence service is using the service in such a manner that it should be reclassified as business service under the above provisions, the Company will discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay applicable business rates.
- g. Telephone service furnished to any church within any exchange area will be charged at the rates applicable to residence telephones.

2.23 Application for Service

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

All applications for service shall be made at the business office of the Company. Applicant shall sign a standard service application agreement or service contract and provide his full legal name, address and legal description of the property to be served. Example copies of these agreements are available for viewing at the business office of the Company. The applicant agrees to abide by the rules and regulations of the Company as specified in its approved tariff on file with the Commission.

No customer may make application for telephone service for another applicant in order to avoid paying an outstanding bill of the applicant.

It shall be the responsibility of the subscribers or their agents to provide all easements, information and assistance as may be required by the Company for the installation of their service. No service may be established until all easements have been provided without charge to the Company.

Except where public safety or lawful emergencies require expeditious handling, the Company will normally process all applications in chronological order.

2.2 Telephone Service (Continued)

2.24 Initial Contract Periods

(N)

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In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

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P.U.C.O. No. 5

- a. Except as hereinafter provided or as specifically provided in the Local Exchange Tariff the initial contract period will be one month.
- b. For directory listings both the initial and subsequent period will be coincident with the directory period.
- c. Where the provision of service requires unusual costs or involves special assemblies of equipment, the Company reserves the right to require an initial contract period longer than one month.

2.25 Authorized Use of Service and Facilities by the Subscriber

The service provided to the subscriber is exclusive and may not be used by another, nor may any subscriber charge or receive compensation from another for services or use of the facilities provided to that subscriber without the prior written approval of the Company.

All utility service is provided subject to the condition that it will not be used for any unlawful purpose; nor may the Company operate outside the law or allow to be operated any service of facilities belonging to the subscriber, or the Company, which might be or could become a danger or hazard to the employees, property, or agents of the Company or the public in general. Any damages, injuries, or harm caused by the negligence of the subscriber shall be the responsibility of the subscriber and in no case may the Company be held liable.

(N)

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In Accordance with Case No81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

SECTION 2. RULES AND REGULATIONS (Continued)

2.3 Subscriber Billing and Credit

2.31 General Policy

- a. The Telephone Company will endeavor to mail its bills for telephone service on or before the same date each month.
- b. The customer is responsible for prompt payment, monthly of all charges for facilities and services furnished to the customer. This will include charges for all calls originated by the customer or accepted by him as "collect", "third number", or "special billed" calls. Charges are payable at the Telephone Company's business offices or at any agency authorized to receive such payments.
- c. Recurring charges shall be billed monthly in advance and toll charges are billed in arrears. Nonrecurring and toll charges shall be assessed at the time such service is provided and billed as a part of the next regular monthly bill. Special billing may be made by the Company to any subscriber where the total amount due the Company becomes unusually high without valid reason, or when the subscriber cancels service.
- d. In accordance with O.A.C. 4901:1-5-17, and found in Section 13 of this Tariff, a subscriber's bill shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due. (T)
(T)
- e. A delinquent account will subject the customer's service to temporary or permanent disconnection, pursuant to the provisions of this Tariff.
- f. All billings presented for payment by the Company will show the type of service rendered, the related charges, and the total bill for such services. Taxes which are levied on the Company for direct charge to the subscriber, such as sales and Federal
- g. Telecommunication Relay Services (TRS) (N)
Customers may be assessed an annual charge per line to fund the Telecommunication Relay Services for the State of Ohio in accordance with section 4905.84 of the Revised Code. This charge shall in no event exceed the per end user line (or equivalent) assessment of the Public Utilities Commission of Ohio levied upon the company. (N)

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Urbana, Ohio

SECTION 2. RULES AND REGULATIONS (Continued)

2.3 Subscriber Billing and Credit (Continued)

2.32 Procedure for Disconnection of Local and Toll Service

The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service, set forth in O.A.C. 4901:1-5-17, and found in Section 13 of this Tariff. (T)

(D)

(D)

The Telephone Company shall respond promptly to customer inquiries pertaining to charges for toll services, either by handling the inquiry itself, or referring it to the IXC, depending on the nature of the customer's inquiry.

Disconnection of a customer's toll service for nonpayment of toll charges shall be accomplished through universal toll blocking, offered to all toll service providers on a nondiscriminatory basis. Toll disconnection service shall be provided as follows:

	<u>Non-Recurring Charge</u>
Universal Toll Blocking	\$20.25/Customer Disconnected

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Michael W. Conrad, President
Urbana, Ohio

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SECTION 2. RULES AND REGULATIONS (Continued)

2.3 Subscriber Billing and Credit (Continued)

2.32.1 Toll Blocking Policy

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

Under the terms of the Selective Access Policy, The Champaign Telephone Company when providing toll service, may not deny establishment of 1+ presubscribed toll service on the grounds that the customer has failed to establish creditworthiness, if:

- a. the customer is able to establish creditworthiness using one of the means for doing so available under the Public Utilities Commission of Ohio's (PUCO) rules, or
- b. The Champaign Telephone Company when providing toll service, exercising its own discretion, does not require the customer to establish creditworthiness (through any of the means available for doing so under the PUCO's rules), or
- c. The Champaign Telephone Company when providing toll service, attempts to require the customer to establish creditworthiness using credit establishment procedures which do not comport with the PUCO's credit establishment policies and/or are not set forth within a PUCO approved tariff.

When a prospective customer, who has previously been universally blocked for nonpayment of toll charges by another carrier, seeks to select The Champaign Telephone Company as his or her 1+ carrier of choice, The Champaign Telephone Company may, subject to our tariffed toll deposit policies and the Commission's rules on establishment of service (See Rule 4901:1-5-13, Ohio Administrative Code, [O.A.C.]), require a deposit for toll service. This deposit shall be in accordance with Rule 4901:1-5-13 (B), O.A.C., but The Champaign Telephone Company may negotiate a lower deposit. (T) (T)

The Champaign Telephone Company may furnish credit information, acquired from the Company's own experiences with the customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. The 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.

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

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Michael W. Conrad, President
Urbana, Ohio

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2.33 Advance Payments and Deposits

The Telephone Company may require applicants to make advance payments for special construction charges. The amount of the advance payment will be credited to the customer's account.

a.	The Company will comply with the Commission's Minimum Telephone Service Standards regarding deposits, set forth in O.A.C. 4901:1-5-13(B)(2)(b), and found in Section 13 of this Tariff.	(T) (T)
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(D)

(D)

SECTION 2. RULES AND REGULATIONS (Continued)

2.3 Subscriber Billing and Credit (Continued)

2.33.2 Credit and Deposits (Continued)

(D)

(D)

- b. The establishment of credit under provisions stated above shall not relieve the applicant from compliance with the regulations of the Telephone Company regarding advance payments and prompt payment of bills and shall not modify any regulations as to the discontinuance of service for non-payment of bill.

- c. The Company will comply with the Commission's Minimum Telephone Service Standards regarding third-party guarantors, set forth in O.A.C. 4901:1-5-14, and found in Section 13 of this Tariff.

(N)

(D)

(D)

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SECTION 2. RULES AND REGULATIONS (Continued)

2.3 Subscriber Billing and Credit (Continued)

2.33.2 Credit and Deposits (Continued)

- d. The Telephone Company will require an applicant for service to reestablish his credit as outlined above, if service has been discontinued during the last twelve consecutive months for non-payment of his bills. (T)
- e. A customer who fails to pay his bill by the time specified by the regulations of the Telephone Company regarding the prompt payment of bills, and who further fails to pay such bill within a reasonable period after presentation of a discontinuance of service notice for non-payment of bill (regardless of whether or not service is discontinued for such non-payment) may be required to pay such bill together with the applicable reconnection charge (if any reconnection is required) and to re-establish his credit. (D)
- f. The Telephone Company, upon receipt of cash deposit, will furnish applicant a receipt showing:
 - 1. Name of applicant.
 - 2. Address of premises to be served.
 - 3. Amount of deposit.
 - 4. Rate of interest to be applied.
 - 5. Tax Identification Number.(D)

SECTION 2. RULES AND REGULATIONS (Continued)

2.3 Subscriber Billing and Credit (Continued)

(D)

(D)

2.34 Company's Handling of Checks

Checks on banks will be accepted for payment of bills or other amounts due to the Company. If a check is returned by the bank due to insufficient funds or other causes, a return check charge of \$10.00 will be charged. If the returned check was in payment for restoration of denied service, the subscriber shall be notified that unless the check is redeemed by cash or cashier's check, all service may be immediately suspended until payment in full is made.

2.341 Late Payment Charges

(N)

A. Residential Late Payment Charges

A late payment Charge will be applied to residential customer bills which 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 which are past due; except that the charge is not applicable as specified in 2.341 C below or until the amount past due exceeds \$25.00.

Each residential customer shall be permitted a one-time waiver of a late payment charge in cases where the customer has already paid the monthly bill for which the late payment charge was applied, and upon the request of the customer.

B. Non-Residential Late Payment Charges

A late payment charge will be applied to non-residential customer bills which remain unpaid after the due date. This charge will be the greater of

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In Accordance with Case No. 07-310-TP-SLF
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either \$10.00, or an amount that equals 1.5% of all unpaid charges which are past due; except that the charge is not applicable as specified in 2.341 C below. (N)

- C. The late payment charge does not apply to:
1. Amounts which are in dispute at the time the late payment charge would otherwise be applied.
 2. Federal excise tax or any other taxes levied by law directly on the customer.
 3. Amounts billed by the Company for other entities for which the charge is not authorized by those entities' appropriate tariffs or contracts, other than Interexchange Carrier Services for which the Company, acting as the principal Billing and Collection Agent, purchases the accounts receivable in advance of subscriber billing.
 4. Service order charges associated with the commencement of Lifeline service.
- D. Credit, deposit and collection procedures outlined elsewhere in this tariff are not waived by the application of a late payment charge.
- E. The late payment charge will be assessed on the past due amount 19 days after the bill date.

2.35 Credit for Local Service Outages

The Company will comply with the Commission's Minimum Telephone Service Standards regarding subscriber billing adjustments for local exchange service, set forth in O.A.C. 4901:1-5-16, and found in Section 13 of this Tariff. (T)

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Michael W. Conrad, President
Urbana, Ohio

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SECTION 2. RULES AND REGULATIONS (Continued)

2.5 Subscriber Billing and Credit (Continued)

(D)

(D)

2.36 Change of Occupancy

When a change of occupancy or legal responsibility takes place on any premise served by the Company, notice shall be given within a reasonable time prior to such change. The outgoing subscriber is responsible for all service charges, including toll until such notice has been properly transmitted, received and processed by the Company. If the incoming subscriber desires to continue the existing service and keep the same telephone number of the previous subscriber, he must make timely application to do so and assume full responsibility for all billings received, including toll, from the date of the change of occupancy. Where the date of change of occupancy does not coincide with the billing cycle date of toll and other services, it is the responsibility of the involved customers to split the billing between themselves. No service under this section shall be provided for the incoming subscriber until all his prior indebtedness has been resolved to the satisfaction of the Company.

In the event a home or business changes ownership during the period and a special contract or unpaid construction charges remain, the present owner must arrange to

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2.3 Subscriber Billing and Credit (Continued)

(N)
satisfy the present agreement with the Company or make arrangements satisfactory to the Company for a new owner to assume the obligation for the balance of the application.

All such notices shall be made in person or in writing Telephone communications shall not be considered proper notice. The company is not responsible for errors, delay or expense resulting from procedures other than those defined in this tariff.

Continuance of existing service is conditioned upon the acceptance of the present arrangement of equipment and services, including directory advertising.

2.37 Cancellation of Service At Subscriber Request

All cancellation requests made to the Company by the subscriber shall be made to the business office of the Company. Such requests shall be made at least two (2) business days in advance. All charges may be assessed and payable immediately upon such cancellation.

When cancellation occurs prior to the start of installation or service by the Company, no charges will apply.

When installation of facilities has been initiated or service established and provided to cancellation; a charge equal to in the estimated installed cost, less salvage value may be applied or a charge equal to the minimum period of service, including installation charges, if any, and full amount of any termination charges applicable, whichever is less.

Installation of facilities for a subscriber is considered to have started when the Company has incurred any expense in the connection therewith, or the preparation thereof, which it would not have otherwise incurred, provided the subscriber had advised the Company to proceed with such installation.

(N)

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Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

2.3 Subscriber Billing and Credit (Continued)

In the case of directory listings service where the listing has appeared in the directory, monthly charges will be made to the end of the directory period, except that the charges will cease at the time:

- a. The contract for the main service is terminated.
- b. The listing party dies or moves to some new location at which the subscriber's service in connection with which he is listed is not available.

2.38 Voluntary Suspension of Service (Vacation Rate)

Upon request of the customer, any class of service may be suspended.

Voluntary suspension of service will not be allowed for periods of less than one month or more than six months. Such suspensions of service will not be permitted in the case of a customer whose account is delinquent, unless the account is paid in full to the date such suspension of service is requested.

The charge for the period of voluntary suspension will be fifty (50) percent of the basic service rates (see Section 3.22).
Bills will be rendered at full rates during the period of such suspension, and the allowance will be credited to the customer after the service is restored.

(D)
(D)
(D)

P.U.C.O. No. 5

2.4 Customer Owned and Maintained Equipment (COAM)

2.41 General Policy

Customer provided terminal equipment and customer provided communication systems may be connected with the facilities furnished by the Company for telephone services as provided in these conditions and as set forth in the FCC registrations program contained in Part 68, Chapter 1, Title 47 of the Code of Federal Regulations. Where telephone service is used in connection with customer provided terminal equipment or communications systems, the operating characteristics of such equipment or systems shall be such as to:

- a. Not interfere with any service offerings by the Company.
- b. Not endanger the safety of Company employees or the general public.
- c. Not damage, require change in or alteration of equipment or other facilities of the Company.
- d. Not interfere with proper function of Company equipment or facilities.
- e. Not impair the operation of the telephone network or otherwise injure the public in its use of the Company's services.

Upon notice from the Company that the customer provided equipment or system is causing or is likely to cause a hazard or interference, the customer shall make such changes as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of all Company charges for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer provided equipment or facilities. (See Section 3.4b)

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Jack W. Read, President
Urbana, Ohio

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2.4 Customer Owned and Maintained Equipment (COAM) (Continued)

Satisfactory performance of the telephone network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling shall be performed by equipment furnished, installed and maintained by the Company.

Customer provided tone-type address signaling is permitted through acoustic or inductive connections provided such connections are attached externally to a Company network control signaling unit. However, the facilities of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such a manner.

The Company will not be responsible for the installation, operation or maintenance of any customer provided equipment or systems. Telephone service is not represented as adapted to the use of such equipment or systems. Where such equipment or systems are connected to Company facilities, the responsibility of the Company shall be limited to the furnishing, operation and maintenance of such facilities in a manner suitable for telephone service. The Company shall not be responsible for the through transmission of signals generated by customer- provided equipment or systems, or the quality or defects in such transmission, or the reception of signals by customer-provided equipment or systems.

The Company will not be responsible to the customer if changes in these conditions or in any of the facilities, operations or procedures of the Company render any customer provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.

Where any customer provided equipment or system is used with telephone service in violation of any of these

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2.4 Customer Owned and Maintained Equipment (COAM) (Continued)

conditions, the Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer, in writing, of the violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing, to the Company within 10 days following the receipt of written notice from the Company that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

(N)

2.42 Trouble Reports from Subscribers with COAM Equipment

The subscriber with COAM equipment interfacing with the facilities of the Company is responsible to determine the COAM equipment is operating properly prior to reporting any trouble to the Company. The Company is not obligated to make any tests of its facilities until the subscriber has completed testing the COAM facilities and determined the trouble to be in the Company's equipment. If the Company finds upon testing that the trouble was in the COAM equipment and not the Utility's equipment, a service charge will be billed to the customer. (See Section 3.4b)

(N)

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Urbana, Ohio

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SECTION 2. RULES AND REGULATIONS (Continued)

2.5 Filing and Disposition of Subscriber Complaints

2.51 Handling of Consumer Complaints (T)

The Company will comply with the Commission's Minimum Telephone Service Standards regarding the handling of consumer complaints, set forth in O.A.C. 4901:1-5-5, and found in Section 13 of this Tariff. (T)

(D)

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Michael W. Conrad, President
Urbana, Ohio

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SECTION 2. RULES AND REGULATIONS (Continued)

2.6 Responsibilities and Obligations of the Company

2.61 General

The Company shall make its services available to applicants, without discrimination and in accordance with applicable Federal, State and local laws and its approved tariffs, as a regulated public utility under the jurisdiction of the Commission.

The Company shall maintain all facilities which it furnishes to the subscriber. Facilities no longer meeting acceptable standards will be repaired or replaced without charge to the customer, provided easement and rights-of way, as required, have been furnished to the Company.

The Company will comply with the Commission's Minimum Telephone Service Standards regarding subscriber billing adjustments for local exchange service, set forth in O.A.C. 4901:1-5-16, and found in Section 13 of this Tariff. (T)

Telephone directories, containing an alphabetical listing of all subscribers and classified advertisements, are issued annually by the Company. All directories and the information contained therein remain the property of the Company and shall not be mutilated or destroyed. The subscriber assumes all legal responsibility in regard to the authenticity of the name listed on the application form and ultimately in the directory.

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 customers or others as a result of listing published in the directories.

The Company will comply with the Commission's Minimum Telephone Service Standards regarding omission of a subscriber's listing from the white pages of the telephone directory or the listing of an incorrect telephone number, set forth in O.A.C. 4901:1-5-16, and found in Section 13 of this Tariff. (T)

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Michael W. Conrad, President
Urbana, Ohio

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2.6 Responsibilities and Obligations of the Company (Continued)

The Company shall not be responsible for the subscriber's conformance to any applicable laws, regulations or ordinances, or for any harm caused by the subscriber's neglect.

(N)

2.62 Protection of Company Facilities

All facilities of the Company including telephone numbers and directories, provided and necessary for service to the subscriber are the property of the Company, and may be removed or changed by it at any time if there is a requirement to do so; or upon the termination of an agreement for its maintenance; or discontinuance of service. The subscriber has no proprietary right to telephone numbers and the Company may alter or change telephone numbers and other designations which, at its sole discretion, may be required to meet service demands. The subscriber is responsible for the safekeeping of all property of the Company on its premises and shall take all reasonable precautions against unlawful interference with such facilities. The subscriber may not connect to, interfere with or alter the facilities used in connection with utility service or permit connection to, interference with, or alteration by any persons other than as outlined in this tariff. The subscriber shall be responsible for any damages to the Company property caused by or permitted directly or indirectly by the subscriber or its agent.

Unauthorized attachments to facilities provided to the subscriber may be removed by the Company without notice. Where it can be reasonably determined that the subscriber intended to defraud or avoid payment to the Company, complete utility service may be revoked and the subscriber may be held liable for back charges to the original installations of the unauthorized devices, as though the Utility had installed the service.

2.63 Priority of Service

The Company may not discriminate in regard to service provided to any subscriber. Normal service is provided in chronological order, however, during periods of

(N)

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SECTION 2. RULES AND REGULATIONS (Continued)

2.6 Responsibilities and Obligations of the Company (Continued)

2.63 Priority of Service (Continued)

public emergencies or when the full capacity of the Company services are not available, the Company will endeavor to provide whatever limited service possible and on a priority system based on current analysis of the best interest of the public.

2.64 Company Liability

Due to the fact that the customer has exclusive control of his communications over 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 services and the use of such facilities of the Telephone Company, the services and facilities furnished by the Telephone Company are subject to terms, conditions and limitations as herein specified.

The Company will comply with the Commission's Minimum Telephone Service Standards regarding subscriber billing adjustments for local exchange service, set forth in O.A.C. 4901:1-5-16, and found in Section 13 of this Tariff. No other liability shall in any case attach to the Company on account of interruption of service. (T)

The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from, combining with, or using in connection with facilities of the Telephone Company, apparatus and systems of the customer, against all other (T)

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2.6 Responsibilities and Obligations of the Company (Cont.)

claims arising out of any act or omission of the customer connection with facilities provided by the Telephone Company; and against any and all losses from damage to the customer's facilities or equipment attached or connected to facilities furnished by the Telephone Company.

(N)

2.65 Limits of Company Liability

The Company will exercise all reasonable diligence to furnish and deliver regular and continuous utility service to the subscriber but will not be liable for damages caused by interruption, shortages, irregularities or failures due to accidents, interference by third parties or conditions beyond the reasonable control of the Company.

When, in the judgment of the Company, the continued provision of utility service becomes unsafe; or where Federal, State or local regulations place operational restriction(s) upon the Company because of unsafe or hazardous situations, or other unusual conditions including strikes or lockouts; service as provided for in this tariff may be temporarily suspended by the Company. In so doing, the Company shall endeavor to minimize such suspension. However, the Company assumes no liability for the inconvenience or damages suffered by the customer during such periods.

The Company reserves the right to temporarily suspend service when repair, modification or improvement to the system is necessary. If not precluded by emergency conditions, the Company will make a reasonable effort to give notice to the customer either through the use of public media or individual communication. Repairs or improvements will be completed expeditiously and so far as it is reasonably possible, the work will be performed at a time that will cause the least inconvenience to the customer.

The Company is not liable for any defacement or damage to the customer's premises resulting from the existence of the Company's instruments, apparatus and associated

(N)

ISSUED: September 29, 1982

EFFECTIVE: November 1, 1982

In Accordance with Case No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

P.U.C.O. No. 5

2.6 Responsibilities and Obligations of the Company (Cont.)

wiring thereon, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company.

(N)

The subscriber's facilities and equipment shall conform to all applicable laws, regulations; or ordinances as may be effective and the conditions of this tariff. The Company does not express, imply or warrant the adequacy, safety or other characteristics of subscriber-owned or operated equipment by virtue of any inspection or rejection of facilities. The Company shall not be held liable in any way for subscriber-owned and maintained equipment which causes or may cause a hazardous, unsafe or dangerous condition, or threatens the health of others, even though such facilities were inspected by the Company.

(N)

(N)

2.66 Limited Facilities

The rights to line extension facilities constructed at cost for a subscriber shall terminate and such facilities may be immediately available for other service requirements upon:

- a. Discontinuance of Service.
- b. Exceeding Three (3) or more days of temporary disconnect for non-payment.

(N)

2.67 Availability of Facilities

The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits and equipment.

2.68 Other Limitations

2.681 Message Transmitting

Except as otherwise specifically provided in this Tariff, the Telephone Company does not transmit

ISSUED: September 29, 1982

EFFECTIVE: November 1, 1982

In Accordance with Case No. 81-736-TP-AIR
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Jack W. Read, President
Urbana, Ohio

2.6 Responsibilities and Obligations of the Company (Continued)

messages but offers the use of its facilities for communications between customers.

2.682 Use of Connecting Company Lines

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

(N)

The approval by the PUCO of the foregoing language in Paragraph 2.6 of this tariff does not constitute a determination by the PUCO that the limitation of liability imposed by the company should be upheld in a court of law. Approval by the PUCO recognizes that since it is a court's responsibility to adjudicate negligent and consequent damage claims it is also the court's responsibility to determine the validity of the limitation of liability therefore.

(N)

ISSUED: March 31, 1988

In Accordance with Case No. 85-1406-AU-COI
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: April 11, 1988

(N)

2.7 Responsibilities and Obligations of Subscribers

2.71 General

Subscribers of the Company shall be responsible for the prompt payment for all services rendered by the Utility. Failure to receive a bill for any given period of time will not relieve the subscriber of his financial obligation. Payments may only be made directly to the Company business office, in person, by mail or to a designated collection facility of the Utility (e.g., bank) in accordance with the tariff rate schedules contained herein.

Only properly appointed and identified employees of the Company located at the business office where bills are paid, the President or its special agent acting to collect past due accounts are authorized to receive subscriber payments. No maintenance personnel or other employees of the Company may represent themselves as authorized recipients of payments for any utility services provided. Any subscriber who believes that an employee of the Company has collected or attempted to collect payments or any sums of money outside the proper channels provided herein, shall bring such information to the attention of the Company at once.

In no case shall a subscriber be required to pay any sum to an employee of the Company or to anyone alleging to be agents of the Company except as provided herein. Any subscriber who makes such unauthorized payments may still be obligated to pay the Company if the Company is unable to recover all or part of such sums taken by unauthorized persons.

The subscriber may not replace, rearrange, connect to, or attempt to repair any Company-owned equipment installed or placed on his premises, or apparatus connected to such equipment, without written consent of the Company. In the event a subscriber tampers with any service or Company-owned facilities, the Company shall have the right to immediately discontinue service without notice. Damages arising or associated with such actions shall be the liability of the subscriber.

(N)

ISSUED: September 19, 1982

EFFECTIVE: November 1, 1982

In Accordance with Case No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

2.7 Responsibilities and Obligations of Subscribers (Continued)

The subscriber is responsible for damages to the facilities of the Company caused by negligent or willful acts of the subscriber or his authorized agents and users, including the reimbursement to the Company for any losses through theft, fire, or vandalism occurring as a result of such neglect.

The subscriber is responsible to maintain clean, safe, and hazard free working conditions, environment and equipment for the employees, equipment, and agents of the Utility. In no case is the Company required to work in an unsafe or hazardous condition, or to place in jeopardy or possible harm its personnel or facilities.

The subscriber is responsible for all installation, operation, maintenance and compliance to all laws, rules and regulations for equipment and facilities provided by the subscriber for interconnection with the Company's facilities in accordance with the rules governing subscriber owned and maintained equipment (COAM). Any damage or harm caused by subscriber actions or failure to act on the subscriber side of the point of interconnection shall in no way be a liability of the Company.

2.72 Access to Subscriber Premises

A properly identified employee of the Company shall have access to the premises of a subscriber at all reasonable times for the purpose of conducting utility business.

If after a reasonable effort and proper notice on the part of the Company, access cannot be gained to the premises, the Company may discontinue utility service if there is a requirement to do so until such access can be gained.

(D)
(D)
(D)

P.U.C.O. No. 5

SECTION 2. RULES AND REGULATIONS (Continued)

2.7 Responsibilities and Obligations of Subscribers (Continued)

2.73 Termination of Service by the Company

| The Company will comply with the Commission's Minimum Telephone Service (T)
Standards regarding denial or disconnection of local and toll service, set forth in
O.A.C. 4901:1-5-17, and found in Section 13 of this Tariff. (T)

ISSUED: January 22, 2002

In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: January 22, 2002

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ISSUED: August 27, 2001

EFFECTIVE: October 12, 2001

In Accordance with Case No. 00-1265-TP-ORD and Case No. 01-2229-TP-ATA

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President

Urbana, Ohio

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SECTION 3. RATE SCHEDULE

3.1 General

(N)

This section includes all charges for telecommunications service provided by the Company, other than those charges covered under a special contract between a subscriber and the Company; and directory advertising charges. In addition the Company will add applicable Federal excise and sales taxes to each monthly bill as a separate charge.

(N)

3.11 Ohio Gross Receipts Tax Surcharge

A surcharge shall be applied to the amount due for intrastate services on all bills rendered on or after January 1, 1982, at a rate of .75 percent thereof to recover the increase in excise tax levy payments as authorized by Section 4909.161, Revised Code.

ISSUED: February 23, 1983

In Accordance with Case No. 82-1268-AU-UNC
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: March 1, 1983

3.2 Local Exchange Telephone Service

3.21 Rate Applicability

These rates apply to all subscribers of the Company located in the respective exchanges and zones.

This rate only covers the provision of network access to a local customer location. All terminal equipment (including the main station) is provided at additional rates as specified elsewhere in this Tariff.

3.22 Basic Service Rates

The rates provided below are monthly rates and entitle a customer to local messages to all stations in the following exchanges.

- a. Urbana Exchange to: Urbana Exchange
 Terre Haute Exchange
 Woodstock Exchange
 St. Paris Exchange
 (N)

- b. Terre Haute Exchange to: Terre Haute Exchange
 Urbana Exchange

ISSUED: July 9, 1985

In Accordance with Case No. 82-1268-AU-UNC
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: July 1, 1986

3.2 Local Exchange Telephone Service (Continued)

3.221 Urbana Exchange Base Rate Area

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net. (C)

Within the "Urbana Base Rate Area" only as defined in the map shown in Section 1.13.

<u>Business</u>	Current Monthly Rate	Maximum Monthly Rate	Classification
Individual line	\$26.46	\$26.46	Tier 1 Core
<u>Residence</u>	Current Monthly Rate	Maximum Monthly Rate	Classification
Individual line	\$13.92	\$13.92	Tier 1 Core
Initial			
*Two-Party line	\$13.46	\$13.46	Tier 1 Core
Individual 2 nd or 3 rd line	\$13.92	\$27.84	Tier 1 Non Core
Individual 4 th or more lines	\$13.92		Tier 2
<u>Payphone (1)</u>	Current Monthly Rate		
Coin Operated Telephone Service Access Line	\$26.46		
Coin Supervision Additive	\$ 7.20		

*New orders for two-party line service will not be accepted after August 28, 1998.

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

(1) The rates and terms for payphones are governed by Case#96-1310-TP=COI and do not fall under a Tier designation.

ISSUED: April 1, 2008

In Accordance with Case No 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

3.2 Local Exchange Telephone Service (Continued)

3.222 Urbana Exchange Zone A Rate Area

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net. (C)

Zone A as defined on the map shown in Section 1.13.

<u>Business</u>	Current Monthly Rate	Maximum Monthly Rate	Classification
Individual line	\$27.37	\$27.37	Tier 1 Core

3.222 Urbana Exchange Zone A Rate Area

<u>Residence</u>	Current Monthly Rate	Maximum Monthly Rate	Classification
Individual line - Initial	\$15.99	\$15.99	Tier 1 Core
Two-Party line*	\$15.53	\$15.53	Tier 1 Core
Individual 2 nd or 3 rd line	\$15.99	\$31.98	Tier 1 Non Core
Individual 4 th or more lines	\$15.99		Tier 2

Payphone (1)

Coin Operated Telephone
Service Access Line \$27.37

Coin Supervision
Additive \$ 7.20

*New orders for two-party line service will not be accepted after August 28, 1998.

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

(1) The rates and terms for payphones are governed by Case#96-1310-TP=COI and do not fall under a Tier designation.

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

3.2 Local Exchange Telephone Service (Continued)

3.223 Urbana Exchange Zone B Rate Area

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net. (C)

Zone B as defined on the map shown in Section 1.13.

<u>Business</u>	Current Monthly Rate	Maximum Monthly Rate	Classification
Individual line	\$28.49	\$28.49	Tier 1 Core

<u>Residence</u>	Current Monthly Rate	Maximum Monthly Rate	Classification
Individual line - Initial	\$17.15	\$17.15	Tier 1 Core
Two-Party line*	\$16.25	\$16.25	Tier 1 Core
Individual 2 nd or 3 rd line	\$17.15	\$34.30	Tier 1 Non Core
Individual 4 th or more lines	\$17.15		Tier 2

Payphone (1)

Coin Operated Telephone
Service Access Line \$28.49

Coin Supervision
Additive \$ 7.20

*New orders for two-party line service will not be accepted after August 28, 1998.

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

(1) The rates and terms for payphones are governed by Case#96-1310-TP=COI and do not fall under a Tier designation.

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

3.2 Local Exchange Telephone Service (Continued)

3.224 Kingscreek Locality Area Rate

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net.

(C)

Kingscreek Locality Area Rate as defined on the map shown in Section 1.14.

<u>Business</u>	Current Monthly Rate	Maximum Monthly Rate	Classification
Individual line	\$26.46	\$26.46	Tier 1 Core
<u>Residence</u>	Current Monthly Rate	Maximum Monthly Rate	Classification
Individual line - Initial	\$13.92	\$13.92	Tier 1 Core
Two-Party line*	\$13.46	\$13.46	Tier 1 Core
Individual 2 nd or 3 rd line	\$13.92	\$27.84	Tier 1 Non Core
Individual 4 th or more lines	\$13.92		Tier 2
<u>Payphone (1)</u>			
Coin Operated Telephone Service Access Line	\$26.46		
Coin Supervision Additive	\$ 7.20		

*New orders for two-party line service will not be accepted after August 28, 1998.

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

(1) The rates and terms for payphones are governed by Case#96-1310-TP=COI and do not fall under a Tier designation.

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

3.2 Local Exchange Telephone Service (Continued)

3.225 Terre Haute Exchange Base Rate Area

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net. (C)

Terre Haute Exchange Base Rate Area as defined on the map shown in Section 1.16.
(T)

<u>Business</u>	Current Monthly Rate	Maximum Monthly Rate	Classification
Individual line	\$26.07	\$26.07	Tier 1 Core
<u>Residence</u>	Current Monthly Rate	Maximum Monthly Rate	Classification
Individual line - Initial	\$13.72	\$13.72	Tier 1 Core
Two-Party line*	\$13.27	\$13.27	Tier 1 Core
Individual 2 nd or 3 rd line	\$13.72	\$27.44	Tier 1 Non Core
Individual 4 th or more lines	\$13.72		Tier 2
<u>Payphone (1)</u>			
Coin Operated Telephone Service Access Line	\$26.07		
Coin Supervision Additive	\$ 7.20		

*New orders for two-party line service will not be accepted after August 28, 1998.

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

(1) The rates and terms for payphones are governed by Case#96-1310-TP=COI and do not fall under a Tier designation.

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

3.2 Local Exchange Telephone Service (Continued)

3.226 Terre Haute Zone A Rate Area

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net. (C)

Terre Haute Zone A Rate Area as defined on the map shown in Section 1.15. (C)

(T)

<u>Business</u>	Current Monthly Rate	Maximum Monthly Rate	Classification
Individual line	\$26.97	\$26.97	Tier 1 Core
<u>Residence</u>	Current Monthly Rate	Maximum Monthly Rate	Classification
Individual line - Initial	\$15.77	\$15.77	Tier 1 Core
Two-Party line*	\$15.32	\$15.32	Tier 1 Core
Individual 2 nd or 3 rd line	\$15.77	\$31.54	Tier 1 Non Core
Individual 4 th or more lines	\$15.77		Tier 2

*New orders for two-party line service will not be accepted after August 28, 1998. (C)

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

ISSUED: April 1, 2008

In Accordance with Case No 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

3.2 Local Exchange Telephone Service (Continued)

3.227 Terre Haute Exchange Area - One Way Optional Extended Area Service.

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net.

(C)

This section applies to all customers in the area defined on the map in Section 1.15 as the Terre Haute Exchange Areas, who are customers to the one-way service from the Terre Haute Exchange to the customers of the North Hampton, Springfield and Tremont City Exchanges of the Ohio Bell Telephone Company.

The following rate differentials will be added to the rates shown in the Terre Haute Base Rate Area and Terre Haute Zone A Area.

Tier 1 Core Service:

Business Current	\$2.50
Maximum	\$2.50
Residence Current	\$2.00
Maximum	\$2.00

3.228 Off Premise Extensions

Where the customer requests a station of his primary telephone service to a location which is not on the same continuous property, but within the same exchange area, the individual line rate, for the appropriate zone (see Section 3.2) will apply.

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

3.23 Discounts: Schools and Libraries

Pursuant to PUCO Case No. 97-632-TP-ATA and FCC Docket No. 96-45, FCC 97-157 (Universal Service Order), schools and libraries may be eligible for reduced rates funded by the federal universal service fund.

(D)

ISSUED: April 1, 2008

In Accordance with Case No 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

3.24 Local Trunk (T-1) Service

(T)

Local Trunk (T-1) Service for non-residential customers can be found in the company's catalog located at www.ctcn.net.

(C)

3.24.1 Digital Trunk Service

Digital Trunk Service for non-residential customers can be found in the company's catalog located at (C)
www.ctcn.net.

(T)

(T)

3.24.1 Digital Trunk Service

Digital Trunk Service for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

Customers have certain rights and responsibilities under the Minimum Telephone Standards (Ohio Adm. Code 4901:1-5). These safeguards can be found in the appendix to Ohio Adm. Code 4901:1-5-03, which is entitled "Telephone Customer Rights and Responsibilities". (C)

(T)

(T)

ISSUED: April 1, 2008

Effective: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

3.2 Local Exchange Telephone Service (Continued)

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ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

Effective: April 1, 2008

P.U.C.O. No. 5

3.2 Local Exchange Telephone Service (Continued)

(D)

ISSUED: September 29, 1982

EFFECTIVE: November 1, 1982

In Accordance with Case No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

3.2 Local Exchange Telephone Service (Continued)

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ISSUED: October 3, 1997

In Accordance with Case No. 96-1310-TP-COI
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: October 7, 1997

3.27 Number Hold

Number Hold for non-residential customers can be found in the company's catalog located at (C)
www.ctcn.net.

A subscriber can reserve the exclusive right to the use of a non-used telephone number at an annual non-recurring charge of \$13.75, up to but not exceeding two years. This right is available at the time of the request.

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

3.2 Local Exchange Telephone Service (Continued)

3.28 Cable Pairs

Cable pairs will be provided within the same exchange area to customers for use of music, alarms, extension of stations of private branch exchange, and for any use within the acceptable limitations of the cable facility.

The exchange cable pair will include termination at a primary protection point at the customer location and will include termination at the Main Frame of the telephone exchange.

Exchange Cable Pair
Standard Voice Grade Quality (0-3500 cycle)

Monthly
Rate

- | | |
|---|---------|
| a. Within Base Rate Area of
the Exchange | \$ 7.50 |
| b. Within A Zone Rate Area | 9.50 |
| c. Within B Zone Rate Area | 11.50 |

ISSUED: April 5, 1993

In Accordance with Case No. 93-291-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: May 1, 1993

P.U.C.O. No. 5

(D)

(D)

ISSUED: April 5, 1993

In Accordance with Case No. 93-291-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: May 1, 1993

3.3 Directory Assistance Service

3.31 General

- a. The Company furnishes Directory Assistance Services whereby customers may request assistance in determining telephone numbers.
- b. The charges set forth below apply when customers of the Company request assistance in determining telephone numbers of customers (1) who are located in the same local service area, or (2) who are not located in the same local service area but who are located within the area for which the Company furnishes centralized Directory Assistance Service.

3.32 Rates

- a. A Champaign Telephone Company customer has a basic three (3) (C) call (maximum of two requested telephone numbers per call) allowance each month for calls to local Directory Assistance (1 + 411). Directory Assistance calls over the allowance cost 55 cents each.
- b. Directory Assistance provided for telephone numbers of individuals or businesses located outside of the local service area (411) will be \$0.95 per call (plus applicable toll charges, if they choose to have their call completed). There is no additional charge for completion of the call. (N)
- c. Charges for Directory Assistance Service are not applicable to calls placed from public or semi- public telephones or over semi-public private branch exchange trunks to the Directory Assistance Service attendant, or to customers who are unable to use a directory because of a visual or physical handicap.
- d. When monthly directory assistance service billing detail is furnished at customer request, additional charges will be assessed based upon each individual request.

ISSUED: February 4 , 2003

EFFECTIVE: May 2 , 2003

In Accordance with Case No. 88-452-TP-COI
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

P.U.C.O. No. 5

3.3 Directory Assistance Service (Continued)

e. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of the service includes the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain Directory Assistance service, by rearranging, tampering with, or making connection with any facilities of the 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 in part, of the regular charge for such service. In addition to any other action authorized by this tariff, the Company may, in such cases of abuse or fraudulent use, assess appropriate Directory Assistance charges on the customer's regular telephone account.

(N)

ISSUED: September 29, 1982

EFFECTIVE: November 1, 1982

In Accordance with Case No. 81-736-TP-AIR
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

3.4 Installation Rates

3.41 General

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net.

(C)

(D)

a. Service charges to connect, move or change telephone service are made separately according to the components of work required.

1. Service Order Charge

For work associated with receiving, recording and processing information necessary to execute a customer's request for initial establishment of telephone service, additions and moves or changes to existing service.

2. Central Office Line Connection Charge

For work associated with the installation or changing of Central Office connections required to provide or change exchange access line service requested by service order. Also included is that Central Office work required for off-premise location of stations.

3. Travel Visit Charge

Applied whenever a customer request, including deliveries, requires a premise visit. One charge applied for all work requested at one time and on one continuous property

(D)

4. HELD FOR FUTURE USE

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

3.4 Installation Rates (Continued)

5. HELD FOR FUTURE USE (D)

(D)
b. When an applicant requires a special type of construction or a type of facilities not normally provided, or where the conditions imposed by the applicant, such as the time and place involved, make the installation abnormal or excessively expensive, the applicant shall be required to pay the additional expense incurred by the Company, determined as follows: The difference between the expense incurred by the Company for such construction, facilities or installation and the expense which would otherwise be incurred for a normal type of construction or facilities or a normal installation.

c. For mobile home installations, skirting of mobile home must be removed by the subscriber, or the access door must be opened by the subscriber, to provide adequate access under the mobile home for wiring purposes.

d. Service charges apply, except as specified in this section or in other sections of the tariff, to customer-initiated requests for establishment of telephone service, reconnecting service which has been temporarily disconnected for nonpayment, installing supplemental equipment and establishing miscellaneous service. Service order charges apply in addition to installation charges provided for in other sections of the tariff unless stated otherwise.

When service which has been disrupted by fire, accident or natural catastrophe is reestablished, nonrecurring charges will not apply.

ISSUED: October 7, 1986

In Accordance with Case No. 85-533-TP-UNC
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: January 1, 1987

3.4 Installation Rates (Continued)

- (D)
- d. Service charges apply to customer-initiated moves and changes of service.

(D)

- (D)
- e. The charges specified in this section contemplate work being performed by the Telephone Company during the usual working hours on normal working days. When, at the specific request of the customer or applicant for service, work is performed at other times, either for the convenience of the customer or applicant for service or for other reasons not under the control of the Telephone Company, the expense incurred by the Telephone Company in excess of the normal expense of such work, when performed during usual working hours on normal working days, may be billed to the customer or applicant for service, in addition to the charges otherwise applicable.¹

3.42 Regulations

- a. Conditions under which no service charges apply:

¹The labor rate component associated with extraordinary work will be billed at the incremental charge of \$6.00 per quarter hour.

3.4 Installation Rates (Continued)

1. Public Telephone Service.
 2. Telephone located on a customer's premises but used exclusively by the Company for maintenance or training purposes. (D)
 3. Work to move or change a customer's telephone service if required and initiated by the Company. This includes key to keyless if the customer no longer requires key equipment.
 4. Disconnection of service for nonpayment of charges are due:
 - i. If the service furnished a subscriber is temporarily suspended for nonpayment of charges due or for any other violation of the regulations of the Telephone Company, as described under "Rules and Regulations", but the equipment is not removed from the subscriber's premises, such service is restored only on payment of a restoration of service charge consisting of a service order charge and a central office charge for the service involved as covered in Section 3.41. (D)
 - ii. HELD FOR FUTURE USE
- (D)
- b. No service charges apply for the following customer-initiated requests providing work is limited to:

ISSUED: October 7, 1986

In Accordance with Case No. 85-533-TP-UNC
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: January 1, 1987

3.4 Installation Rates (Continued)

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net.

(C)

1. Complete termination of service.
 2. The "From" portion of work involved in a transfer of service and equipment from one to another premises.
 3. Changes in classes of service, including changes in equipment or wiring which may be required by such a change.
 4. Changes in bill mailing address, or special billing arrangements.
 5. Cancellation of service orders.
- c. One (1) service order charge and one (1) central office charge apply per customer request to suspend and restore service. The charge is applied to the restore portion of the order.

3.43 Application of Charges Non-Recurring Charge

a. Residence and Business

1. Service Order Charge

Per customer request for work ordered and requested to be completed at the same time on the same premises

	<u>Current</u>	<u>Maximum</u>
1 Business – 1 st line	\$13.75	\$13.75
1 Residence – 1 st line	\$13.75	\$13.75
2 Business – 2 nd or 3 rd line	\$13.75	\$27.50
2 Residence – 2 nd or 3 rd line	\$13.75	\$27.50
Residence – 4 or more	\$13.75	

1 – Denotes Tier 1 Core

2 – Denotes Tier 1 Non Core

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

ISSUED: April 1, 2008

EFFECTIVE: April 1, 2008

In Accordance with Case 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

3.4 Installation Rates (Continued)

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net. (C)

2. Central Office Line Connection Charge

Per line or central office telephone number worked on, but not limited to the following:

Initial – Tier 1 Core

i. Central Office lines each

Current Rate - \$6.50

Maximum Rate - \$6.50

Subsequent – Tier 1 Non Core

j. Central Office lines each

Current Rate - \$6.50

Maximum Rate - \$13.00

3. Travel Charge Charge

One charge applies for all work ordered and requested to be completed at the same time on the same premises.

Initial – Tier 1 Core - \$10.50

Subsequent – Tier 1 Non Core:

Current Rate - \$10.50

Maximum Rate - \$21.00

- b. A service charge will be billed to the customer where the service difficulty or trouble is found to be caused by customer provided equipment. The actual hours involved at existing labor rates, plus expenses (i.e. vehicle costs and materials) utilized by the company will be charged for any required tests and/or premise visits

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

ISSUED: April 1, 2008

In Accordance with Case No 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

P.U.C.O. No. 5

RULES AND REGULATIONS

Toll Services are now located in the Company's Catalog at www.ctcn.net

(C)

(C)

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

3.5 Long Distance Toll Foreign Exchange & Private Line, Telephone Service

(N)

3.51 Rate Applicability

Long distance toll charges apply to all completed calls between the Company's exchange area and other telephone exchange areas.

3.52 Concurrence in Other Tariffs

Information as to charges and rates for the service referred to below, will be furnished to any customer upon application at its local business office(s).

This Company has connections with the toll lines of The Ohio Bell Telephone Company and the American Telephone & Telegraph Company. All messages routed via the lines of either of these companies are subject to the rules, regulations and tariffs provided for in the schedules of such telephone companies filed with the Public Utilities Commission of Ohio and the Federal Communications Commission. Toll calls made over this company's lines shall command the same rates as those of The Ohio Bell Telephone Company for similar distances.

The Champaign Telephone Company assents to, adopts and concurs in the Foreign Exchange Service, filed with The Public Utilities Commission of Ohio by The Ohio Bell Telephone Company, hereinafter called the issuing company, as such tariff now exists, or as it may be revised, added to or supplemented by superseding sheets, or issues, for such foreign exchange service furnished jointly by the issuing Company and the concurring company (including such service as is also participated in by one or more other companies), and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

The Champaign Telephone Company assents to, adopts and concurs in the Private Line Tariff filed with The Public Utilities Commission of Ohio by The Ohio Bell Telephone Company, hereafter called the issuing Company, as such tariff now exists, or as it may be revised, added to or supplemented by superseding sheets or issue, for private line services and channels furnished jointly by the issuing company and the concurring company (including such services and channels as are also participated in by one or more other companies), and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

P.U.C.O. No. 5

3.5 HELD FOR FUTURE USE (D)

(D)

ISSUED: January 20, 1988

In Accordance with Case No. 86-2174-TP-COI
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: February 3, 1988

3.6 Central Office - Special Features

3.61 Touch-Call Dialing

(N)

3.611 General

a. Touch Call Dialing telephone service is a distinctive type of telephone service using audible voice frequency tones to actuate the central office or private branch exchange switching equipment. The service arrangement employs a specific type of central office or private branch exchange switching equipment and a button-type dialing device. The conventional rotary type dial is also compatible with Touch Call service.

b. Touch Call calling telephone service is furnished only in central office areas where Touch Call central office equipment is available. Central offices will be equipped for Touch Call operation at the discretion of the Company in accordance with regular engineering practices.

c. Touch Call service will be provided in connection with individual line, combination main station and private branch exchange service only.

d. Private branch exchange stations may be equipped for Touch Call operation on a selective basis. However, all attendant positions associated with the system must be equipped for Touch Call service.

e. All lines associated with key telephone, multiline telephone or key equipment systems must be equipped for Touch Call service, if one station is so equipped.

f. Changes of existing service to Touch Call operation will be charged for all required move and change work per Section 3.4.

(N)

ISSUED: January 20, 1988

In Accordance with Case No. 86-2174-TP-COI
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: February 3, 1988

3.6 Central Office - Special Features (Continued)

3.612 Rate – Tier 1 Core

- a. Touch Call service is subject to the regulations, rates and charges applicable to other types of subscriber service. Touch Call rates and charges have been included in the basic local service rate for all customers subscribing to the service after January 23, 2006. Existing rotary customers will have this service grandfathered.

3.62 Custom Calling Services

Custom calling services for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

3.621 Custom Calling Services is an optional telephone service arrangement which provides one or more of the following features.

- a. Call Forward Basic - Allows a customer to automatically transfer all incoming calls, during the period of time this feature is activated, to another telephone.
- b. Call Forward No Answer - Allows a customer to forward incoming calls to another telephone when the called number has not answered after a specified number of rings.
- c. Call Forward Busy - Allows the customer to have calls forwarded to another telephone when the called telephone is busy.
- d. Call Transfer - allows the customer to talk on a call then transfer it to another number. This feature will work on originating as well as terminating calls.

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

ISSUED: April 1, 2008

In Accordance with Case No 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

3.6 Central Office - Special Features (cont'd)

3.62 Custom Calling Services (cont'd)

Custom calling services for non-residential customers can be found in the company's catalog located at (C)
www.ctcn.net.

3.621 Custom Calling Services (cont'd)

- e. Three-Way Calling - Enables a customer to add a third party to an established connection without operator assistance. The third party may be called by the subscriber initiating the Three-Way Calling on either a local or long distance basis.
- f. Speed Calling - Provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. Two arrangements are available, an 8 number capacity and a 30 number capacity.
- g. Call Waiting - Provides to the customer already on an existing call, with a tone signal indicating that another call is waiting to be completed. The customer may then hold the present call and talk on both calls alternately. This feature also includes cancel call waiting, which can be activated before or during a call, for that call only. The calling party would then hear a busy tone.
- h. Distinctive Ringing - Provides the single line customer the ability to assign up to four separate directory numbers (one primary and three secondary) to a single line. Incoming calls to the separate directory numbers can be identified by a distinctive ringing cadence.
- i. Distinctive Ringing Selective Call Forwarding - Provides additional flexibility to Distinctive Ringing Service. Call Forward can be implemented on the secondary directory numbers. Calls from any of the directory number can be forwarded simultaneously as well as independently from the primary directory number or any of the other secondary numbers. Call Forward for secondary directory numbers is accomplished by use of a personal identification number issued by the telephone company.
- j. Call Forward Remote Activation - Allows the subscriber to activate or deactivate Basic Call Forward or to change the forward - to destination when they are at a remote location.

3.6 Central Office - Special Features (cont'd)

3.62 Custom Calling Services (cont'd)

Custom calling services except call waiting for non-residential customers can be found in the company's catalog located at www.ctcn.net.

(C)

3.621 Custom Calling Services (cont'd)

- k. Single Line Intercom Package - Offers three separate services to the residential or single line business customer who has multiple extensions. The package includes: (1) Single Party Intercom which allows the subscriber to initiate internal conference calls, (2) Distinctive Ringing Alerting creates a distinctive ringing for each extension allowing calls to be readily transferred to the appropriate extension, (3) Call Hold permits the customer to put a call on hold then to continue the conversation on the same extension or another extension.

Per Line

3.622

(T)

<u>Rates</u>	<u>Monthly Rate</u>	<u>Classification</u>
a. Call Forward Basic	\$1.50	Tier 2
b. Call Forward No Answer	\$1.50	Tier 2
c. Call Forward Busy	\$1.50	Tier 2
d. Call Transfer	\$1.50	Tier 2
e. Three Way Calling	\$1.50	Tier 2
f. Speed Calling	\$1.50	Tier 2
1. Eight (8) Code Capacity	\$1.50	Tier 2
2. Thirty (30) Code Capacity	\$1.50	Tier 2
g. Call Waiting		
Current Rate	\$1.50	Tier 1 Non Core
Maximum Rate	\$3.00	Tier 1 Non Core
h. Distinctive Ringing	\$1.50	Tier 2
i. Distinctive Ringing – Selective Call Forwarding	\$1.50	Tier 2
j. Call Forward Remote Activation	\$1.50	Tier 2
k. Single Line Intercom Package	\$1.50	Tier 2

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

ISSUED: April 1, 2008

EFFECTIVE: April 1, 2008

In Accordance with Case No 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

3.6 Central Office - Special Features

3.623 Custom Calling Package

Custom calling package for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

- a. All custom calling features as described in section 3.62 preceding as well as touch call dialing as described in section 3.61 preceding may be subscribed to in a package of four (4) at lower rates.
- b. The customer may select the features to be installed on their line. For each three (3) features that the customer chooses they will be able to choose a fourth at no additional cost.
- c. When a customer selects less than three features they will pay for these features at the rate as set forth in 3.622 preceding.
- d. Predetermined packages previously in this section have been deleted with the exception of Custom Call Package # 2 and Custom Call Package # 6. These two packages are being grandfathered.

Custom Call Package # 2 contains Touch Call, Call Waiting, Call Forward Basic, 3-Way Calling and Speed Calling 8 Codes at a discounted cost of \$ 5.75.

Custom Call Package # 6 contains Touch Call, Call Forward Basic, 3-Way Calling and Speed Calling 8 Codes at a discounted cost of \$ 4.25.

As of August 30, 2005, the Custom Calling Package will no longer be available for subscription. Current subscribers to the Custom Calling Package will be "grandfathered" and allowed to keep the package. Once current customers disconnect the Custom Calling Package, they will not be able to re-subscribe to it. Customers will be informed at the time of disconnection that they will not be able to re-subscribe to the package.

3.624 Conditions

- a. Custom Calling Services are available only where the individual line service is provided by an exchange central office with electronic switching system equipment. The number of Custom Calling Services features available depends upon the electronic exchange central office providing the service.

3.63 Optional Service Enhancements

Optional service enhancements for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

3.631 General & Rates

Optional Service Enhancements is a telephone service arrangement which provides one or more of the following features:

- | | <u>Monthly Rate</u> |
|--|---------------------|
| a. Automatic Line | \$.50 per line |
| A designated number is automatically called when the calling party takes the receiver off the hook. | |
| b. Cutoff on Disconnect | .50 per line |
| This option is required by some answering devices to stop the recording if the calling party hangs up before the answering cycle is completed. | |
| c. Denied Origination | .50 per line |
| A line where a subscriber may receive calls only with no ability to originate calls (local exchange or toll). | |
| d. Denied Termination | .50 per line |
| A line where a subscriber may originate calls only with no ability to receive calls (local exchange or toll). | |
| e. Intercom (single-party revert calling) | .50 per line |
| Allows the use of subscriber's station(s) as an intercom on private line service by dialing a sequence of numbers. | |
| f. No Double Connect | .50 per line |
| This line won't be connected to a verification or test circuit when the line is in use, due to the destruction the circuits can cause to data transmission and other such types of transmission. | |

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President & General Manager
Urbana, Ohio

EFFECTIVE: April 1, 2008

3.63 Optional Service Enhancements (cont'd)

3.631 General & Rates (cont'd)

- g. Toll Denial \$.50 per line

This line will be denied the ability to place toll calls.

- h. Overflow Register \$2.75 per line/
per report

A computer printout record provided to the subscriber recording the number of calls that were attempted but not completed due to the subscriber's line being in use. Available daily, weekly or monthly (during normal working hours).

- i. The warm line feature (WML) is basically a time delayed automatic line. \$.50 per line

If a subscriber with a warm line feature goes off hook and dials within the time delay period, the call will proceed normally. If dialing has not started before the end of the time delay period, the call is treated as an automatic line (hot line), with the predetermined number being dialed.

- j. Selective Toll Blocking \$1.50 per line

Allows the subscriber to control the origination of calls from their telephone by means of a personal identification number (PIN). A subscriber's line would be denied toll origination without the use of the PIN.

3.632 Optional Service Enhancements Installation Charges

Optional service enhancements installation charges for non-residential customers can be found in the company's catalog located at www.ctcn.net.

(C)

- a. The appropriate charges specified in section 3.4 are applicable (i.e., Service Order Charge, Central Office Line Connection Charge, etc.) when options are elected after installation or change of basic service.
- b. When optional services are elected simultaneously with the installation of basic service, no installation charge will apply.

3.633 Conditions

- a. Optional Service Enhancements are available only where the individual line service is provided by an exchange central office with electronic switching system equipment. The number of Optional Service Enhancements available depends on the electronic exchange central office providing the service.
- b. Optional Service Enhancements will not be provided on foreign exchange service.

(T)

3.634 Direct Inward Dialing

Direct inward dialing for non-residential customers can be found in the company's catalog located at www.ctcn.net.

(C)

(T)

3.7 Directory Listings

Directory listings for non-residential customers can be found in the company's catalog located at www.ctcn.net.

(T)

(C)

3.71 General

The regulations in this section apply in connection with the primary alphabetical directory. The alphabetical directory is a list of names of subscribers, and others for whom directory listings are provided designed solely for the information of calling parties. Alphabetical listings are, therefore, limited to information which is essential to the identification of the listed party; arrangements of names designed to be of advertising value are not permitted, nor is any form of listing permitted which, in the judgment of the Utility, does not facilitate the use of the directory, or is otherwise objectionable or unnecessary for purposes of identification.

Except in connection with "Reference Listings" and "Informational Lines", alphabetical listings consist of a name, the address of the premises upon which the service is located and the telephone number; as an aid in identification, business listings will contain a designation descriptive of the general character of the listed party's business.

Exception: In those cases in which the listed name clearly indicates the business, no designation will be included.

The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when in its judgment, the clearness of the listing or the identification of the subscriber is not impaired thereby.

Listings are regularly provided in connection with all classes of exchange service except public telephone service.

(T)

3.7 Directory Listings (Continued)

3.72 Primary Listings

One listing, termed the primary listing, is included with the line access charge.

In those cases in which the business of the subscriber is so conducted, the primary listing may be the trade name of an article or service, provided the subscriber is the (C) authorized agent or representative for the particular article or service and the name of the article or service is followed by the word, "Agency" "Dealer", "Distributor", "Sales and Service", "Service Station", or "Representative".

At the request of the subscriber the primary listing may be omitted from the directory or from both the directory and information records.

The omission of the primary listing in the directory, or from the directory and information records, at a subscriber request, does not entitle the subscriber to an additional listing without charge in connection with other services for which he may be subscribing.

A dual listing will be provided for residential subscribers desiring to have two first names listed after a single last name without incurring an extra listing charge.

Rates

1. Extra listings	<u>Monthly Rate</u>	(C)
Residence	.50	
2. Non Published Listing Tier 1 Non Core Residential and Business		
Current Rate	\$1.00	
Maximum Rate	\$2.00	

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

ISSUED: April 1, 2008

EFFECTIVE: April 1, 2008

In Accordance with Case No 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

3.8 RESALE AND SHARED TENANT SERVICE

A. GENERAL

1. Shared Tenant Service is a shared service arrangement which allows a business customer subscribing to Shared Tenant Service to share or resell local service to individuals, firms, corporations, etc. (herein called "tenants") located within the Shared Tenant Service customer's premises.
2. Except where specifically noted herein, this tariff is not intended to apply to the resale of local exchange service by certified local exchange carriers.
3. This tariff does not permit, by a certified local exchange carrier or any other entity, the purchase of local residential service for resale as business service. Such resale is prohibited.

B. CONDITIONS

1. A Shared Tenant Service customer may provide service only within a single building, or a contiguous complex of buildings under common ownership or management (such complex may be intersected by public thoroughfare provided that the property segments created would be continuous in the absence of the thoroughfares). Where separate buildings are involved they must have a related business purpose (e.g. industrial park, shopping center, college or university, etc.)
2. A Shared Tenant Service customer may only offer Shared Tenant Service to the occupants of a building or contiguous complex of buildings which compose a resale or sharing system.
3. Customer Premises Equipment and intrasystem wiring provided by the Shared Tenant Service customer must comply with Part 68 of the Federal Communications Commission's Rules and Regulations.

ISSUED: September 24, 1996

EFFECTIVE: September 24, 1996

In Accordance with Case No. 96-1199-TP-COI
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

3.8 RESALE AND SHARED TENANT SERVICE

4. Application for Shared Tenant Service, and applications for changes in service therewith, must be made by the Shared Tenant Service customer. The Shared Tenant Service customer is responsible for payment of all charges incurred, whether such charges are associated with services provided for the use of the Shared Tenant Service customer or services provided for the use of tenants that are served by the Shared Tenant Service arrangement.
5. A Shared Tenant Customer is entitled to one telephone directory listing at no charge. Directory listings for the tenants or subscribers of the Shared Tenant Service customer or reseller/sharer will be provided at the rates for business additional listings. Listing of residential tenants will be placed in the residential section of the directory, if any, upon the request of the Shared Tenant Service customer or reseller/sharer.
6. Direct interconnection of PBX's serving different Shared Tenant Service Systems is prohibited.
7. Shared Tenant Service access to local exchange service will be provided on a local measured service basis as contained in the Local Exchange Tariff. Where local measured service is not available, the Shared Tenant Service customer shall pay the appropriate flat business line or trunk rate as set forth in the Local Exchange Tariff. As of the effective date of this tariff sheet the telephone company does not have that capability is acquired the company will file for measured service rates.
8. The Telephone Company will provide direct local service upon request to any tenant in a Shared Tenant Service or other resale/sharing system. The Telephone Company will obtain access to such tenants by leasing the existing intra-building wiring from the Shared Tenant Service customer, or by utilizing or installing its own facilities.

ISSUED: March 31, 1987

In Accordance with Case No. 85-1199-TP-COI
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: April 13, 1987

3.9 900 Services Call Blocking

(D)

(D)

3.10 E-9-1-1

The rates for 9-1-1 and E-9-1-1 service are governed by 86-911-TP-COI and 92-201-TP-EMG and do not fall under a Tier designation.

(N)

ISSUED: April 1, 2008

In Accordance with Case No 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

P.U.C.O. No. 5

HELD FOR FUTURE USE

(D)

(D)

ISSUED: October 7, 1986

In Accordance with Case No. 85-533-TP-UNC
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: January 1, 1987

P.U.C.O. No. 5

HELD FOR FUTURE USE

(D)

(D)

HELD FOR FUTURE USE

ISSUED: October 7, 1986

In Accordance with Case No. 85-533-TP-UNC
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: January 1, 1987

P.U.C.O. No. 5

(D)

(D)

ISSUED: October 7, 1986

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Jack W. Read, President
Urbana, Ohio

EFFECTIVE: January 1, 1987

P.U.C.O. No. 5

HELD FOR FUTURE USE

(D)

(D)

ISSUED: October 7, 1986

In Accordance with Case No. 85-533-TP-UNC
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: January 1, 1987

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Section 4. Customer-Owned, Coin-Operated Telephone Service

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ISSUED: February 21, 1990

In Accordance with Case No. 88-452-TP-COI
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: March 21, 1990

SECTION 4. CUSTOMER OWNED, COIN OPERATED TELEPHONE SERVICE

4.1 APPLICATION

This section contains regulations, rates and charges applicable to Customer-Owned, Coin-Operated Telephone(COCOT) Service required by The Public Utilities Commission of Ohio. Opinion and Order for Case No. 84-863-TP-COI as entered in the Journal January 29, 1985, and the Opinion and Order in Case No. 88-452-TP-COI as entered in the Journal February 21, 1990.

4.2 GENERAL

4.21 The Telephone Company will permit the resale of Local Telephone Service associated with Customer-Owned Coin-Operated and non Coin-Operated telephone service.

4.22 Customer-Owned, Coin-Operated Telephone (COCOT) Service is basic exchange service provided to customers for the connection of a Customer-Owned, Coin-Operated Telephone.

4.3 REGULATIONS

4.31 COCOT Service is provided on an Individual Business Access Line basis only. COCOT's may not, under any circumstances, be connected behind a PBX.

4.32 All COCOT's must be either:

- a. Registered with the FCC under Part 68 of its Rules and Regulations
- b. Be connected to the network behind a FCC registered coupler.

4.33 General operating characteristics required of all COCOT's:

- a. COCOT instruments shall be hearing aid compatible;
- b. COCOT instruments shall be mounted in accordance with federal and state height regulations for disabled persons;
- c. COCOT instruments shall provide access to Operator, 911 Emergency Service (where available), and Directory Assistance for free and without use of a coin.

4.3 REGULATIONS contd.

4.34 Requirements for COCOT Service:

- a. COCOT instruments shall possess the capability of returning unused coins;
- b. COCOT instruments shall possess the capability of accepting coins of various denominations;
- c. COCOTs, at the option of the owner, may provide either outgoing calls only or both outgoing and incoming calls. If, however, the COCOT provides outgoing calls only, notice of such must be posted on the COCOT instrument;
- d. COCOT Service is afforded the same "essential service" status as that assigned to public service telephone locations provided by the Telephone Company;
- e. COCOT instruments shall provide both local and long distance service;
 - f. COCOT instruments shall provide access to all locally certificated long distance carriers and 800 numbers;
 - g. COCOTs may not place time limitations on any phone calls;
 - h. COCOT owners must program their telephone instruments in such a manner as to abide by the Commission's rules for the operation of alternative operator services. These rules include providing access to the local exchange company operator by use of keypad "0-"; providing access to all locally certified interexchange carriers; and providing access to local emergency services numbers (both 911 and other applicable numbers in those areas in which 911 is not available). Owners who choose to associate with AOS providers will be disconnected if they are found to be offering the service of a non-certified AOS provider;
 - i. COCOTs may not charge an end user a fee for using a credit card at a pay station;

ISSUED: February 21, 1990

In Accordance with Case No. 88-452-TP-COI
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: March 21, 1990

4.3 REGULATIONS contd.

4.35 Posted informational requirements for ALL COCOT service. The following information, which shall be provided in a clear and easy to read form, should be posted at or near each COCOT location:

- a. Name and telephone number of the COCOT owner;
- b. Operating instructions for the COCOT instrument;
- c. Method for reporting complaints and obtaining refunds in a cost free manner;
- d. Out-of-order COCOTs shall be clearly marked as such;
- e. Notice must be provided of COCOT instruments that are not programmed to receive incoming calls;

4.36 Other charging and rate-related requirements for ALL COCOT Service:

- a. The maximum rate for a local call shall not exceed the price of a local call made from a Telephone Company provided pay telephone instrument at the filed tariff rate authorized by The Public Utilities Commission of Ohio;

The maximum rate restriction is effective until October 7, 1997, at which time end user payphone rates will be deregulated and detariffed pursuant to the (N) FCC's Report and Order in Docket No. 96-128 issued September 20, 1996.(N)

- b. The COCOT owner/subscriber is responsible for the payment of all calls originated from or accepted at the Access Line terminating location;
- c. The COCOT user shall not be charged for incomplete calls;
- d. COCOTs are not permitted to resell or mark-up the price of long distance service without first obtaining Commission certification to do so;

4.37 COCOT owners must submit a completed "Application to Provide Customer Owned, Coin Operated Telephone Service in the State of Ohio" to the Telephone Company prior to the connection of their service. A Commission approved application form is attached and identified as Appendix A.

ISSUED: February 6, 1997

In Accordance with Case No. 96-1310-TP-COI
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: April 15, 1997

4.4 RATES AND CHARGES

the (C) The monthly rate for a customer-owned, coin-operated telephone service access line is
set forth (C) Payphone Access Line rate, plus the Coin Supervision Additive rate, where applicable, as
(C) in this company's P.U.C.O. No. 5, Section 3, for the applicable exchange area.

4.5 DISCONNECTION OF COCOT SERVICE

Any provider of Customer-Owned, Coin-Operated Telephone (COCOT) Service that obtains a local access line or subscriber line from the local exchange company is a customer of said company and is therefore subject to the terms and conditions set forth in said company's tariffs and must comply with all the requirements set forth in the Opinion and Order issued by The Public Utilities Commission of Ohio on January 29, 1985, in Case No. 84-863-TP-COI. Failure to comply with said tariffs and Opinion and Order or any related rule approved by this Commission shall be grounds for disconnection.

If a provider of COCOT Service is in non-compliance, the local exchange company shall mail to the COCOT provider a proper and reasonable disconnection notice which indicates that unless the reason of noncompliance is remove not later than fifteen days from the postmarked date, service of the COCOT location will be terminated unless a written protest is filed with Docketing Division of the Public Utilities Commission prior to such date. However, such notification requirements do not apply if continuation of the COCOT Service would cause damage to the local company's switched network, or if the disconnection is due to nonpayment. Disconnections for nonpayment shall be made in accordance with local exchange company's normal practices for business customers.

The following constitute the minimum requirements of a proper and reasonable disconnection notice to providers of COCOT Service.

- 4.51 The date on which disconnection will occur.
- 4.52 The reason(s) for the disconnection, and the manner in which to avoid such disconnection (ie necessary physical modifications to bring such COCOT into compliance).
- 4.53 The necessary procedures for handling disputes, including:
 - a. The address and telephone number of the office of the telephone company that the COCOT provider may contact in reference to his or her account;

ISSUED: April 8, 1997

In Accordance with Case No. 96-1310-TP-COI
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

EFFECTIVE: April 15, 1997

4.5 DISCONNECTION OF COCOT Service contd.

4.53 contd.

- b. Notice that the provider may, after contacting the company, pursue his or her dispute with The Public Utilities Commission of Ohio's Public Interest Center on an informal basis. The toll free telephone number of the Commission's Public Interest Center shall be provided;
- c. Notice that the provider may, after contacting the company, pursue his or her dispute on a formal basis by filing a written protest with the Docketing Division of the Commission within fifteen days of the service date of the disconnection notice. The address of the Commission's Docketing Division shall be provided. The notice shall state that failure to file a protest constitutes an acknowledgment by the COCOT provider that his or her service is not in compliance with the company's tariffs and the Commission's regulations,

4.6 OPTIONAL SERVICES FOR COCOT'S

4.61 Optional Selective Call Screening Service

Selective Call Screening Service is an arrangement under which the Telephone company will accept only those toll calls which are made collect or billed to a third number or credit card. This service is provided at the option of the customer for use with lines serving Customer-Owned, Coin-Operated Telephones. This service is offered only where facilities permit.

Monthly Rate

Selective Call Screening Service, per line \$5.00

4.4 Disconnect Procedures for COCOT Service (N)

to such date. However, such notification requirements do not apply if continuation of the COCOT service would cause damage to the Company's switched network, or if the disconnection is due to nonpayment. Disconnections for nonpayment shall be made in accordance with the procedures for business customers outlined in Section 2 of this tariff.

The disconnection notice for non-compliance of the Company's tariffs or of the Commission's Opinion and Order mentioned above, will meet the following requirements:

1. The date disconnection will occur.
2. The reason(s) for disconnection, and the manner in which to avoid such disconnection (e.g., necessary physical modifications to bring such COCOT into compliance).
3. The necessary procedures for handling disputes, including:
 - a. The address and telephone number of the office of the Telephone Company that the COCOT provider may contact in reference to their account;
 - b. Notice that the COCOT provider may, after contacting the Company, pursue their dispute with the PUCO's Public Interest Center on an informal basis. The toll-free telephone number of the Public Interest Center shall also be provided; and
 - c. Notice that the provider may, after contacting the Company, pursue their dispute on a formal basis by filing a written protest with the docketing Division of the PUCO within fifteen (15) days of the service date of the disconnection notice. The address of the Docketing Division of the PUCO will also be provided. The (N)

ISSUED: June 18, 1985

EFFECTIVE: June 28, 1985

In Accordance with Case No. 85-651-TP-ATA
Issued by the Public Utilities Commission of Ohio
Jack W. Read, President
Urbana, Ohio

P.U.C.O. No. 5

4.4 Disconnect Procedures for COCOT Service (Continued) (T)

Notice shall state that failure to file a formal protest institutes an acknowledgement of the COCOT provider that their service is not in compliance with the Company's tariffs and the Commission's regulations.

Whenever a disconnection notice is mailed to a COCOT provider, the Telephone Company shall simultaneously send a copy of the notice, with a certificate of service, to the Commission's Docketing Division, which shall be used to establish a complaint proceeding. If the COCOT provider fails to file a formal complaint within fifteen (15) days, the complaint proceeding is automatically dismissed and closed of record and the Telephone Company shall disconnect the service of the COCOT provider. If the COCOT provider files a formal protest within fifteen (15) days, then the Telephone Company shall not disconnect the service of the COCOT provider until the matter has been resolved or until a public hearing has been held and the Commission issues its Opinion and Order in the complaint proceedings.

4.5 Optional Services for COCOT's (N)

4.51 Optional Selective Call Screening Service

Selective Call Screening Service is an arrangement under which the Telephone Company will accept only those toll calls which are made collect or billed to a third number or calling card. This service is provided at the option of the customer for use with lines serving customer-owned, coin-operated telephones. This service is offered only where facilities permit.

	<u>Monthly Rate</u>	
Selective Call Screening Service, per line.....	\$5.00	(N)

Section 5. Champaign Digital Centrex

Champaign Digital Centrex for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

(C)

(C)

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

SECTION 5. CHAMPAIGN DIGITAL CENTREX

Champaign Digital Centrex for non-residential customers can be found in the
company's catalog located at www.ctcn.net.

(C)

(C)

(C)

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

SECTION 5. CHAMPAIGN DIGITAL CENTREX (Cont'd)

Champaign Digital Centrex for non-residential customers can be found in the
company's catalog located at www.ctcn.net. (C)

(C)

(C)

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

P.U.C.O. No. 5

SECTION 5. CHAMPAIGN DIGITAL CENTREX (Cont'd)

Champaign Digital Centrex for non-residential customers can be found in the company's catalog located at www.ctcn.net.

(C)

(C)

(C)

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

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Champaign Digital Centrex for non-residential customers can be found in the company's catalog located at www.ctcn.net.

(C)

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(C)

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

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(C)

(C)

(C)

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

SECTION 5. CHAMPAIGN DIGITAL CENTREX (Cont'd)

Champaign Digital Centrex for non-residential customers can be found in the company's catalog located at www.ctcn.net.

(C)

(C)

(C)

ISSUED: April 1, 2008

In Accordance with Case No. 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

SECTION 5. CHAMPAIGN DIGITAL CENTREX (cont'd)

Champaign Digital Centrex for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

ISSUED: April 1, 2008

In Accordance with Case No 08-193-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: April 1, 2008

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			(D)

ISSUED: August 27, 2001

EFFECTIVE: October 12, 2001

In Accordance with Case No. 00-1265-TP-ORD and Case No. 01-2229-TP-ATA

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President

Urbana, Ohio

SECTION 6. BASIC TELEPHONE ASSISTANCE

6.1 SERVICE CONNECTION ASSISTANCE

6.11. General

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

Waiver of applicable deposit requirements under Section 2.33 of this tariff.

Full or partial waiver up to \$60.00 of applicable service connection charges for establishing or re-establishing local exchange service as described in Section 3.41 of this tariff (Service Connection Assistance does not apply to network wiring charges). (T)

6.12. Regulations

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

- (a) Home Energy Assistance Program (HEAP);
- (b) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
- (c) Food Stamps;
- (d) Federal public housing assistance or Section 8; or (T)

(e) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid).

- 6.122. 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 I.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.
- 6.123. Customers of Service Connection Assistance cannot be a dependant (as defined by the Federal Income Tax Code) under the age of 60.
- 6.124. Service Connection Assistance is available for all grades of service.
- 6.125. Service Connection Assistance is available for a single telephone line at the customer's principal place of residence. No other exchange service will be permitted in the same household.
- 6.126. 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.
- 6.127. Service Connection Assistance customers are not restricted on the optional services to which they may subscribe.

ISSUED: January 1, 1999

In Accordance with Case No. 97-632-TP-COI
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: January 1, 1999

BASIC TELEPHONE ASSISTANCE

6.2

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ISSUED: January 31, 2000

In Accordance with Case No. 97-632-TP-COI
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: January 1, 2000

BASIC TELEPHONE ASSISTANCE

(D)

(D)

ISSUED: January 14, 2000

EFFECTIVE: January 1, 2000

In Accordance with Case No. 00-64-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

BASIC TELEPHONE ASSISTANCE

(D)

(D)

ISSUED: January 14, 2000

EFFECTIVE: January 1, 2000

In Accordance with Case No. 00-64-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

BASIC TELEPHONE ASSISTANCE

(D)

(D)

ISSUED: January 14, 2000

EFFECTIVE: January 1, 2000

In Accordance with Case No. 00-64-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

BASIC TELEPHONE ASSISTANCE

(D)

(D)

ISSUED: May 8, 2006

EFFECTIVE: June 23, 2006

In Accordance with Case No. ##### TP-ALT
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

BASIC TELEPHONE ASSISTANCE

6.3. LINK UP

6.31. General

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

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.

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.)

6.32. Regulations

6.321. 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 Aged (SSI) under Title XVI of the Social Security Act. (N)
- (d) Federal public housing assistance, or Section 8; or
- (e) Home Energy Assistance Program (HEAP);
- (f) National School Lunch Program's Free Lunch Program (NSL);
- (g) Ohio Works First/Temporary Assistance for Needy Families (TANF).

6.321.1 Link Up is also available to customers who do not receive benefits from the above programs shown in 6.321, but have a household income at or below 150% of the poverty level. (T)

6.3 LINK UP (Con't.)

B. Regulations (Con't.)

6.322. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in Section 6.31, above.

6.323. 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 6.321, 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 6.321.1, examples of income documentation would be: T

1. The prior year's state or federal income tax return T
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/Worker's Compensation statement of benefits
8. A divorce decree or child support document T

6.324. 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.

6.325. Link Up customers are not restricted on the optional services to which they may subscribe.

6.326. 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.

BASIC TELEPHONE ASSISTANCE

6.4. LIFELINE ASSISTANCE

6.41. General

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

- A waiver of the Federal Subscriber Line Charge.
- A waiver of the Federal Universal Service Charge.
- Free toll limitation services (e.g., toll blocking, toll control and 900/976 blocking), upon customer's request. (T)
- A waiver of the Telephone Company's service deposit requirement.
- Customers have the option to purchase call waiting and an option for other features for medical/and safety reasons per Rule 4901:1-4-05. (N)
- Credit of one-hundred percent of all nonrecurring service order charges for commencing service. (N)
- Champaign Telephone Lifeline is a Tier 1 core service. (N)

6.42. Regulations

6.421. 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) and Blind and Disabled (SSDI) under Title XVI of the Social Security Act.
- (d) Federal public housing assistance, or Section 8; or
- (e) Home Energy Assistance Program (HEAP).
- (f) National School Lunch Program's Free Lunch Program (NSL);
- (g) General assistance including Disability Assistance (DA)
- (h) Ohio Works First/Temporary Assistance for Needy Families (TANF).

6.421.1 Lifeline assistance is also available to customers who do not (N) receive benefits from the above programs shown in 6.421, but who have a household income at or below 150% of the poverty level.

6.4 LIFELINE ASSISTANCE (Con't)

6.4.2 Regulations (Con't)

- 6.422. Optional features, other than call waiting are prohibited unless the phone company receives a signed statement from the customer self-certifying that feature is necessary for medical and/or safety reasons. Existing lifeline customers that have optional features prior to the adoption of this plan will be grandfathered into the lifeline program so long as the customer makes no changes whatsoever to their existing local exchange service. (N)
- 6.423. 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.
- 6.424. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
- 6.425. 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 6.421., 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 simultaneously 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 6.421.1., examples of income documentation would be: (T)
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/Worker's Compensation statement of benefits
 8. A Divorce decree or child support document (T)

- 6.426. A recurring discount equal to the maximum contribution of federally available assistance will be applied to the monthly local exchange service charge. At no time should the discounts cause the monthly basic local exchange rate to be less than zero. (T)
- 6.427. The Telephone Company shall perform a verification audit of a customer receiving Lifeline Assistance. (N)
- 6.428. The Lifeline discounts and waivers apply to only one access line per household. (N)
- 6.429 Lifeline customers with past due bills for regulated local service charges will be offered special payment arrangements for these past due balances. These arrangements will consist of an initial payment not to exceed \$25.00, before service is installed, with the balance for the regulated local charges to be paid over six equal monthly installments. Lifeline customers with past due bills for toll service will be required to have toll restricted service until such past due toll charges have been paid in full or until the customer establishes service with a subsequent toll provider pursuant to the Minimum Telephone Service Standards. (N)

ISSUED: May 8, 2006

In Accordance with Case No. 06-651-TP-ALT
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: June 23, 2006

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(N)

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In Accordance with Case No. 93-291-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: May 1, 1993

Section 7.1 Champaign Datapath Service

7.11 General

- A. Champaign Datapath Service is a central office based communications service for the transmission of digital signals, using only digital transmission facilities. Datapath Service provides asynchronous data access at speeds from 300 bps through 19.2 kbps and synchronous data access at speeds from 12 bps through 64 kbps. The availability of all data transmission speeds up to 64 kbps depends on the technical limitations of the network and servicing central office.
- B. This service permits direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing into the Datapath Service access lines.
- C. This service is not provided for the transmission of voice communications. Use of the service is limited to the transmission of data through digital signals.

7.12 Regulations

- A. Champaign Datapath Service is provided subject to the availability of properly equipped facilities and a Datapath equipped central office.
- B. Datapath is available at the rates specified in 7.15, at a maximum distance of 12,000 feet from the Datapath equipped central office. Datapath provided beyond this range may be available at additional charges based on the additional material and labor required.
- C. Champaign Telephone Company is under no obligation to provide Datapath access at a distance from the central office that exceeds the technical limitations of the service.
- D. Champaign Telephone Company shall not be responsible if changes in any of its equipment, operations or procedures utilized in the provision of Datapath Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instances and when known in advance, the Telephone Company will notify customers of such changes.

Section 7.1 Champaign Datapath Service (cont'd)

7.12 Regulations (cont'd)

- E. The monthly rates for measured Datapath IntraSwitch Access in 7.15.b.1 and InterSwitch Access in 7.15.b.2 include 50 hours of monthly originating usage. The charge for usage over the monthly allowance is billed at the rate specified in 7.15.b.3. An alternative to the measured Datapath is a flat rate billed arrangement, as specified in 7.15.b.4. The customer may select the billing arrangement (measured or flat rate) suited to their need.
- F. Charges for Datapath Service do not include equipment or other facilities which may be required by the customer premise and which must be compatible with Telephone Company facilities.
- G. Datapath Service is available on a monthly basis, and is subject to all general regulations applicable to the provision of service by the Telephone Company as stated elsewhere in this tariff.
- H. Datapath Service is offered on a Touch Call signaling basis only.
- I. Vacation Service is not allowed.
- J. Regulations pertaining to Service Interruption apply as specified in Section 2.35 this tariff.
- K. When Datapath Service is purchased in conjunction with Champaign Digital Centrex, Datapath lines will be considered in the total line count for discount purposes.
- L. Charges for Datapath Service listed in 7.15 following do not include the Federal Subscriber Line Charge as stated in F.C.C. No. 5.
- M. Dialan Service will be provided on an uninterrupted basis. A Dialan line would be uninterrupted by the switch even though the line were idle for an extended period of time. Should automatic interrupt be required a customer can subscribe to the interrupt feature. The line would then be disconnected after a designated period of idle time had elapsed.

7.13 Optional Features

- A. Automatic Line - Automatically dials a customer's pre-programmed telephone number.

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Section 7.1 Champaign Datapath Service (cont'd)

7.13 Optional Features (cont'd)

- B. Speed Calling - Allows a customer to dial up to eight (8) frequently dialed numbers through the use of an abbreviated access code.
- C. Ring Again - Automatically redials a busy telephone number in the same customer group on intraswitch calls only.
- D. Directory Numbering Hunting - Directs incoming calls to an available hunt group number.

7.14 Enhanced Features

- A. Modem Pooling Feature - Provides a Datapath customer with the ability to access modems of variable speeds, allowing the customer to receive or transmit data calls over the analog public switched network.

7.15 Rates and Charges

- A. Datapath Service Connection Charges - will be the charges setforth in Section 3.43, Application of Charges.
1. If special or unusual line conditioning is required, or unusual installations occur, additional time and material charges may apply.

	<u>Monthly</u>
B. Champaign Datapath Line	\$ 41.00
C. Optional Features (per line)	
1. Automatic Line	\$.50
2. Speed Calling	\$ 1.50
3. Ring Again	\$ 1.50
4. Directory Number Hunting	\$ 1.50
5. Automatic Interrupt	\$ 1.50
D. Enhanced Feature	
1. Dedicated Modem Pool	\$ 40.00

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Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

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7.21 General

- A. Champaign DMS Integrated Access Local Area Network (DIALAN) Service allows for simultaneous voice and data access to the switched telephone network over a single exchange line.
- B. This service permits dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing into the DIALAN Service access line.
- C. In addition to voice access to the public switched telephone network DIALAN Service provides data access at speeds from 300 bps through 19.2 kbps for asynchronous communication.
- D. DIALAN Service is available to 1R, 1B and Centrex Access lines.

7.22 Regulations

- A. DIALAN Service is provided subject to the availability of properly equipped digital central offices and facilities. DIALAN is available at the rates specified in 7.25 , at a maximum distance of 12,000 feet from the DIALAN equipped central office. The Company is under no obligation to provide DIALAN Service at a distance from the 'central office that exceeds the technical limitations of the service.
- B. The Company shall not be responsible if changes in any of its equipment, operations or procedures utilized in the provision of DIALAN Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or other wise affect its use or performance. In such instances and when known in advance, the Company will notify customers of such changes.
- C. Charges for DIALAN Service do not include equipment or other facilities which may be required at the customer premise. The Telephone Company will determine compatible equipment needed by the customer.
- D. Service is available on a monthly basis and is subject to all general regulations applicable to the provision of service by the Company as stated elsewhere in this tariff.

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Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: May 1, 1993

7.2 Champaign DIALAN Service (cont'd)

7.22 Regulations (cont'd)

- E. DIALAN Service is offered on a Touch Call signaling basis only.
- F. Vacation Service is not allowed.
- G. Regulations pertaining to Service Interruption apply only as specified in Section 2.35 of this tariff.
- H. When DIALAN Services are purchased in conjunction with Champaign Centrex, DIALAN lines will be considered in the total line count for discount purposes. The DIALAN Optional Features are included in the Centrex Basic Feature Package.
- I. Dialan Service will be provided on an uninterrupted basis. A Dialan line would be uninterrupted by the switch even though the line were idle for an extended period of time. Should automatic interrupt be required a customer can subscribe to the interrupt feature. The line would then be disconnected after a designated period of idle time had elapsed.

7.23 Optional Features

- A. Automatic Line - Automatically dials a customer's pre-programmed telephone number.
- B. Speed Calling - Allows a customer to dial up to eight (8) frequently dialed numbers through the use of an abbreviated access code.
- C. Ring Again - Automatically redials a busy telephone number in the same customer group on intraswitch calls only.
- D. Directory Numbering Hunting - Directs incoming calls to an available hunt group number.

All of the above features may not be compatible with each other.

7.24 Enhanced Features

- A. Modem Pooling Feature - Provides a DIALAN customer with the ability to access modems of variable speeds, allowing the customer to receive or transmit data calls over the analog public switched network.

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Michael W. Conrad, President
Urbana, Ohio

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7.2 Champaign DIALAN Service (cont'd)

7.25 Rates and Charges

- A. The appropriate Service Connection Charges apply corresponding to the voice access line purchased, Section 3.43 for 1R and 1B and Section 5.43 for Centrex.

1. If special or unusual line conditioning is required, or unusual installations occur, additional time and material charges may apply.

B. Champaign DIALAN Line Monthly

1. Per line \$20.00
2. A monthly Individual Residential or Business Access Line Charge, as indicated in Section 3.2, or a Centrex Line Charge as indicated in Section 5.4, of this tariff, will apply in addition to the rate set forth above, per line.

C. Optional Features (per line) Monthly

1. Automatic Line \$.50
2. Speed Calling \$ 1.50
3. Ring Again \$ 1.50
4. Directory Number Hunting \$ 1.50
5. Automatic Interrupt \$ 1.50

D. Enhanced Feature

1. Dedicated Modem Pool \$ 40.00

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Michael W. Conrad, President
Urbana, Ohio

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P.U.C.O. No. 5

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SECTION 8. Extended Local Calling Service

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ISSUED: November 16, 1993

EFFECTIVE: November 29, 1993

In Accordance with Case No. 93-1642-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

SECTION 8. EXTENDED LOCAL CALLING SERVICE

8.1 DESCRIPTION

- 8.11 Extended Local Calling Service is a four-element measured rate service provided between specific intrastate exchanges.
- 8.12 Extended Local Calling Service will be provided in lieu of new Extended Area Service (EAS), whether one-way or two-way, between specific exchanges of the Company and to exchanges of other telephone companies when ordered by The Public Utilities Commission of Ohio (PUCO) in an Extended Area Service complaint case.
- 8.13 All Extended Area Service existing prior to the establishment of Extended Local Calling Service will continue in its present form unless discontinued by order of the PUCO.
- 8.14 Extended Local Calling Service is available with all classes of service and to all subscribers within the specific exchange.
- 8.15 Extended Local Calling Service is restricted to customer dialed, station to station, sent paid calls to the extended exchange (s) and does not apply to operator assisted calls.

8.2 RATES

8.21 Rate Schedules

A. Implementation of Extended Local Calling service in an exchange will not affect the monthly rate, set forth in Section 3.2 of this tariff, for access line service.

ISSUED: November 16, 1993

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In Accordance with Case No. 93-1642-TP-ATA
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Michael W. Conrad, President
Urbana, Ohio

SECTION 8. EXTENDED LOCAL CALLING SERVICE cont'd.

8.2 RATES cont'd.

B. Extended Local Calling Service is provided at the following rates:

1. Call Connection Rate - Each Completed Call – Tier 1 Core Service (N)
Monday through Friday: To telephone numbers in designated exchanges within the following distance bands:

<u>Current Rates</u>	<u>0-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>
a) 8 a.m. to, but not including, 9 p.m.	\$ 0.080	\$ 0.100	\$ 0.120
b) 9 p.m. to, but not including, 8. a.m.	\$ 0.050	\$ 0.060	\$ 0.070
c) Saturday, Sunday and holidays	\$ 0.050	\$ 0.060	\$ 0.070

<u>Maximum Rates</u>	<u>0-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>
a) 8 a.m. to, but not including, 9 p.m.	\$ 0.080	\$ 0.100	\$ 0.120
b) 9 p.m. to, but not including, 8. a.m.	\$ 0.050	\$ 0.060	\$ 0.070
c) Saturday, Sunday and holidays	\$ 0.050	\$ 0.060	\$ 0.070

2. Rate for each Minute of Use– Tier 1 Core Service (N)
Monday through Friday: To telephone numbers in designated exchanges within the following distance bands:

<u>Current Rates</u>	<u>0-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>
a) 8 a.m. to, but not including, 9 p.m.	\$ 0.060	\$ 0.070	\$ 0.080
b) 9 p.m. to, but not including, 8. a.m.	\$ 0.035	\$ 0.040	\$ 0.045
c) Saturday, Sunday and holidays	\$ 0.035	\$ 0.040	\$ 0.045

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006..

ISSUED: May 8, 2006

EFFECTIVE: June 23, 2006

In Accordance with Case No 06-651 TP-ALT
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

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<u>Maximum Rates</u>	<u>0-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>
a) 8 a.m. to, but not including, 9 p.m.	\$ 0.060	\$ 0.070	\$ 0.080
b) 9 p.m. to, but not including, 8. a.m.	\$ 0.035	\$ 0.040	\$ 0.045
c) Saturday, Sunday and holidays	\$ 0.035	\$ 0.040	\$ 0.045

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

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

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

ISSUED: May 8, 2006

In Accordance with Case No 06-651 TP-ALT
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: June 23, 2006

SECTION 8. EXTENDED LOCAL CALLING SERVICE cont'd.

8.2 Rates cont'd.

8.22 Duration

- A. Call connection rates are for connection of each completed call.
- B. Minutes of use rates are for each minute, for any fraction thereof, that the connection continues.
- C. Chargeable time is started when the called party answers or when the caller is connected to automatic answering or recording equipment.
- D. Chargeable time ends when the calling station "hangs up", thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.
- E. Chargeable time does not include time lost because of faults or defects in the service.

8.23 Time of Day

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

8.3 AVAILABILITY

8.31 Extended Local Calling Service is provided in the following exchanges:

<u>Exchange in which service is offered</u>	<u>Exchange (s) which can be called</u>	<u>Mileage from exchange offered</u>
Urbana	Springfield	13
Terre Haute	St. Paris	7

(N)

ISSUED: February 3, 1997

EFFECTIVE: February 15, 1997

In Accordance with Case No. 96-55-TP-PEX
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

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SECTION 9. Custom Local Area Signaling Service (CLASS)

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ISSUED: January 21, 2000

In Accordance with Case No. 00-143-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

EFFECTIVE: March 6,k 2000

9.1 General

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net. (C)

The Champaign Telephone Company will provide Custom Local Area Signaling Services (CLASS) in areas where facilities are available. CLASS features described below, may be requested individually or at discounts for multiple options as explained in the rate section. CLASS services will be available to residential customers as well as business lines and Centrex, all on a per line basis.

9.11 Caller ID Residential and Business

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.

9.12 Per Line Blocking Residential and Business

Enables customers to prevent the disclosure of their telephone number on all outgoing calls, without the necessity of an activation code. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number. Per Line Blocking will be provided at no monthly charge on an optional basis to non-published customers. The service is also available to published customers for a monthly charge (See rate section following). Law Enforcement, Domestic Shelters and other special agencies will be offered free Per Line Blocking. Per Line Blocking will not be available to public, semi-public, and two-party service customers.

Telemarketers are not permitted to block disclosure of their telephone number when placing calls. The Company will investigate any complaints that a telemarketer is blocking the display of its telephone number and terminate the blocking service if warranted.

9.13 Per Call Blocking Residential and Business

Enables customers to prevent the disclosure of their telephone number on a per call basis to the called party. The disclosure of the calling party's number can be prevented on a per call basis by dialing *67 from a touch tone phone or 1167 from a rotary dial phone before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number. Per Call Blocking will be provided on a universal basis to all eligible customers (where available).

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By The Public Utilities Commission of Ohio
Issued by Michael W. Conrad, President, Urbana, Ohio

CLASS for non-residential customers can be found in the company's catalog located at www.ctcn.net.

9.14 Selective Call Forwarding

Allows customers to create a selective call forwarding list of telephone numbers and a destination number through an interactive dialing sequence. By dialing *63 from a touchtone phone, or 1163 from a rotary dial phone, the customer activates the service. Only incoming calls from numbers appearing on the list will be forwarded to the predetermined remote station.

9.15 Selective Call Rejection

Provides the customer with a method of blocking calls from certain numbers, which may or may not be known to the customer. The customer may create a selective call rejection screening list of up to 31 telephone numbers, and place them in network memory through an interactive dialing sequence. The customer may also activate the service after receiving a call, and thus place the number associated with that call on the screening list. To activate the feature, the customer dials *60 from a touchtone phone, or 1160 from a rotary dial phone, and the telephone number of each incoming call is checked against the customer's screening list.

9.16 Selective Call Acceptance

Provides the customer with a method to accept calls from certain numbers only. Up to 31 numbers may be added to the screening list through an interactive dialing sequence. The customer dials *64 from a touchtone phone, or 1164 from a rotary dial phone, to activate the service. Each incoming call is then checked against the customer's Special Call Acceptance screening list.

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CLASS for non-residential customers can be found in the company's catalog located at www.ctcn.net.

9.17 Automatic Callback/Repeat Dialing

Automatically redials the last outgoing number after the customer activates the service by dialing *66 from a touchtone phone, or 1166 from a rotary dial phone. Automatic Callback monitors the busy line and performs a call setup when both the originating and terminating lines become idle. After activation of the feature, the originating **and** terminating customers may place other calls without affecting the Automatic Callback service status. This service may also be used to recall a called party after the conversation has been terminated.

9.18 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 from a touchtone phone, or 1169 from a rotary dial phone, and the last incoming call is announced. If the incoming call was placed from a line designated as "private," the recording will indicate that the number is private and will announce only the date and time of the call. To activate the Call Return function, the customer would then dial "1." If the line is busy when the customer activates the service, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty minutes both the calling and called parties' lines are checked periodically. The call setup is made when both the originating and terminating lines are idle. After activation of the feature, the originating **and** terminating customers may place other calls without affecting the Call Return service status. Up to 30 calls may be held in queue for the customer's Call Return activation. The call backs may be to areas where a toll charge would be applicable.

9.19 Distinctive Ring/ Call Waiting

Allows customers to designate several numbers that will be recognized immediately as important calls by means of distinctive alerting signal. Up to 31 numbers may be added to the screening list through an interactive dialing sequence. The customer then dials *61 from a touchtone phone, or 1161 from a rotary dial phone, and activates the service. When the incoming call is identified as one of the numbers on the list, a distinctive ring will be produced in the customer's telephone to alert them that an important call is coming in. If the customer is using the phone and one of the selected numbers comes through on Call Waiting, the customer will receive a distinctive call waiting signal to let them know an important call is awaiting them.

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Issued by Michael W. Conrad, President, Urbana, Ohio

CLASS for non-residential customers can be found in the company's catalog located at www.ctcn.net.

9.20 Caller ID Plus (T)

Allows the customer to view the name and telephone number of the calling party when receiving a telephone call. The name and 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 name and telephone number(see section 9.12, 9.13). In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's name and telephone number.

9.21 Call Trace Residential and Business (T)

Allows the customer to request an automatic trace of the last call received by dialing *57 from a touch-tone phone or 1157 from a rotary dial phone immediately following termination of the last incoming call. The customer will hear a recording explaining the charges and how to proceed with or terminate the trace. An announcement will also inform the customer if the trace has been successful and offers a number to call for further instructions. The Call Trace feature must be activated before receiving another call so that the correct number will be recorded. If the customer subscribed to Call Waiting and the customer gets a Call Waiting signal while an annoying call is in progress, the annoyance call cannot be traced using this feature. The results of a successful trace will only be released outside the telephone company to legally constituted authorities with proper authorization. Call Trace will be offered on a subscription basis only.

9.22 Anonymous Call Rejection (T)

Allows the customer to reject those calls from which a privacy indicator is received (meaning the calling party chose to keep his number private). The customer activates the service by dialing *77 from a touch tone phone or 1177 from a rotary dial phone. The calling party will receive a recorded announcement indicating that the person they are calling does not wish to receive calls from callers who choose to block their number. The customer deactivates the service by dialing *87 from a touch tone phone or 1187 from a rotary dial phone.

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By The Public Utilities Commission of Ohio
Issued by Michael W. Conrad, President, Urbana, Ohio

CLASS for non-residential customers can be found in the company's catalog located at www.ctcn.net.

9.23 Call Waiting ID

Allows a subscriber to Caller ID, with the use of a display phone or adjunct display device, to view the directory number of an incoming call while engaged in another call. The service allows a subscriber to Caller ID Plus, with the use of a display phone or adjunct display device, to view the directory number, and name associated with that number of an incoming call while engaged in another call. This feature is available only to customers subscribing to Caller ID or Caller ID Plus.

9.24 Voice Mail Intercept

Allows a subscriber to the voice mail system to monitor and intercept calls being handled by the voice mail system. After a call is routed to voice mail, the subscriber may dial a code to listen to the message as it is being left. The subscriber may then enter a second code to intercept the call and speak directly to the caller.

9.25 Privacy Monitor

This feature ensures the fullest use of the Caller I.D. mechanism by requiring unidentified callers to identify themselves if they wish to have the call completed. If the caller does not wish to do so, the call will not be completed, and the customer will not be disturbed. Should the caller disclose their identity, the customer will have the option to accept the call, deny the call, or play a sales call refusal to the caller.

This service will be available where facilities permit to both residential and business customers. Customers must have Caller ID with Name as well as touchtone service. This service is provisioned on a line-by-line basis and customers with more than one line would need to have the service activated on each line if they want the ability to intercept unknown and blocked calls to each line.

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Issued by Michael W. Conrad, President, Urbana, Ohio

9.2 Rates and Charges

- 9.21 Custom Local Area Signalling Services (CLASS) are central office-based telecommunications services capable of providing several optional service enhancements. These services will be offered from central offices where the equipment and facilities have been properly arranged.

Custom Local Area Signalling Services (CLASS) cannot be functional unless both the called and calling parties are served by, and the call is routed through, appropriately-equipped central offices, and routed over appropriately-equipped facilities for calls between such equipped central offices. When a service cannot be functional, notification will be given that the call is outside the call area served by the service.

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Michael W. Conrad, President
Urbana, Ohio

9.2 Rates and Charges (cont.)

Rates and Charges for non-residential customers can be found in the company's catalog located at www.ctcn.net.

- 9.21 The following monthly rates and non-recurring charges apply to Custom Local Area Signaling Services (CLASS), and are in addition to the rates and charges applicable to any associated service, equipment and facilities.

9.22 Recurring Monthly Charges

	Custom Local Area Signaling Services (CLASS)	Classification	Residence	Non Residence and Centrex
a.	Automatic Callback/Repeat Dialing	Tier 2	\$6.00	
b.	Call Return	Tier 2	\$6.00	
c.	Caller ID	Tier 1 Core	\$6.00 Current	\$7.50 Current
			\$6.00 Maximum	\$7.50 Maximum
d.	Selective Call Rejection	Tier 2	\$6.00	
e.	Selective Call Forwarding	Tier 2	\$6.00	
f.	Selective Call Acceptance	Tier 2	\$6.00	
g.	Per Line Blocking	Tier 1 Non Core	\$1.00 Current Rate \$2.00 Maximum Rate	\$1.00 Current Rate \$2.00 Maximum Rate
h.	Per Call Blocking		No Charge	No Charge
i.	Distinctive Ring/Call Waiting	Tier 2	\$6.00	
j.	Call ID Plus	Tier 2	\$9.00	
k.	Call Trace Current Maximum	Tier 1 Non Core	\$3.00 per activation* \$6.00	\$3.00 per activation* \$6.00
l.	Anonymous Call Rejection		\$6.00	
m.	Call Waiting ID	Tier 2	\$2.50	
n.	Voice Mail Intercept	Tier 2	\$2.50	
o.	Privacy Monitor	Tier 2	\$4.50	

9.23 Multiple Feature Discounts

The above features are offered on an individual basis. When a customer purchases more than one feature, additional features will be discounted to one half the tariffed rate. Additional features must be of equal or lesser value.

The discount does not apply to per use activations of Call Return or Automatic Callback.

* Features are not eligible for the discount

Note: Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 23, 2008. After June 23, 2008, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 06-651 TP-ALT effective June 23, 2006.

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9.2 Rates and Charges (cont.)

9.24 Per Use Feature Charge

The Automatic Callback and Call Return features may be accessed by and billed on either a flat rate basis, as specified in Section 9.22, or on a per use basis as specified below:

	<u>Rates per Activation</u>	<u>Monthly Cap</u>
Automatic Callback	\$0.75	\$10.00
Call Return	\$0.75	\$10.00

The per use Automatic Callback charge will be incurred upon dialing the Automatic Callback activation code.

The per use Call Return charge will be incurred upon dialing the Call Return activation code. If the called line is idle, the Call Return request completes irrespective of whether or not the called party answers. If the called line is busy, the customer is so notified when Call Return is activated.

9.25 Non-Recurring Charges

Installation charges consisting of a Service Work Order Charge and a Central Office Charge set forth in Section 3, Pages 26 and 27 will apply to CLASS service installations per request per line.

The non-recurring charge does not apply to Automatic Callback or Call Return when used on a per use basis.

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Section 10. Integrated Services Digital Network (ISDN)

Integrated Services Digital Network (ISDN) for non-residential customers can be found in the company's catalog located at www.ctcn.net.

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Section 10. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE

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Section 10. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE cont'd.

INDIVIDUAL LINE BUSINESS AND RESIDENCE BASIC RATE
INTERFACE

10.2 SERVICE DESCRIPTION cont'd.

10.21 CIRCUIT SWITCHING (cont'd)

a. (Continued)

- 1) **Multiple Call Appearances of a Directory Number** – An arrangement that allows the user to have appearances of the directory number assigned to the customer-provided set, providing the capability of multiple incoming or outgoing calls associated with that directory number. Multiple incoming calls to this directory number or secondary telephone number (if purchased) can be terminated to the telephone if one or more idle call appearances are available to accept the calls. In certain central offices, this arrangement may impact the use of the Shared Call Appearance feature.
- 2) **Shared Call Appearances of a Directory Number** – An arrangement that allows a directory number(s) from one customer-provided set to appear as a call appearance(s) on the customer-provided sets of other users. Bridging, an arrangement that allows the user to connect onto a currently active call, is included.
- 3) **Analog Line Pickups** – An arrangement that allows an ISDN set to provide coverage for an analog number(s). This arrangement is limited to analog numbers that are terminated in the same central office switch. This feature may limit the use of other features and/or functionality on the analog line. Bridging, an arrangement that allows the analog user to connect onto a currently active call, is included.

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TARIFF

Section 10. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE cont'd.

INDIVIDUAL LINE BUSINESS AND RESIDENCE BASIC RATE
INTERFACE

10.2 SERVICE DESCRIPTION cont'd.

10.21 CIRCUIT SWITCHING (cont'd)

a. (Continued)

- 4) **Privacy Release (Automatic Exclusion)** – An arrangement that allows a customer to specify that no other user can bridge onto an existing call(s). On a call by call basis, this feature can be disabled to allow bridging to occur.
- 5) **Manual Exclusion (Privacy)** – An arrangement (opposite of Privacy Release) that allows the customer to restrict other stations from picking up an existing call on hold or bridging onto an existing call that is active at that station.
- 6) **Intercom Calling** – An arrangement that allows for ISDN station-to-station calls.
- 7) **Bridging** – An arrangement that allows the user to join an active call by pressing the active call appearance button. Bridging is inhibited if Manual Exclusion is activated on the terminal engaged in the active call.

- b. **Secondary Telephone Numbers** – An arrangement that allows a customer-provided set to have access to additional telephone number(s). The additional telephone number(s), or Secondary Telephone Number(s), may originate or receive calls independent of the customer-provided set's Primary Directory Telephone Number.

Rates for secondary directory number(s) as defined in Section 3 Page 31 (distinctive ring) or this P.U.C.O. No. 5 will apply.

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TARIFF

Section 10. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE cont'd.

INDIVIDUAL LINE BUSINESS AND RESIDENCE BASIC RATE
INTERFACE

10.2 SERVICE DESCRIPTION cont'd.

10.21 CIRCUIT SWITCHING (cont'd)

- c. **Clear Channel Capability** – A characteristics of the transmission paths on the “B” channel that allows the full bandwidth on the “B” channel, 65 kbps, to be available to the customer. However, ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 kbps.
- d. **Custom Calling Services** – Available at rates and charges specified elsewhere in the Custom Calling Services section of this tariff. Custom Calling Service features found specifically in this ISDN tariff will be charge for at rates found on the IDN Rate Schedule.
- e. **Class Calling Service** – Available at rates and charges specified elsewhere in the Class Calling Services section of this tariff. Class Calling Service features found specifically in this ISDN tariff will be charged for at rates found on the ISDN Rate Schedule.
- f. **Caller Identification – Number** – A Class Calling Service feature that provides the caller's telephone number to be displayed on properly equipped customer-provided equipment (where available).

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TARIFF

Section 10. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE cont'd.

INDIVIDUAL LINE BUSINESS AND RESIDENCE BASIC RATE
INTERFACE

10.2 SERVICE DESCRIPTION cont'd.

10.22 Alternate Circuit Switched Voice Service/Circuit Switched Data Service provides the ability to originate and receive either Circuit Switched Voice calls or Circuit Switched Data calls over a single "B" channel but not simultaneously. This arrangement is available where technology permits.

a. The features applicable to Circuit Switching Service are also applicable to this service.

10.23 The Standard Transmission parameters for an ISDN Service line utilizing an ISDN Basic Rate Interface (BRI) consist of: A maximum of 38.5db loop loss at a 40Kz test tone terminate into a 135 ohm impedance. The 38.5db loss includes all central office facilities, outside plant facilities and inside wiring. This loop loss would be reached at 18,000'.

10.24 The customer is responsible for providing compatible premises equipment in order to utilize the ISDN offering. All customer-provided equipment used to interface with ISDN Service is required to conform with the Technical Specification National ISDN1 Standard (NI1).

a. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of ISDN Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system, or otherwise affect its use or performance.

10.25 An average amount of entrance and distribution facilities may be furnished by the Company, provided the facilities are of the standard type normally furnished for the particular location or kind of service. ISDN will be available to customers within 18,000' of a remote terminal.

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Section 10. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE cont'd.

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Section 10. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE cont'd.

INDIVIDUAL LINE BUSINESS AND RESIDENCE BASIC RATE
INTERFACE (BRI)

10.3 **RATES AND CHARGES** (cont'd)

10.35 Circuit Switched Features

(a) Standard Features:

Multiple Call Appearances of a Directory Number	N/C
Shared Call Appearances of a Directory Number	N/C
Analog Line Pickups	N/C
Privacy Release (Automatic Exclusion)	N/C
Manual Exclusion (Privacy)	N/C
Intercom Calling	N/C
Bridging	N/C
Clear Channel Capability (Local only)	N/C

(b) Custom Calling Features, per channel per feature

Call Forward Basic	Note 1
Call Forward No Answer	Note 1
Call Forward Busy	Note 1
Call Transfer	Note 1
Three-Way Calling	Note 1
Speed Calling	Note 1
Call Waiting	Note 1
Distinctive Ringing	Note 1
Call Forward Remote Activation	Note 1

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Section 10. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE cont'd.

INDIVIDUAL LINE BUSINESS AND RESIDENCE BASIC RATE
INTERFACE (BRI)

10.3 **RATES AND CHARGES** (cont'd)

10.35 Circuit Switched Features

(c) CLASS Features, per channel per feature

Per Call Blocking	Note 1
Per Line Blocking	Note 1
Selective Call Forwarding	Note 1
Selective Call Rejection	Note 1
Selective Call Acceptance	Note 1
Automatic Callback/Repeat Dialing	Note 1
Call Return	Note 1
Distinctive Ring/Call Waiting	Note 1
Call ID Plus	Note 1
Call Trace	Note 1
Caller Identification – Number	N/C

(Note 1) Current rates and charges for Custom Calling Services and CLASS Features may be found in the appropriate sections of this tariff.

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TARIFF

**INTEGRATED SERVICE DIGITAL NETWORK
PRIMARY RATE INTERFACE (PRI)**

10.4 GENERAL DESCRIPTION

10.41 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 are the subject of this tariff.

10.42 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.

10.5 PRIMARY RATE INTERFACE SERVICE

10.51 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.

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

10.511 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

10.512 D Channel - The D Channel is a 64 kbps digital signaling channel that carries signaling and control for the B Channels.

10.52 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.

10.6 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:

10.61 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.

10.62 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,

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Outgoing, 2-way, Direct Outward Dialing (DOD) or Direct Inward
Dialing (DID).

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10.63 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.

10.64 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.

10.65 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.

10.7 TECHNICAL SPECIFICATIONS

10.71 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

10.72 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>
------------------------	--------------------

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	TR-NWT-001268	ISDN Primary Rate Interface Call Control Switching				
and		Signaling Gene				
Guidelines for	SR-NWT-002343	ISDN	Primary	Rate	Interface	Generic

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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.

10.8 REGULATIONS AND CONDITIONS

10.81 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.

10.82 Integrated Services Digital Network PRI are 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.

10.821 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.

10.8211 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.

10.83 Payment for Service

10.832 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 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.

10.833 The monthly rate for customers choosing the service term plan is guaranteed against Telephone Company initiated changes during the selected service term period.

10.834 Subsequent service additions will be rated under a new service term or added to an

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- 10.835 Suspension of service is not allowed.
- 10.836 Service Term Renewals and Termination Liabilities
- 10.8361 Customers may change to a new Integrated Services Digital Network service become effective upon execution.
- 10.8362 If the service is canceled by the customer after installation of the service, but service was originally made.
- 10.8363 Commission approval of the above termination liability language is not agreements may pursue whatever legal remedies they deem appropriate to resolve the dispute.
- 10.84 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:
- 10.841 Nonrecurring per PRI Access facility service establishment charge
- 10.842 Nonrecurring per Communication Channel service establishment charge
- 10.843 Nonrecurring Caller ID service establishment charge
- 10.85 Directory Listings: One directory listing is provided without charge for each Integrated Services Digital specified for Additional Listing Service in the Directory Listings section of the Telephone Company's tariff.

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10.86 Billable Call Treatment

10.861 Normal toll charges (including InWATS and OutWATS charges) shall apply to calls that are made outside the Local Service Area.

10.862 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.

10.87 Customer Premise Equipment

10.871 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.

10.872 The customer is responsible for providing the power required for any customer premise equipment connected to an Integrated Services Digital Network PRI.

10.88 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 Federal Communications Commission (or by any regulatory body or commission or court of competent jurisdiction).

10.89 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.

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10.9 RATES AND CHARGES

10.91 Integrated Services Digital Network PRI Access

10.911 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 segment.	\$100.00	150.00

10.92 Communications Channels

10.921 Flat Rate:

10.9211 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 Reference (as tariffed in section 3, page 32.3 of this P.U.C.O. Tariff No. 5)	See Reference	See

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10.93 Circuit-Switched Features

10.931 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 R
Caller ID - Number (per PRI facility)	\$20.00	\$90.00
Caller ID - Name (per PRI facility, requires Caller ID - Number)	\$20.00	\$30.00

10.932 Subsequent feature additions and changes

When the above features are ordered or modified after the initial installation of an

<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.

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10.94 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%

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Section 11 IntraLATA Presubscription

11.1 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 April 30, 1998.

11.2 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 for each call.

11.3 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.

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Section 11 IntraLATA Presubscription (continued)

11.3 Rules and Regulations (continued)

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 11.5 below.

11.4 IntraLATA Presubscription Customer Notices

The Telephone Company will notify subscribers that intraLATA Presubscription is
available no longer than sixty (60) days following the implementation of intraLATA
equal access. 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.

11.5 IntraLATA Presubscription Charges

11.51 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.

ISSUED: April 8, 1998

EFFECTIVE: April 8, 1998

IN ACCORDANCE WITH CASE NO. 96-1331-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Michael W. Conrad, President
Urbana, Ohio

Section 11 IntraLATA presubscription (continued)

11.5 IntraLATA Presubscription Charges (continued)

11.51 Application of Charges (continued)

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, as set forth in Paragraph 11.52 will apply.

11.52 Nonrecurring Charges

(a) IntraLATA Presubscription Change Charge

Per business or residence line, trunk or port

Initial line, or trunk, or port (manual changes)	\$5.50	(C)
Initial line, or trunk, or port (electronic changes)	\$1.25	(C)

(b) One half of the intraLATA PIC Change Charge will be waived when the intraLATA PIC is changed simultaneously with the interLATA PIC. (C)

(D)

ISSUED: January 20, 2006

EFFECTIVE: February 1, 2006

IN ACCORDANCE WITH CASE NO. 96-1331-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Michael W. Conrad, President
Urbana, Ohio

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Michael W. Conrad, President
Urbana, Ohio

SECTION 12. DATA EXPRESS

Data Express for non-residential customers can be found in the company's catalog located at www.ctcn.net.

12.1 Data Express Service

12.11 General

Data Express is a DSL (digital subscriber line) option added to an existing line that enables a dedicated (OSI layer 2 or 3 (subject to availability)) path to a participating service provider that will pass data at a rate of up to 960/Kb/s downstream, from the service provider to the customer's Data Express Modem to the service provider at up to 120 Kb/s upstream in addition to POTS (plain old telephone service). Actual data rate achieved is subject to actual loop conditions. Data Express supports the TCP/IP data communications protocol. Both Data Express and separately tariffed POTS may be used simultaneously.

This service is limited to lines served directly out of the Urbana Central Office that are unloaded (no load coils) and less than 18,000 ft. in length.

Actual data throughput is dependent on service provider bandwidth and loop limitations.

The customer may purchase the modem for this service from any available source.

12.12 Definition

Participating Service Provider - Any third-party maintaining a VLAN (virtual LAN) Port such as Data Express Service Provider Ethernet Port for the purposes of transmitting and receiving data traffic from Data Express Customers.

12.13 Rates

12.131 Nonrecurring Charges:

The installation rates set forth in Section 3.4 of this tariff apply to Data Express Service.

12.132 Recurring Charges:

\$19.50/month (R)

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

The Champaign Telephone Company will comply with all of the Commission's Minimum Telephone Service Standards (MTSS), set forth in Chapter 4901:1-5 of the Ohio Administrative Code (O.A.C.), including the following: (N)

HANDLING OF CONSUMER COMPLAINTS
(O.A.C. 4901:1-5-05)

- (A) For purposes of this rule, a complaint is an informal investigation conducted by the public interest center staff or telecommunications provider at the request of a consumer or as a method for staff to determine the telecommunications provider's compliance with this chapter and other Commission policies. Each telecommunications provider shall fully and promptly investigate all complaints. The telecommunications provider shall provide a report of each complaint's resolution within ten business days of the date of receipt of the complaint to:
- (1) the subscriber, when investigating a complaint made directly to the telecommunications provider; or
 - (2) the subscriber and the Commission staff, when investigating a complaint referred to the telecommunications provider by the Commission staff.
- (B) After ten business days, if the investigation is not complete, the telecommunications provider shall provide an interim report to the subscriber when investigating a complaint made directly to the telecommunications provider or to both the subscriber and the Commission staff when investigating a complaint referred to the telecommunications provider by the Commission staff. The interim report shall include:
- (1) the date when a final resolution is expected to be complete;
 - (2) a report of the current status of the complaint; and
 - (3) a report explaining what work or research needs to be completed.
- (C) The Commission staff may request interim reports at other intervals containing the same or other data due to the nature of the complaint.
- (D) The telecommunications provider shall inform the subscriber, or both the subscriber and the Commission staff, of the results of the investigation, either orally or in writing. The subscriber, the Commission staff, or both may request the final report to be in writing. If the telecommunications provider provides the results of the investigation orally to the subscriber, it shall inform the subscriber of the right to have this final report in writing. (N)

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Michael W. Conrad, President
Urbana, Ohio

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P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

HANDLING OF CONSUMER COMPLAINTS (Continued)

(N)

(Q.A.C. 4901:1-5-05)

(E) If the subscriber disputes the telecommunications provider's report(s), the telecommunications provider shall inform the subscriber that the Commission staff is available to mediate complaints. The telecommunications provider shall provide the subscriber with the address, local/toll-free numbers, and TDD/TTY number of the Commission's public interest center.

(F) All telecommunications providers shall provide the Commission staff with a name, telephone number, facsimile number, and e-mail address of a contact person who will respond to Commission concerns pertaining to consumer complaints. If any of the required information relating to the contact person should change, the telecommunications provider shall provide advance notice of such changes to the Commission.

(N)

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P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE
(O.A.C. 4901:1-5-13)

(N)

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

- (1) Chapter 4901:1-17 of the Administrative Code pertains, generally, to the manner in which credit may be established by residential utility customers. Except as otherwise indicated in this rule, in each instance where a provision of Chapter 4901:1-17 of the Administrative Code has application to residential telephone service provided by a telecommunications provider, it shall be deemed, under this rule, as also having application to nonresidential telephone service by such companies.
- (2) Telecommunications providers may required service applicants to establish financial responsibility as a condition precedent to establishing service. Both may rely on pertinent information obtained from credit reporting bureaus in determining whether creditworthiness need be established. However, a service applicant cannot be denied service, on creditworthiness grounds, unless the service applicant has been provided an opportunity to establish financial responsibility through every means available for doing so provided for in Chapters 4901:1-5 and 4901:1-17 of the Administrative Code.
- (3) When a telecommunications provider requires the financial responsibility of a service applicant to be established, it must inform the service applicant of all options available for meeting that requirement.

(N)

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P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

- (a) Paying a deposit must be among the available options, except where unpaid debt for regulated service is already owed by the service applicant to the telecommunications provider with whom the service applicant is seeking to establish service. Where unpaid debt for regulated service is owed, the Company may require the applicant to pay such debt pursuant to Rule 4901:1-5-13(A)(3)(d) of the Administrative Code.
- (b) Telecommunications providers are permitted, but not required, to make use of toll caps as a method of extending limited credit to subscribers or service applicants unable to maintain or establish their creditworthiness through other means, so long as the terms and conditions of the toll cap are set forth in a Commission-approved tariff. The terms and conditions under which a toll cap is imposed as well as the steps that the subscriber or service applicant may take to have the toll cap removed must be disclosed, in writing, by the telecommunications service provider at the time a toll cap is imposed.
- (c) If an applicant for service owes to a telecommunications service provider an unpaid bill for telecommunications service previously provided but discontinued for nonpayment, where the service applicant is presently seeking to establish or reestablish service with the same provider who previously provided the service, and is presently seeking to establish or reestablish the same class of service as that previously provided, the telecommunications service provider who provided the previous service is not obligated to deem the service applicant's creditworthiness as having been satisfactorily established under the Commission's establishment of credit and establishment of service rules so long as the bill for previous service remains unpaid. However, in no event, shall local exchange service be denied to any local exchange service applicant on grounds that the service applicant has failed to pay for a type of service other than local exchange service.

(N)

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Michael W. Conrad, President
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P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

- (d) An unpaid bill for previous toll service can be considered as a reason to deny service to an applicant seeking a new 1+ presubscription toll service account only when the unpaid bill is owed to the same telecommunications provider with whom the applicant is now seeking to establish or reestablish service and the class of service previously provided is the same as that the applicant is now seeking to establish or reestablish. If the previous unpaid bill is owed to a provider other than that with whom the applicant is seeking to establish service, the subsequent toll provider may not deny service on that basis alone, but may consider the applicant's unpaid debt, as well as any pertinent information obtained from a credit reporting bureau, in determining whether there exists a need to assess a toll deposit or take other measures to assure creditworthiness. Moreover, in no event shall local exchange service be denied to any local exchange service applicant on grounds that the service applicant has failed to pay for a type of service other than local exchange service.
- (4) So long as it acts in a just, reasonable, and nondiscriminatory manner, a local service provider may, pursuant to a contract obligating it to do so, enforce the tariff-established credit and deposit policies of another telecommunications provider.

(B) Deposits.

- (1) Deposits for local service shall be calculated separately from deposits for toll service.
- (2) Telecommunication service providers must choose only one, from between two alternative methods available for calculating deposits. Whichever method is chosen must be uniformly applied with respect to all service applicants and customers who are assessed a deposit.
 - (a) The first method, which may be referred to as "the individual service history method" involves calculating the amount of the deposit based on the known or estimated service history of the individual who is being assessed a deposit.

(N)

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P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

- (i) Under this method, the amount of a deposit assessed for local service shall not exceed two hundred and thirty per cent of the estimated or, where the customer or service applicant has either an existing or a previous local service account billing history with the local service provider, the historic monthly average total charge for all regulated local services provided (or to be provided) to the customer by the company or companies on whose behalf the deposit is assessed.
 - (ii) Under this method, the amount of a deposit assessed for toll service shall not exceed two hundred and thirty per cent of the estimated or, where the customer or service applicant has either an existing or a previous toll service account billing history with the toll service provider, the historic monthly average total charge for all regulated toll services provided (or to be provided) to the customer by the company or companies on whose behalf the deposit is assessed.
- (b) The second method, which may be referred to as "the uniform statewide deposit amount method", involves calculating uniform statewide average deposit amounts for each of four categories of service: residence local exchange service, residence toll service, nonresidence local exchange service, and nonresidence toll service.
- (i) Under this method, a local service provider shall develop and may apply a tariffed, single, company-specific, statewide deposit amount for residence local service accounts and/or a tariffed, single company-specific statewide deposit amount for nonresidence local service accounts. Likewise, a toll service provider shall develop and may apply a tariffed, single, company-specific, statewide deposit amount for residence toll service accounts and/or a tariffed, single, company-specific statewide deposit amount for nonresidence toll service accounts.
 - (ii) Using the second alternative, the toll service provider shall develop and may apply a tariffed, single, company-specific, statewide deposit amount for residence toll service accounts and/or statewide deposit amount for nonresidence toll service accounts.

(N)

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Michael W. Conrad, President
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P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

- (iii) The amount of the deposit may not exceed two hundred and thirty per cent of the statewide average bill amount for the class and type of service involved, based on a study of all the provider's customers in the state of Ohio.
- (iv) A subscriber who is assessed a deposit based on the service provider's statewide average deposit amount may, at any time after the first three months of service and up to the end of the first full year of service, upon request, receive credit on his or her bill for the difference between the amount of the deposit actually paid and an amount equal to two hundred and thirty per cent of the subscriber's actual monthly average total bill for the type of service on which the deposit was based (where the actual monthly average is based on the subscriber's average actual monthly usage of that service, dating from the time of the assessment of the statewide deposit to the point at which the request for credit is made). Any amount so credited shall thereafter no longer accrue interest to be refunded with the deposit and, thereafter, be considered as deducted from the amount of the deposit which, along with the interest accrued, must be refunded pursuant to Rule 4901:1-17-06 of the Administrative Code.
- (3) Local service must be provided to local service applicants who are able to meet the deposit requirements for local service regardless of whether the applicant is able to meet the deposit requirements for toll service.
- (4) So long as payment of a toll deposit is in no way made a condition precedent to a local service applicant obtaining or maintaining local service, the assessment of a separately calculated deposit for local service may occur within the same bill as any separately calculated deposit for toll service.
- (5) Any initial or additional deposit assessed by a telecommunications provider shall be based only on the credit history for the same class of service as the applicant is seeking to establish.

(N)

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P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

- (C) Toll providers, or local service providers acting on behalf of toll providers subject to billing and collection agreements, may otherwise block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not, thereby, denied the right to select, through a presubscribed interexchange carrier (PIC) mechanism, any subsequent 1+ toll service provider under the terms of this chapter of the Administrative Code. Any such subsequent toll provider may not deny establishment of 1+ presubscribed toll service on grounds that the customer has failed to establish creditworthiness, if:
- (1) the customer is able to establish creditworthiness using one of the means for doing so available under Chapter 4901:1-5 or the Administrative Code; or
 - (2) the subsequent toll provider, exercising its own discretion, does not require the customer to establish creditworthiness (through any of the means available for doing so under Chapter 4901:1-5 of the Administrative Code); or
 - (3) the subsequent toll provider attempts to require the customer to establish creditworthiness using credit establishment procedures which do not comport with the Commission's credit establishment policies and/or are not set forth within a Commission-approved tariff.
- (D) When an applicant for 1+ toll service who has previously been universally blocked for nonpayment of toll charges seeks to select, through a PIC mechanism, some subsequent toll provider as the applicant's 1+ carrier of choice, the subsequently PICed toll provider may, subject to its tariffed toll deposit policies and the Commission's minimum telephone service standards set forth in Chapter 4901:1-5 of the Administrative Code, require a deposit (or other evidence of creditworthiness) from such applicant for toll service in accordance with Rule 4901:1-5-13(B) of the Administrative Code. However, the subsequently PICed toll provider may accept a lower deposit, or no deposit, based upon usage, toll cap provisions in its tariff, or credit information obtained either from a credit bureau or directly from the customer.

(N)

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P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

- (E) Nothing should constrain telecommunications providers from furnishing credit information acquired from their own experiences with their own customers to consumer reporting agencies, within the meaning of the federal Fair Credit Reporting Act. However, if and when telecommunications providers furnish such information to others, they must comply with all of the requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the federal Fair Credit Reporting Act.
- (F) All forms of toll blocking services offered by local service providers to toll service providers must be provided on a nondiscriminatory basis to all toll service providers, regardless of whether the local service provider has established a billing and collection agreement with the toll provider. Any charges for toll blocking service offered by a local service provider to toll service providers must be set forth in a Commission-approved tariff.
- (G) Changes to local exchange service after initiation of service
- (1) Within sixty days of the date of initiation of service, new residential local service subscribers shall be allowed, at a minimum, a one-time change of their type of local exchange service (i.e., flat-rate, message, or measured service) without charge. This does not preclude the Company from charging for the original service connection, monthly charges for the period such service was used, or the addition or removal of any optional local service.
- (2) Within sixty days of the date of a change in their type of service, existing residential local service subscribers shall be allowed to return to their prior type of local exchange service once without charge. This does not preclude the Company from charging for the previous service connection, monthly charges for the period such service was used, or the addition or removal of any optional local service. This does not apply to subscribers who have availed themselves of the relief afforded in paragraph (G)(1) of this rule within the previous six months.

(N)

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Urbana, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

RESIDENTIAL SERVICE GUARANTORS

(N)

(O.A.C. 4901:1-5-14)

- (A) If a local service provider or toll service provider requires a deposit as a condition of providing service, the Company must inform an applicant of the option of providing a third-party guarantor in lieu of a deposit.
- (B) Each applicant for residential service shall be deemed creditworthy and shall not be required to make a deposit as a precondition of receiving service if the applicant furnishes a written guarantee signed by a third-party guarantor who has a credit rating as defined in paragraph (A)(3) of Rule 4901:1-17-03 of the Administrative Code. The terms of the guarantee shall include the following:
- (1) the guarantor may terminate the guarantee after thirty day's notice to the Company. The subscriber may be required to reestablish creditworthiness when the guarantor terminates the guarantee. The guarantor shall be obligated for charges for the local exchange and/or interexchange services provided to the subscriber through the date of termination of the guarantee; and
 - (2) the Company shall review annually the account history of each subscriber who has provided a guarantor. Once the subscriber satisfies the requirements for the refund of deposits, as stated in Rule 4901:1-17-06 of the Administrative Code, the Company shall, within thirty days, notify the guarantor in writing that the guarantor is released from all further responsibility for the account.
- (C) If a subscriber has provided a guarantor, that guarantor shall be afforded the opportunity to receive all notifications relating to the subscriber's disconnection of service for nonpayment. These notices shall be sent in the same manner and at the same time as those sent to the subscriber.

(N)

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P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE
(O.A.C. 4901:1-5-16)

(N)

- (A) The local service provider shall make an adjustment to a subscriber's bill in accordance with paragraph (B) of this rule whenever a subscriber's service is interrupted and remains out of service for more than twenty-four consecutive hours after being reported to the local service provider or after being found by the local service provider to be out of service. The length of the service interruption must be computed on a continuous basis, Saturdays, Sundays, and holidays included. This rule does not apply if the out-of-service condition:

- (1) occurs as a result of a negligent or willful act on the part of the subscriber;
- (2) occurs as a result of a malfunction of subscriber-owned telephone equipment or inside wire;
- (3) occurs as a result of a military action, war, insurrection, riot, or strike; or
- (4) cannot be repaired due to the subscriber missing a repair appointment.

Each local service provider must justify and document in its records each instance where it applied any of the exceptions listed in this paragraph.

- (B) If an out-of-service condition exceeds twenty-four hours but is less than forty-eight hours, the local service provider shall credit the subscriber's bill for at least the pro rata portion of the monthly charge(s) for all regulated local services rendered inoperative during the interruption. Credit for out-of-service conditions lasting longer shall be provided as follows:

- (1) The local service provider shall provide a subscriber who experiences an out-of-service condition of forty-eight hours but less than seventy-two hours a credit equal to at least one-third of one month's charges for any regulated local services rendered inoperative.
- (2) The local service provider shall provide a subscriber who experiences an out-of-service condition of seventy-two hours but less than ninety-six hours a credit equal to at least two-thirds of one month's charges for any regulated local services rendered inoperative.

(N)

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MINIMUM TELEPHONE SERVICE STANDARDS

SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (Continued) (N)
(O.A.C. 4901:1-5-16)

- (3) The local service provider shall provide a subscriber who experiences an out-of-service condition of at least ninety-six hours a credit equal to at least one month's charges for any regulated local services rendered inoperative.
- (C) A local service provider may apply for a waiver to paragraphs (A) and (B) of this rule in the event of a verifiable act of God. One copy of the waiver request shall be filed with the Commission's docketing division in the MTSS Docket, Case No. 00-1265-TP-ORD, and one copy shall be submitted to the PUCO Outage Coordinator within two business days of the onset of the claimed act of God. Such waiver request shall state the specific nature of the act of God, the extent and location of damaged facilities, and the number of customers affected. If the Commission or its staff takes no action within two business days of the filing of such waiver request, the act of God exception may be invoked by the local service provider. In the event an act of God exception is applied, the provisions of paragraph (B) of this rule will not apply until forty-eight hours after the onset of the verified act of God. Accordingly, forty-eight hours shall be added to each of the time frames established in paragraph (B) of this rule for purposes of determining credits to customer accounts. Each local service provider must justify and document in its records each instance where it has applied an act of God exception.
- (D) If the local service provider fails to install new access line service and any associated features within five business days of receiving an application for new service, or by the requested date, when at least five business days notice is given, the provider must waive at least one-half of all regulated nonrecurring installation charges associated with the new service or features. If the local service provider fails to install new access line service and any associated features within ten business days of an application for new service or fails to install such service by the requested installation date, when at least ten business days notice is given, the provider shall waive all regulated nonrecurring installation charges associated with the new service or features. Such credits shall not be required where: (N)

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MINIMUM TELEPHONE SERVICE STANDARDS

SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (Continued) (N)
(O.A.C. 4901:1-5-16)

- (1) Special equipment or service is involved:
 - (a) "Cable pairs" are not deemed to be special equipment for purposes of this rule unless the requested service is in a completely undeveloped area where no facilities of any kind exist.
 - (b) When special equipment or a service exception is invoked, it shall be fully documented. The documentation of the required specific special equipment or service shall be maintained with the application for new service and include a description of the special equipment or service involved.
 - (2) Applicant or subscriber has not met pertinent tariff requirements;
 - (3) The installation cannot be completed as a result of a military action, war, insurrection, riot, or strike; or
 - (4) The installation cannot be completed due to a subscriber missing an installation appointment.
- (E) Missed customer appointments.
- (1) When the local service provider fails to meet a scheduled installation appointment, the Company shall waive at least one-half of the subscriber's regulated nonrecurring installation charges associated with the new service or features.
 - (2) When the local service provider fails to meet a repair appointment or a repair commitment, the Company shall credit the subscriber's bill in the amount of at least one-half of one month's charges for any regulated local services rendered inoperative. (N)

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MINIMUM TELEPHONE SERVICE STANDARDS

SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (Continued) (N)
(O.A.C. 4901:1-5-16)

- (3) The credits required by paragraph (E)(1) of this rule do not apply when the local service provider provides the subscriber twenty-four hour notice of its inability to meet an installation appointment, or when the effects of a natural disaster prohibit the local service provider from providing such notice. In no event shall the application of Rule 4901:1-5-16(E)(3) of the Administrative Code, affect the service installation deadline and credit required under Rule 4901:1-5-16(D) of the Administrative Code.
- (F) In the event the local service provider omits a subscriber's listing from the white pages of the telephone directory or lists an incorrect telephone number, the Company shall issue the subscriber a credit for the equivalent of not less than three months' regulated local service charges. Such credit shall not apply in cases where the subscriber has provided such listing information after the deadline for directory publication. The subscriber shall be given the option of taking the credit or pursuing other remedies.
- (G) When it is confirmed that a local service provider has undercharged or overcharged any subscriber as the result of a miscalculation, inaccuracy, billing or other continuing problem under the service provider's control or under the control of the entity for whom the telecommunications carrier is billing charges:
- (1) The maximum portion of the undercharge that may be recovered from the customer in any billing month, based on the appropriate rates, shall be determined by dividing the amount of the undercharge by the number of months of undercharged or unbilled service, unless the customer agrees to alternative payment arrangements.
- (2) The total overcharge and accrued interest, at a rate of at least five per cent per annum, shall be reimbursed to the customer within two billing periods after the propriety of the reimbursement is confirmed.

(N)

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Urbana, Ohio

P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (Continued) (N)
(O.A.C. 4901:1-5-16)

- (3) Each local service provider shall state the total amount to be collected for an undercharge by the second bill mailed to the customer after such collection is discovered. This rule shall not affect the local service provider's recovery of regular monthly charges.
 - (a) No local service provider shall recover any service or billing fee pursuant to this rule; and
 - (b) No local service provider shall disconnect service to any customer to collect an undercharge under this rule, except for nonpayment of the amount lawfully billed under this rule.
- (4) The adjustment for an overcharge shall be in the form of either a direct payment to the subscriber or a credit to the subscriber's account within the next two billing periods. (N)

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P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE
(O.A.C. 4901:1-5-17)

(N)

- (A) Local service may only be disconnected for subscriber nonpayment of charges for local services regulated by the Commission. For purposes of this rule, local service is defined as every regulated service provided by the local service provider other than toll service and 900 and 976-like services.
- (B) Toll service may be disconnected for subscriber nonpayment of toll service, subject to the following conditions:
 - (1) Toll disconnection procedures shall comport with all applicable billing, notice, credit/deposit, and disconnection standards set forth in this chapter of the Administrative Code and shall be tariffed.
 - (2) A local service provider, including one which also provides toll service, may enforce the Commission-approved, tariffed disconnection procedures of a separate provider of toll services pursuant to a contract entered into between the local service provider and the separate toll service provider.

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P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)
(O.A.C. 4901:1-5-17)

(N)

- (C) Partial payments applied towards any past due amount on a bill or the balance due on a disconnection notice must be apportioned to past due regulated local service charges, then to any current local charges, before being applied by a telecommunications provider to any toll or nonregulated charges unless the subscriber pays the entire amount past due or more. In that case, any amount paid over the amount past due shall be applied first to current local charges.
- (D) A telecommunications provider must notify, or attempt to notify through any reasonable means, a subscriber before service is refused or disconnected when any of the following conditions exist:
- (1) a violation of or noncompliance with the telecommunications provider's rules or tariffs on file with the Commission;
 - (2) a failure to comply with municipal ordinances or other laws pertaining to telecommunications services; or
 - (3) a refusal by the subscriber to permit the local service provider access to its facilities.
- (E) A telecommunications provider must notify or attempt to notify, through any reasonable means, the subscriber before service is disconnected when the subscriber has committed a fraudulent practice as set forth and defined in its tariffs on file with the Commission.
- (F) The telecommunications provider may not disconnect the local or toll service of a subscriber who pays the Company the total amount due (or an amount agreed upon between the Company and the subscriber) on his/her account by the close of business on the disconnection date listed on the disconnection notice.

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MINIMUM TELEPHONE SERVICE STANDARDS

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)
(O.A.C. 4901:1-5-17)

(N)

(G) No notice is required prior to disconnection when:

- (1) an emergency may threaten the health or safety of a person, or the local service provider's distribution system. If service is disconnected, the Company shall act promptly to restore service as soon as possible;
- (2) a subscriber's use of telecommunications equipment adversely affects the Company's equipment, its service to others, or the safety of the Company's employees or subscribers; or
- (3) a subscriber tampers with facilities or equipment owned by the telecommunications provider.

(H) If a subscriber or a member of the subscriber's household demonstrates that disconnection of service would be especially dangerous to his/her health, the local service provider must consider this circumstance when offering extended payment arrangements to avoid disconnection. Payment arrangements shall be offered regardless of the credit class of the subscriber.

(I) When a residential subscriber's local service is disconnected for nonpayment, the local service provider shall maintain the subscriber's access to emergency services for a period of at least fourteen days following such disconnection.

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P.U.C.O. No. 5
MINIMUM TELEPHONE SERVICE STANDARDS

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)
(O.A.C. 4901:1-5-17)

(N)

(J) Local service may not be refused or disconnected to any applicant or subscriber for any of the following reasons:

- (1) failure to pay for service furnished to a former subscriber unless the former subscriber and the new applicant for service continue to be members of the same household;
- (2) failure to pay for a different class of service. Residential service may not be denied or disconnected for nonpayment of a nonresidential account and vice versa;
- (3) failure to pay any amount which is in bona fide dispute. The Company may not disconnect service if the subscriber pays either the undisputed portion of the bill or where the disputed amount is in question, the subscriber pays the amount paid for the same billing period in the previous year; or
- (4) failure to pay any nonregulated service charges.

(K) Payment schedule and disconnection procedures for nonpayment.

- (1) A subscriber's bill shall not be due earlier than fourteen days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due.
- (2) The Company shall not disconnect the service:
 - (a) sooner than fourteen days after the due date of the bill; and
 - (b) without sending a written notice of disconnection, postmarked at least seven days prior to the date of disconnection of service.

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MINIMUM TELEPHONE SERVICE STANDARDS

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)
(O.A.C. 4901:1-5-17)

(N)

- (3) A telecommunications provider may disconnect service during its normal business hours; however, no disconnection for past due bills may be made after twelve-thirty p.m. on the day preceding a day that all services necessary for reconnection are not available.
- (L) A notice of disconnection for nonpayment shall state the following:
- (1) Failure to pay the amount required at the Company's office or to one of its authorized agents by the date specified on the notice may result in the disconnection of local or toll services;
- (2) The earliest date when disconnection will occur;
- (3) The reason(s) for disconnection and any actions which the subscriber must take in order to avoid the disconnection, including the total amount required to be paid (which shall not be greater than the past due balance);
- (4) The total amount due to avoid disconnection of local service as defined in paragraph (A) of this rule, which must be listed separately from charges for regulated toll and charges for unregulated services;
- (5) The total amount due for toll charges and a statement that nonpayment of toll charges may result in the disconnection of toll service;
- (6) The total amount due for nonregulated charges and a statement that nonpayment of such charges cannot result in the disconnection of local service or regulated toll service;
- (7) The address and telephone number of the office of the telecommunications provider that the subscriber may contact in reference to the subscriber's account;

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MINIMUM TELEPHONE SERVICE STANDARDS

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)
(O.A.C. 4901:1-5-17)

(N)

- (8) The following statement:

If your questions are not resolved after you have called (name of utility), customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826 or 1-614-466-3292 or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180 from 8:00 A.M. to 5:00 P.M. weekdays, or visit the PUCO website at www.puco.ohio.gov.

Residential customers may call the Ohio Consumers' Counsel (OCC), toll free at 1-877-742-5622 from 8:30 A.M. to 5:30 P.M. weekdays, or visit the OCC website at www.pickocc.org; and

- (9) A statement that an additional charge for reconnection may apply if service is disconnected. The statement shall also include a notice that payments to an unauthorized payment agent may result in the untimely or improper crediting of the subscriber's account.

- (M) Reconnection of local and toll service.

- (1) Unless prevented by circumstances beyond the Company's control or unless a subscriber requests otherwise, each telecommunications provider shall reconnect previously disconnected service by five P.M. on the next business day following either:

- (a) receipt by the Company or its authorized agent of the full amount in arrears for which service was disconnected, or upon verification by the Company that conditions which warranted disconnection of service have been eliminated; or
- (b) agreement by the Company and the subscriber on a deferred payment plan and a payment, if required, under the plan.

- (2) Before restoring service under this rule, a telecommunications provider may not insist upon payment of any amount that has not been included on a notice of disconnection.

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N11 ABBREVIATED DIALING CODES

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N11 ABBREVIATED DIALING CODES

15.1 Description

(N)

Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:

211 – Community Information and Referral Services
811 – One-Call Notification Systems

15.2 Terms and Conditions

The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+
0+, 0- (credit card, third-party billing, collect calls)
101XXXX

Operator assisted calls will not be completed.

(N)

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N11 ABBREVIATED DIALING CODES

15.2 Terms and Conditions

(N)

The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.

Directory listings may be provided for N11 services under the terms, conditions, and rates specified in Section 3 of this tariff. (Presently, there is no charge for this service)

The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.

Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.

Disputes regarding geographic coverage by two or more N11 subscribers will be referred to The Public Utilities Commission of Ohio.

Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.

The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11. (N)

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15.2 Terms and Conditions (Cont.)

(N)

15.2.1 N11 will be provided under the following conditions:

- a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
- b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements of performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- d. Suspension of N11 Service is not allowed.
- e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.
- f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

15.2.2 The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

- a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
- b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.

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N11 ABBREVIATED DIALING CODES

15.2.2 (Cont.)

- c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but no limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

(N)

15.2 Terms and Conditions (Cont.)

15.2.3

The company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.

The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

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EXHIBIT B

(Proposed Revised Tariff Pages)

P.U.C.O. No. 6

TARIFF NO. 6

OF

THE CHAMPAIGN TELEPHONE COMPANY, INCORPORATED

FOR THE PROVISION OF

TELECOMMUNICATIONS UTILITY SERVICE

AUTHORIZED BY THE

PUBLIC UTILITIES COMMISSION

OF OHIO

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P.U.C.O. NO. 6

THE CHAMPAIGN TELEPHONE COMPANY, INC.
URBANA, OHIO

Filed with the Public Utilities Commission of Ohio

TITLE SHEET

Schedule of

GENERAL RULES, REGULATIONS, RATES, CHARGES AND CONDITIONS

Applying to the Intrastate
Services and Facilities of

THE CHAMPAIGN TELEPHONE COMPANY, INC.

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Section 1 - General

Per Chapter 4927.01 (Division A1) of the Ohio Revised Code

Basic local exchange service 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 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, that does both of the following:

(a) Enables a customer to originate or receive voice communications within a local service area as that area exists on the effective date of the amendment of this section by S.B. 162 of the 128th general assembly.

(b) Consists of all 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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P.U.C.O. No. 6

Section 1 - General (Continued)

1.1 Exchange Area

1.11 Zone Area Street Chart

Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscreek. Locality	Terre Haute Base Rate	Terre Haute Zone "A"
Clay Street – Cable			All No.			
Coffin Station Road					5830-5870	5871-7020
Colony Way - Highland Hills		All Nos.				
Concord Pike (Old Rd 402 off W 29)			All Nos.			
County Line Road – East			3500-5900			
Creek Road						3860-4400
Dallas Road – East		0-930				
Dallas Road – West			0-2940			2941-3270
Dear Run Rd - Tecumseh Woods		All Nos.				
Dellinger Road	0-500					
Dog Leg Road			4230-5360			
Dogwood Drive- Thomas Woods Add.						All Nos.
Dolly Varden Road			1610-2760			
Dowds Drive - Valley View		All Nos.				
Dugan Road – North	0-2235					
Dugan Road – South	0-2460					
East Kingscreek Road		1600-3140		1000-1600		
Edgewood Avenue – North	0-802					
Edgewood Avenue – South	0-1300					
Edinger Road	1000-1740					
Eris Road			0-3100			

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Section 1 - General (Continued)

1.1 Exchange Area

1.11 Zone Area Street Chart (Continued)

Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscreek. Locality	Terre Haute Base Rate	Terre Haute Zone "A"
Evans Road – was Rd 163			All Nos.			
Fillmore Street – Cable			All Nos.			
Flatfoot Road			3270-5350			
Flood Street – Cable			All Nos.			
Game Farm Road		4260-5640				
Glady Creek Dr- Glady Add.			All Nos.			
Gray Road			3885-4750			
Hammond Road			4120-4727			
Hanna Road		2310-3000	3001-4000			
Heritage Dr - Old Town Apts	All Nos.					
Herr Road – East		0-500		501-1000		
Herr Road – West			0-1600			
Hickory Grove Road – East		0-1570				
Hickory Grove Road – West		0-1980				
Hickory Ridge - Highland Hills		All Nos.				
Hickory Place - Highland Hills		All Nos.				
Hill Street – Cable			All Nos.			
Hillside Dr. – Valley View		All Nos.				
Homestead Road – Colony I			All Nos.			
Hurst Road			3020-4500			
Inskeep Road			3600-4000			

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Section 1 - General (Continued)

1.1 Exchange Area

1.11 Zone Area Street Chart (Continued)

Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscreek . Locality	Terre Haute Base Rate	Terre Haute Zone "A"
Jackson Hill Road	500-1630	1631-2700				
Jadora Drive - The Meadows	All Nos.					
Kennard-Kingscreek Road		2501-2720	2721-3720	1000-2500		
Kennard Rd – North			5870-6550			
Kennard Rd – South			4820 – 5490			
Kennard Street – Kennard			All Nos.			
Kiser Road			2740-4000			
Kite Road						2222-4500
Knight Road			1000-1680			
Lantern Lane – Colony I			All Nos.			
Liberty Lane - Old Towne Apts	All Nos.					
Lippincott Road			0-3200			
Lookout Court - Tecumseh Woods		All Nos.				
Ludlow Road – North		0-5525				
Ludlow Road – South		0-3100				
Madden Road		670-1650				
Main Street – Cable			All Nos.			
Main Street – Mingo			All Nos.			
Mason Road		3000-3500				
McClellan Dr - Ludlow Hills		All Nos.				
Middle Urbana Road		3000-4500	4501-6000			

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Section 1 - General (Continued)

1.1 Exchange Area

1.11 Zone Area Street Chart (Continued)

Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscreek. Locality	Terre Haute Base Rate	Terre Haute Zone "A"
Melody Lane - Meadowview Acres			All Nos.			
Millerstown Road	1315-1650	1651-2850	2851-6000			
Millerstown Eris Road			4520-5640			
Mingo Street – Kennard			All Nos.			
Mohrer Street – Kennard			All Nos.			
Mutual Catawba Road		2740-2864	2866-4100			
Mutual Union Road - North			0-3460			
Mutual Union Road - South		0-1320				
Molunkee Street - Kennard			All Nos.			
Muzzy's Road	All Nos.					
Mount Vernon Drive - Washington Subd.		All Nos.				
North Hampton- Donnelsville						4750-5760
Neal Road			0-115			
Neff Road						1500-2520
Nettle Creek Road			3920-7500			
Oak Drive-Pullins Woods		All Nos.				
Oakview Drive - The Meadows-Stultz	All Nos.					
Old Troy Pike		1660-2010	2011-3830			3831-8017
Organ Street – Cable			All Nos.			
Overlook Trail - Off W 36			All Nos.			

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Section 1 - General (Continued)

1.1 Exchange Area

1.11 Zone Area Street Chart (Continued)

Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscreek. Locality	Terre Haute Base Rate	Terre Haute Zone "A"
Pearce Place - Old Towne Apts.	All Nos.					
Perry Road			720-1980			
Pisgah Road		2770-4070	4071-5160			
Phillips Circle - Willow Hgts.						All Nos.
Post Road – Colony I			All Nos.			
Powell Avenue	0-1180					
Prairie Road			4000-6000			
Pullins Drive - Pullins Woods		2468-2560				
Railroad Street-Mingo			All Nos.			
Reed Street – Kennard			All Nos.			
Rhodes Road						4740-6370
Ridge Road			4000-5500			
River Road		1301-3000	0-1300			
Rogers Drive – Ward Manor			All Nos.			
Rooney Drive – Mingo Add.	120-250					
Runkle Road			5170-7500			
Rustic Ridge – Highland Hills		All Nos.				
School House Road			7000-9000			
Seymore Street - Kennard			All Nos.			
Shady Circle - Weller Add.		All Nos.				
Shortcut Road	1110-2460	2461-3000				

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Section 1 - General (Continued)

1.1 Exchange Area

1.11 Zone Area Street Chart (Continued)

Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscreek. Locality	Terre Haute Base Rate	Terre Haute Zone "A"
Short Game Farm Road		1060-1560				
Sibley Road		1560-2440				
Singing Wind Way - Tecumseh Woods		All Nos.				
Sloan Road	1900-2250	2251-3131				
Sonander Road			0-800			
Spain Street – Mingo			All Nos.			
Springbrook Blvd - Off S 68			All Nos.			
Stickley Road			2870-4930			
Stone Quarry Road		2700-3670				
Stony Creek Road						3270-5190
Storms Creek Road					5601-5815	2980-5600
Stringtown Road		5570-6140				
Sunset Drive – S 68		All Nos.				
Sunset Terrace – S 68		All Nos.				
Swisher Road			3840-5100			
Tecumseh Street - Kennard			All Nos.			
Terre Haute Road						4900-6000
Thackery Road						6530-8000
Three Mile Road		0-3000				
Timber Trail - Briarwood Subd.			All Nos.			
Troy Hill Road			800-1500			

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Section 1 - General (Continued)

1.1 Exchange Area

1.11 Zone Area Street Chart (Continued)

Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscrk. Locality	Terre Haute Base Rate	Terre Haute Zone "A"
Upper Valley Pike			2980-5500			
Urbana Moorefield Pike		3000-4000	4001-6000			
Urbana Woodstock Road			3880-7310			
Urbana Street – Mingo			All Nos.			
Valley Drive – Valley View		All Nos.				
Valley Pike						3150-6000
Valley View Lane – Highland Hills		All Nos.				
Vance Road			1050-1500			1501-4520
Virginia Lane - H B Russell & Son Add.						All Nos.
Walnut Grove Circle - Walnut Grove Estates						All Nos.
Walter Drive-Old Towne Apts.	All Nos.					
Warrior Place - Tecumseh Woods		All Nos.				
Wesley Chapel Road			5000-6000			
Willow Dale Road						4990-6000
Winding Way- Highland Hills		All Nos.				
Woodburn Road			0-2000			
Woodland Drive - Highland Hills		All Nos.				
Woodville Pike			2920-4520			
Yocum Road			0-2040			
Zimmerman Road			6000-6230			

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Section 1 - General (Continued)

1.1 Exchange Area

1.11 Zone Area Street Chart (Continued)

Road Name	Urbana Base Rate	Urbana Zone "A"	Urbana Zone "B"	Kingscreek. Locality	Terre Haute Base Rate	Terre Haute Zone "A"
East Route 29	0-2070	2071-6192				
West Route 29	1450-1770	1771-2390	2391-4510			
East Route 36	0-2000	2001-6770				
West Route 36	0-1700	1701-2400	2401-7170			
Route 54	0-2000	2001-3730	3731-4950			
Route 55	0-1350	1351-2426			5801-6000	2427-5800
North Route 68	0-1860	1861-5515				
South Route 68	0-2000	2001-4500	4501-6000			
Route 161		6000-6112				
Road 163 (Evans Road)			5030-5710			
Route 245			3720-5336			
West Route 296		0-1820				
East Route 296		1301-3270 0-500	3271-5990	501-1300		
North Route 560			0-3550			
South Route 560			0-2480			2481-3150
Route 714 (See N. Ludlow)						

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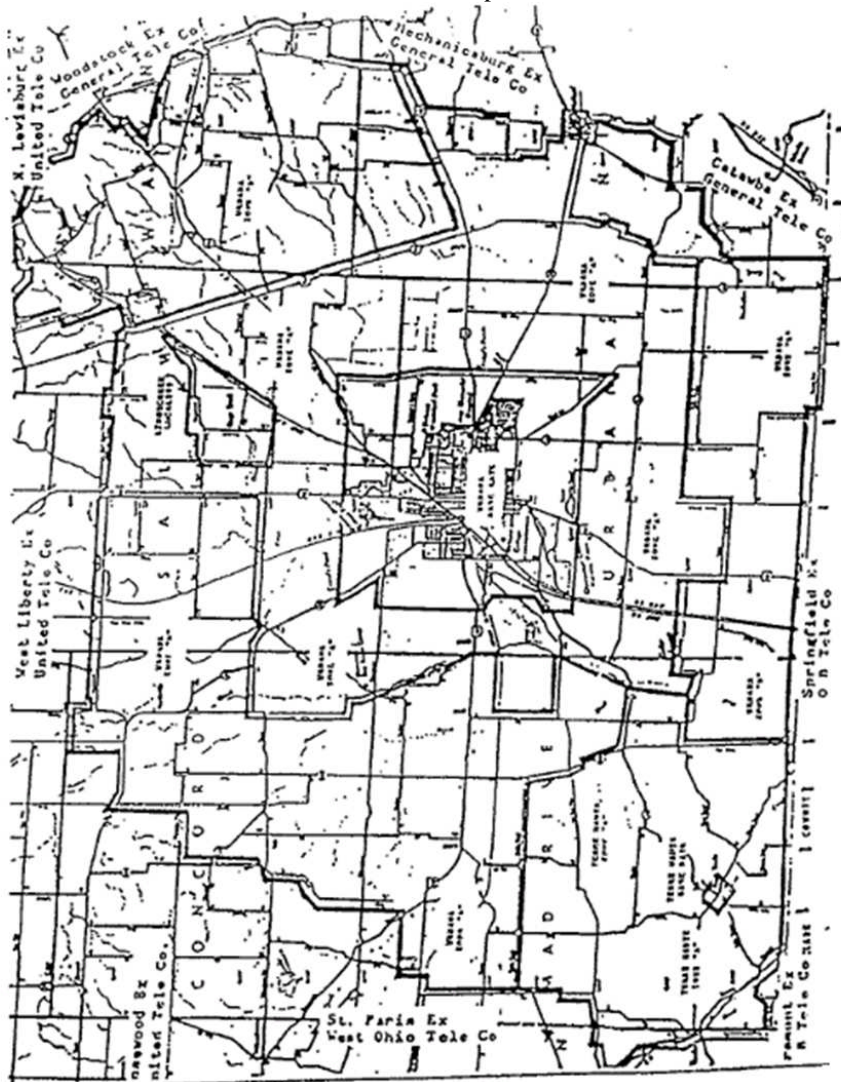
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Section 1 - General (Continued)

1.1 Exchange Area (Continued)

1.12 General Franchise Map



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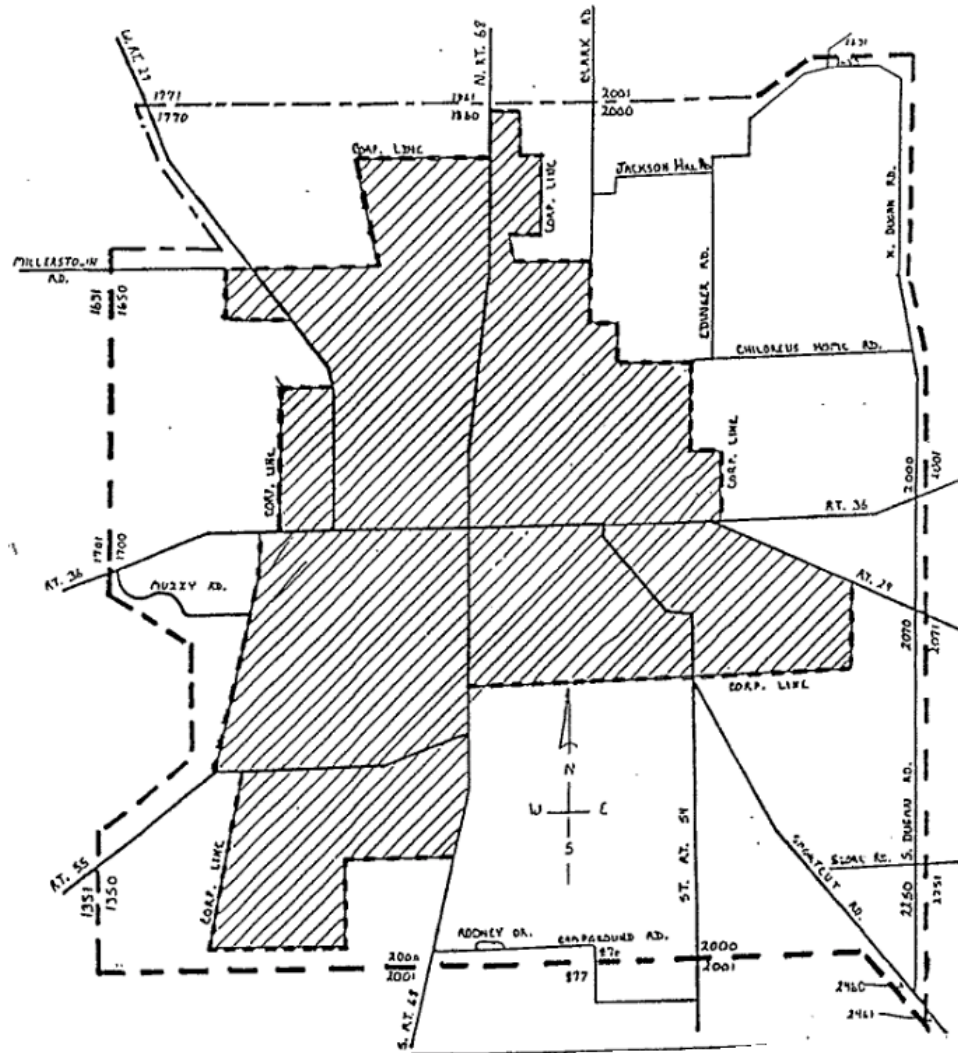
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Section 1 - General (Continued)

1.1 Exchange Area (Continued)

1.13 Urbana Area Map



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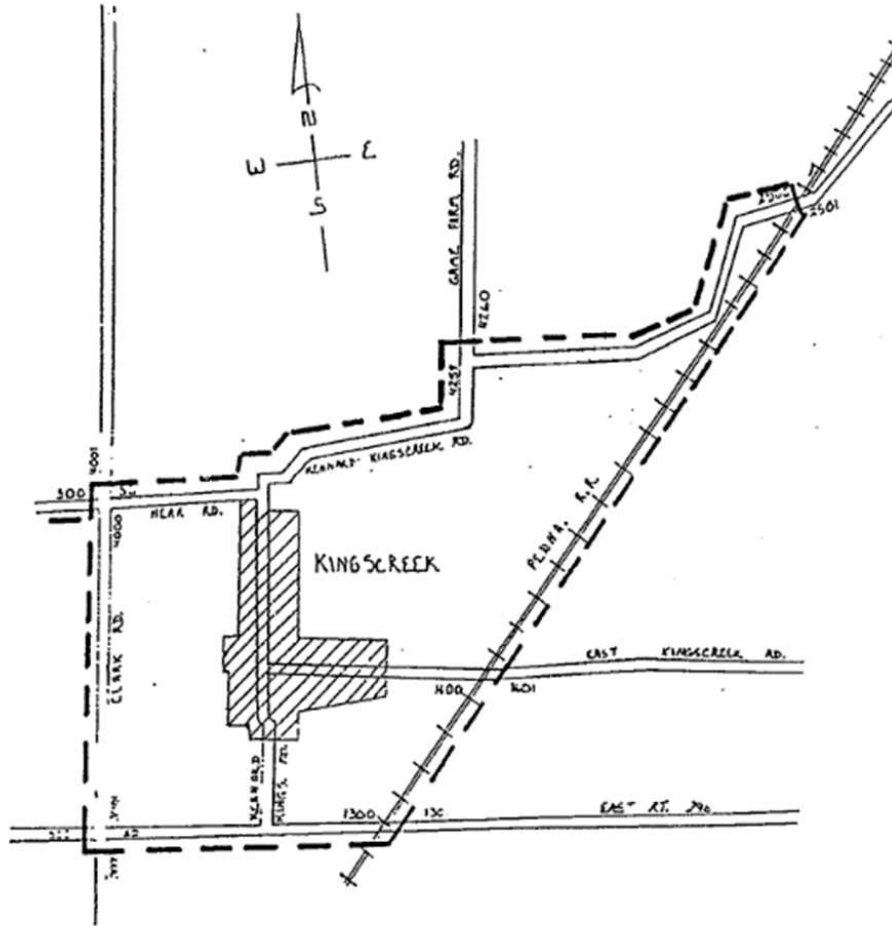
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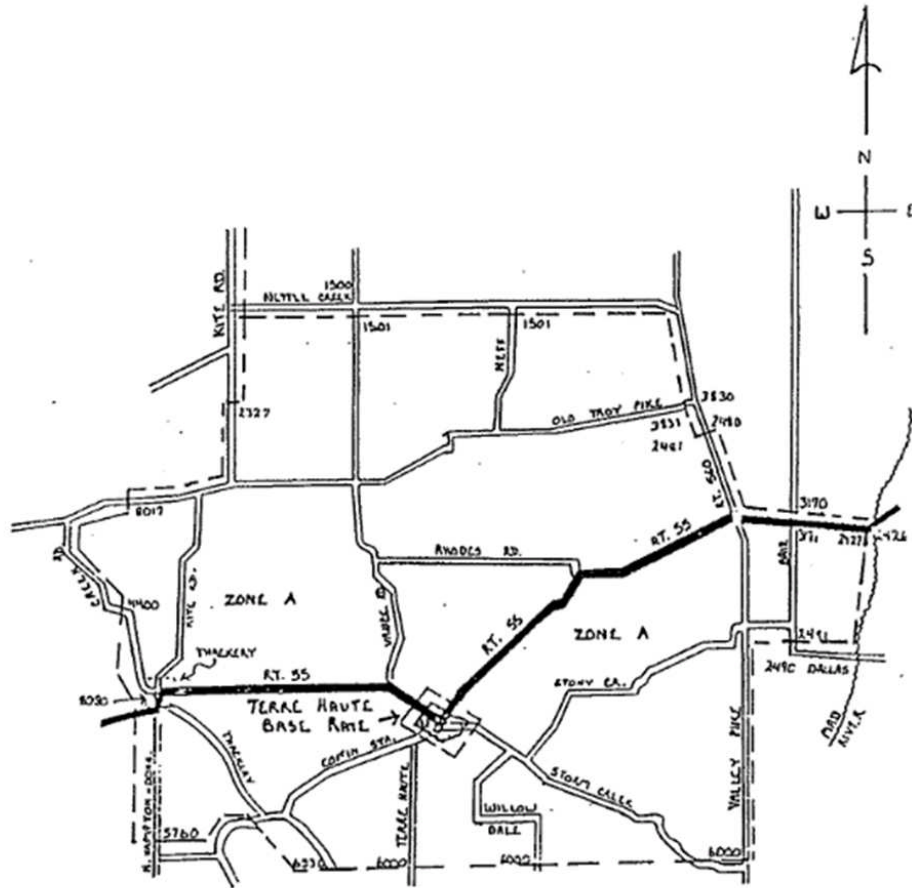
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1.14 Kingscreek Locality Rate Map



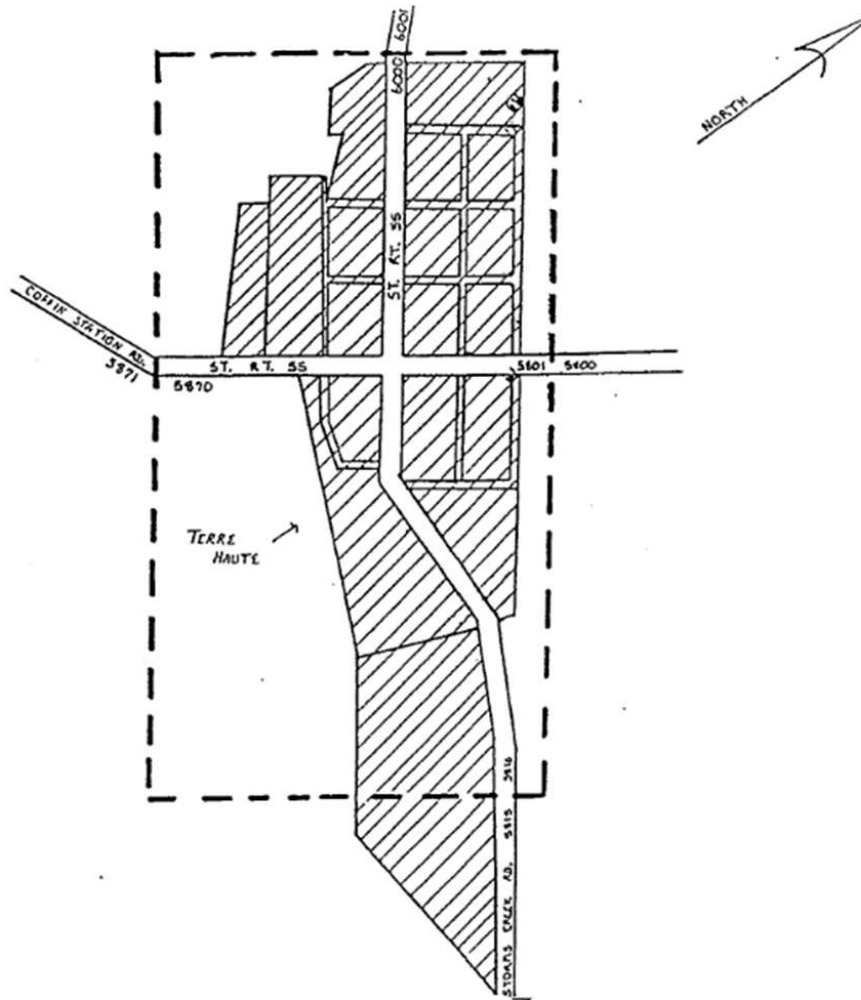
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1.15 Terre Haute Exchange Boundary Map



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1.16 Terre Haute Base Rate Area Map



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1.2 Definitions

As used throughout this tariff, the following definitions of terms shall apply.

ACCESS LINE - The Telephone Company line from the central office switching point up to and including the termination of the customer's premises in either a terminal block, jack, or other point of termination.

ACCESSORIES - Devices attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically or inductively connected to the communication path of the telephone system.

ACTUAL COST - The cost of materials, labor and necessary overhead actually incurred by the Company to complete a particular project or task.

APPLICANT - An individual, firm, corporation, partnership, institution, association or organization whether public or private, applying for or requesting provision of utility service in accordance with this tariff.

AUXILIARY LINE - An additional and independent telecommunication channel from the central office to the same premises as the main line and associated therewith.

BASE RATE - A schedule rate for any form of exchange service which does not include mileage or other incremental charges.

BASE RATE AREA - That part or parts of an exchange area, as specified in the Local Exchange Tariff, within which base rates apply for local telephone services.

BASIC LOCAL EXCHANGE SERVICE (BLES) - See Section 1 - General of this tariff - BLES has the meaning set forth in division (A)(1) of Section 4927.01 of the Ohio Revised Code.

BUSINESS OFFICE - The office of the Company which handles subscriber billing, collections and public requests for service.

BUSINESS SERVICE - See Commercial Service.

CENTRAL OFFICE - The location of the Company's dial switching equipment and where an individual telephone station may be switched to another.

CENTRAL OFFICE LINE - A circuit directly connecting an individual line or party line with a central office.

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1.2 Definitions (Continued)

CHANGE - Revisions in telephone service, lines or equipment subsequent to the establishment of such service, lines or equipment, and also to rearrangements of outside or inside wiring (including house cable) which do not involve moves, at the customer's request.

CHANNEL - A path for communications between two or more stations or Company offices, furnished in such a manner as the Company may elect, whether be wire, radio or a combination thereof.

CLASS OF SERVICE - The various categories of service generally available to the customer: Business, residence, public, and semi-public.

CLOSED-END FOREIGN EXCHANGE - A local service provided from a customer's premise to the point of connection carrier.

COAM - See Customer Owned and Maintained Equipment.

COMMERCIAL SERVICE - Company service provided to firms, corporations, agencies, partnerships, associations, and other institutions, public or private, whose basic concern is the conduct of business, or the fulfillment of a public responsibility and normally engaged in acts of commerce. One indication of commercial service is the reference to a user's phone number in public advertising of a business nature.

COMMISSION - Public Utilities Commission of Ohio.

COMMUNICATIONS SYSTEMS - Channels and other facilities which are capable, when not connected to the telecommunications network, of communications between customer-provided terminal equipment or Telephone Company Stations.

COMPANY - The Champaign Telephone Company.

CONNECTING ARRANGEMENT - The equipment provided by the Telephone Company to accomplish the direct electrical connection of customer provided facilities with the facilities of the Telephone Company.

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1.2 Definitions (Continued)

CONSTRUCTION - All activities required by the Company in order to initiate, rearrange, discontinue or otherwise provide or modify service or facilities provided to the subscriber.

CONTINUOUS PROPERTY - The land, including any building or buildings thereon, occupied or used in the conduct of one establishment or business, throughout which there is general access without the necessity of crossing land used publicly or privately by others. Continuous property has a single mailing address.

CONTRACTS, SPECIAL - The agreement between the Company and a subscriber for the furnishing of utility service in instances where all or a part of this tariff does not apply.

COST - "Cost" or "Actual Cost" represent the actual cost of material, labor and incidentals, plus a charge for administration.

CUSTOMER - The person, firm or corporation responsible for the payment of charges and compliance with the regulations of the Telephone Company. May be different from the user. (See Subscriber.)

CUSTOMER OWNED AND MAINTAINED EQUIPMENT (COAM) - Any device or apparatus provided by the customer, which does not constitute a competing telecommunication system, and for which complete ownership and maintenance responsibility resides with the customer and the Company's liability is limited to inter-connection in accordance with the rules and regulations outlined elsewhere in this tariff or as provided under a separate written agreement.

DATA ACCESS ARRANGEMENT - A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth elsewhere in this tariff.

DATE OF PRESENTATION - The date upon which a bill or notice is mailed. In case of a hand delivered special bill or notice, the date of presentation is the date delivered.

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1.2 Definitions (Continued)

DIRECT ELECTRICAL CONNECTION - A physical connection of the electrical conductors in the communications path.

DIRECTORY LISTING - Information contained in the Company-owned telephone directory, including reasonable advertising, whereby telephone users may ascertain the telephone number of other subscribers' stations.

DISCONNECT - Discontinuance of utility service made at the request of the subscriber or at the option of the Company for nonpayment of service or other valid reasons; the facilities so disconnected by the Company may be made immediately available for use by another subscriber.

DROP WIRE - Wires between an open wire lead or aerial or under-ground cable terminal and the point of entrance to the building in which the subscriber's telephone service is located.

EMERGENCY - A situation or condition, as determined by the Company, which demands immediate attention and requires substantial change from the normal conduct of utility business and which left unattended could seriously threaten the public safety.

EXCHANGE - A unit of a telephone utility for the administration of communication service in a specified area. It usually consists of one or more central offices together with the associated plant used in furnishing telecommunication services in that area.

EXCHANGE AREA - The territory served by an exchange as specified in the Local Exchange Tariff.

EXCHANGE MESSAGE - A completed telephone call or telephonic communication between exchange stations in the same local service area.

EXCHANGE SERVICE - The service of furnishing equipment and facilities for telephone communication within a local service area in accordance with the regulations and for the rates and charges specified in the Local Exchange Tariff.

EXCHANGE SYSTEM USED BY INTEREXCHANGE SERVICES (ESIS) - An unlimited local exchange service which allows users not located in the Company serving area to access the public switched network of the Company.

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1.2 Definitions (Continued)

FLAT RATE SERVICE - The type of exchange service furnished at a stipulated monthly rate with an unlimited number of calls within a specified local service area.

FOREIGN ATTACHMENTS - Any apparatus or equipment attached to or connected with Company-provided equipment which is not owned or authorized by the Company for use with its service.

FOREIGN EXCHANGE - In connection with foreign exchange service, that exchange which encompasses the central office from which the foreign exchange is furnished.

FOREIGN EXCHANGE (FX) SERVICE - A classification of exchange service furnished under tariff provisions whereby a subscriber may be provided telephone service from an exchange other than the one from which he would normally be served.

INDIVIDUAL LINE - A central office line designed for the connection of one main telephone.

INSTALLATION - any activity required by the Company in order to initiate, rearrange, delete or otherwise provide or modify service or facilities for use by the general public.

INSTALLATION CHARGE - An initial, nonrecurring charge made under certain conditions to cover all or a portion of the cost of installation of Company equipment. The payment of an installation charge gives the subscriber no ownership wholly or in part to the property installed.

INTER LATA - Long distance message telecommunications service where point locations are in a different local access and transport area (LATA).

INTRA LATA - Long distance message telecommunications service where service point locations are within the same local access and transport area (LATA).

KEY TELEPHONE SERVICE - An exchange service furnished by means of assemblies serving one or more individual central office lines, including at least one multi-button telephone set, and associated apparatus arranged for various combinations of cutoff, holding, intercommunicating pickup and signaling within the capacity of the equipment.

LINE EXTENSION - The outside plant required in addition to existing facilities to render telephone service, exclusive of instrumentalities.

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1.2 Definitions (Continued)

LINE ONLY - A central office or private branch exchange line generally terminated in a key telephone set which, for record purposes, is associated with and assigned to another line. The line only has no station and no directory listing associated with it.

LOCAL EXCHANGE - In connection with foreign exchange service, that company service area in which the primary station is located.

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

LOCAL PRIVATE LINE TELEPHONE SERVICE - A service furnished for the subscriber's own use by means of a line or channel to which are permanently connected two or more telephone stations which are not connected for exchange service.

LOCAL SERVICE AREA OR EXTENDED LOCAL SERVICE AREA - That area throughout which an exchange service subscriber, at a given rate, may make calls without the payment of a toll charge. A local service area may be made up of one or more exchange areas.

LOCAL TELEPHONE SERVICE - Service available within the company service area for communication between subscribers located within that company service area only.

LOCALITY RATE AREA - An area located outside and remote from the base rate area but within an exchange area and within which urban grades of service are furnished at incremental rates.

MESSAGE - A completed customer telephone call.

MESSAGE RATE SERVICE - The type of exchange service provided at a monthly rate with an additional charge for each local message or message unit used in excess of a specified allowance.

MESSAGE UNIT - A unit charge established for calls within the local service area as provided in the Local Exchange Tariff.

MILEAGE CHARGE - The additional charge for exchange telephone service based upon distance measurement for service furnished off the premises of the primary station or in connection with foreign exchange service.

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1.2 Definitions (Continued)

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

MOVE - Relocations of telephone service lines on the same continuous property subsequent to the establishment of such service lines for a customer.

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

NETWORK CONTROL SIGNALING UNIT - The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

NON-LISTED NUMBER - The telephone number of the subscriber which, at the request of the subscriber, is not listed in the telephone directory but can be obtained by contacting the information operator.

NON-PUBLISHED LISTING - A customer listing, that is required at the customer's request in writing, to both unpublished in the telephone directory and to be withheld from any request made upon information desks or any type of request, unless so ordered by a regulating body of this Company. Under no circumstances will an employee of this Company or any other person connected with this Company provide the listing information to any requests. The additional charge is made to cover the costs involved to provide emergency connections without revealing the listing information. This applies to all areas served by The Champaign Telephone Company.

NORMAL WORKING SITUATIONS - Those situations which can be reasonably anticipated by the Company, planned for in advance and handled as a part of the usual day- to-day operations, without requiring substantial deviation from standard operating practices.

OFF-NETWORK MTS/WATS EQUIVALENT SERVICE - A voice circuit between an Other Common Carrier (OCC) terminal location and a telephone company central office.

OFF-PREMISE STATIONS (OPS) - Service which provides a connection from the access line termination (station) to another station located on property or in a building not contiguous to the access line termination.

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1.2 Definitions (Continued)

ONE-PARTY SERVICE - A grade of exchange service furnished by means of a central office line arranged to serve one primary station only, although additional stations may be connected to the line.

OTHER COMMON CARRIER (OCC) - Specialized Common Carriers, Domestic and International Records Carriers, Domestic Satellite Carriers and Value-Added Carriers that are authorized by the FCC to provide private or off-network MTS/WATS equivalent services.

PARTY LINE SERVICE - A grade of service furnished by means of a central office line arranged to serve more than one primary station and with segregated ringing for each main station on that line.

PAY TELEPHONE SERVICE - Telephone service provided to the general public in public or semi-public places by means of a telephone coin box arrangement which requires the deposit and collection of coins prior to the initiation of a local telephone message. Public telephone service is provided in locations selected by the Company.

PERMANENT DISCONNECT - Termination of Company service where the intent is not to reconnect the service in the foreseeable future. Facilities related to such disconnections of service become immediately available to the Company to satisfy other service requirements.

PREMISES - The area owned or controlled by the subscriber and served by the Company.

PRIVATE BRANCH EXCHANGE (PABX and PBX) SERVICE - An intercommunication system composed of switchboards, automatic switching equipment, and various ancillary devices located on the subscriber's premises and include local stations with intercommunication capability between them through automatic switching equipment. Access to the Company's local exchange and long distance facilities is by means of one or more central office trunks.

PRIVATE LINE DEDICATED CIRCUIT - A circuit provided to a subscriber which is not connected to the switching equipment of the Company and utilized only by that subscriber.

PRIVATE LINE TERMINAL - Each end of a private line dedicated circuit.

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1.2 Definitions (Continued)

PUBLIC TELEPHONE SERVICE - A non-listed, non-customer exchange station installed for the convenience of the public at a location chosen or accepted by the Company. A coin collecting device may be provided for immediate collection of charges for each outgoing local and toll message, or the paystation may be of a coinless nature intended for collect or third number billing purposes.

RESIDENTIAL TELEPHONE SERVICE - Service furnished to home, personal quarters or abode used only for residential or domestic purposes and from which business is not normally conducted. Residential service does not include multifamily apartments or hotels where a landlord or manager is responsible for payment to the Company.

SAME BUILDING - A structure under one roof, or two or more structures under separate roofs, throughout which there is general access by means of doors, elevators, stairways, enclosed passageways or continuous corridors. Sidewalks, driveways, heating and utility tunnels, pipes and conduits are not considered enclosed passageways.

SAME HOUSEHOLD - Those who dwell as a family under one roof, including relatives and not more than four other persons residing with the family and participating in the common use of such facilities as dining room, kitchen, living room, etc. Premises occupied by any group of four or less persons functioning in the same manner as a family are also considered as the same household.

SAME PREMISES - All the space in the same building in which a subscriber has the right of occupancy to the exclusion of others or shares the right of occupancy with others; and all space in different buildings on continuous property, provided such buildings are occupied solely by one subscriber. Foyers, hallways, and other space provided for the common use of all occupants of a building are considered the premises of the operator of the buildings.

SEMI-PUBLIC TELEPHONE SERVICE – Exchange service designed for use of the customer and the public at locations somewhat public in character and involving a stipulated charge for each outgoing local message. A coin collecting device is provided for immediate collection of charges for each outgoing local and toll message.

SERVICE CONNECTION – The establishment of telephone service lines for a customer, and transfers of telephone service lines from one premises to another on non-continuous property subsequent to the establishment of such service lines for a customer.

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1.2 Definitions (Continued)

SERVICE CONNECTION CHARGES – See Installation Charges.

SERVICE, GRANDFATHERED – Services no longer offered to new subscribers. Existing subscribers may continue service until moves or changes of service occur.

SPECIAL BILL – A bill for accumulated exchange and toll service charges rendered in lieu of the requirement of a cash deposit for the reestablishment of credit before disconnection of service as provided in the tariff schedules, or a bill for accumulated exchange and toll charges rendered at such time as the amount of the unpaid charges, billed and unbilled, materially exceed the normal amount of any prepaid charges or any deposits made in connection with a particular service.

SUBSCRIBER - The person or organization in whose name service is furnished as evidenced by the signature of the application or contact for that service, or in the absence of a signed instrument, by the receipt and payment of a bill regularly issued in his name regardless of the identity of the actual user of the service.

SUBSCRIBER SERVICE OFFICE - See Business Office.

SUPPLEMENTAL EQUIPMENT - Attachments, apparatus, and accessories or devices which, at the request of the subscriber, the Company provides in accordance with the rate schedules of this tariff.

TARIFF - The entire embodiment of the rules, regulation, definitions and charges under which service is provided within the exchange area of the Company. A contract between the Company and its subscribers binding on both and approved by the Commission.

TARIFF SHEET - An individual sheet of the Company's tariff.

TELECOMMUNICATIONS SERVICES - The provision of facilities for the transmitting and reception of messages, impressions, pictures and signals by means of electricity, electromagnetic waves, and any other kind of energy, force variation, or impulses whether conveyed by cable, wire, radiation through space, or transmitted by means of other media within a specific area or between designated points.

TELEPHONE COMPANY - The Champaign Telephone Company.

TEMPORARY DISCONNECT - A short-term suspension of utility service without removal or disconnection of any subscriber equipment. Such disconnections may be made at the request of the subscriber or on the initiative of the Company in accordance with the rules and regulations of this Tariff.

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1.2 Definitions (Continued)

TEMPORARY SERVICE - The short-term or occasional service contracted for by an enterprise or organization where the duration can be determined in advance of the contemplated operations, such as construction or exploration projects with their related housing and miscellaneous camp service facilities, summer or winter resorts, amusement or sports concerns, fairs, exhibit structures or places or other enterprises of a limited duration.

TERMINATION CHARGE - A special charge applied under certain conditions defined in a special contract with the subscriber when service is terminated by the subscriber before the expiration of the minimum contract period. Termination charges shall be specified in the written agreement and known in advance by the subscriber.

TIE LINE - A dedicated telephone circuit connecting two private branch exchange systems for the purpose of interconnecting the stations of one system with the stations of the other.

TOLL LINE - A line between two or more exchange or toll stations over which service is furnished on a toll message rate basis.

TOLL MESSAGE - A completed telephone call or telephonic communication between an exchange station and another station not located within the same local service area as the calling station.

TOLL RATE - The charge prescribed for toll messages based upon the duration and distance of the call.

TOLL SERVICE - Telephone service between exchanges or locations for which a toll rate is charged.

TRUNK LINE - A channel of communication from the central office to another switching system or between a PBX, key system or similar intercommunication device and the Utility's central office.

TWO PARTY LINE - A central office line designed for the connection of two subscribers.

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1.2 Definitions (Continued)

TYPE OF SERVICE - The grade or level of service provided to a subscriber in a particular circumstance.

USER - The user of a service regardless of the identity or location of the subscriber or customer of the service.

UTILITY - The Champaign Telephone Company.

ZONE - A portion of an exchange area shown on maps filed elsewhere in the tariff schedule.

ZONE RATE AREA - An area, as defined in the Local Exchange Tariff, located outside of the base rate area and within the exchange area within which grades of service are furnished at incremental rates as specified in the Local Exchange Tariff.

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The Champaign Telephone Company will comply with all of the Commission's Service requirements for BLES set forth in Chapter 4901:1-6-12 of the Ohio Administrative Code (O.A.C.) and rules concerning "Unfair or Deceptive Acts or Practices and Truth and Billing Requirements" set forth in Chapter 4901:1-6-16 and 17 of the O.A.C..

SECTION 2. RULES AND REGULATIONS

2.1 General

2.11 Purpose of the Telephone Company

Champaign Telephone Company, hereinafter referred to as the Company, is a telephone company with its business office located at Urbana, Ohio. The Company furnishes telecommunication utility services as a public utility in accordance with its approved tariff on file with the Public Utilities Commission of Ohio.

2.12 Adoption of the Tariff by the Company

The rules and regulations contained in this tariff have been adopted by the Board of Directors of the Champaign Telephone Company, in compliance with its Articles of Incorporation, By-Laws and all known Federal and State laws applying to the provision of utility service.

2.13 Approval of the Tariff by the Commission

This tariff has been approved by the Public Utilities Commission of Ohio to be effective on the date indicated in the lower right hand corner of each tariff sheet. After this date, the tariff constitutes the binding contract between the Company and its customers for the provision and receipt of telecommunication utility services. Except as provided by law, neither party may deviate from the rules, regulations, practices or rates contained herein without first obtaining the prior approval of the Commission.

2.14 Inspection of Company's Tariff

Copies of these rules and regulations together with rate schedules and forms for application and contract are on file for inspection at the office of the Company during normal business hours. The Company may not refuse permission to anyone requesting to inspect its effective tariffs, nor may it require anyone to state a reason why they wish to do so prior to permitting access.

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SECTION 2. RULES AND REGULATIONS

2.1 General (Continued)

2.15 Tariff Applicability

The rules, regulations and rates contained in this tariff apply to the general public located within the certificated service area of the Company and to all services rendered by the Company except as otherwise provided for in individual rate schedules or a special contract between the Company and a subscriber.

2.16 Construction Charges

2.161 General

All rates and charges specified in the Exchange Rate and General Exchange Tariffs contemplate the establishment of service without abnormal or excessive expense to the Telephone Company. Under certain conditions, as hereinafter set forth, construction charges will be applied to cover all or a part of the abnormal or excessive expense incurred by the Telephone Company in the establishment of service.

Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.

Where construction has been started in order to furnish service to an applicant and the application for service is canceled prior to the establishment of service, the applicant shall be required to reimburse the Telephone Company for the estimated loss resulting from such construction.

Where rearrangement of facilities provided by the Telephone Company on private property is made at the request of or to meet conditions imposed by the customer, the expense incurred by the Telephone Company for such rearrangement shall be borne by the customer.

Where facilities constructed on private right of way are used as a part of the Telephone Company's general distributing plant, the regulations and construction charges to be applied shall be those specified for the construction of facilities on public highways, but when not so used, the regulations and construction charges to be applied shall be those specified for the construction of entrance facilities.

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SECTION 2. RULES AND REGULATIONS

2.16 Construction Charges

2.161 General (Continued)

Such facilities and construction work as may be provided by an applicant, as hereinafter set forth, shall be subject to the approval of the Telephone Company.

The customer does not obtain any rights of ownership or otherwise in facilities provided by the Telephone Company shall be under its exclusive control and, except as hereinafter specifically provided, shall be maintained and replaced by and at the expense of the Telephone Company.

Where a buried wire or buried cable type of entrance facilities is provided by the Telephone Company in cases where such type of facilities is not considered normal, as hereinafter set forth, the customer shall be required to pay for all excavation and fill-in in connection with maintenance and replacement of such buried wire or buried cable type of entrance facilities.

Where a buried wire or buried cable type of facilities is provided by the Telephone Company on private property, other than for entrance facilities, the subscriber shall be required to pay for all excavation and fill-in in connection with maintenance and replacement of such buried wire or buried cable type of facilities.

When the Telephone Company attaches its facilities to poles of others on the public highway in lieu of constructing a pole line, the charges to be applied are the same as those which would be applicable if a pole line were constructed by the Telephone Company.

When the Telephone Company attaches its entrance facilities to poles of others located on private property, the charges to be applied where expense is incurred by the Telephone Company either for purchase of an interest in or rental of contacts on such poles, are the same as those which would be applicable if a pole line were constructed by the Telephone Company. When such poles are used by the Telephone Company for attaching its entrance facilities without expense, no construction charges shall apply.

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SECTION 2. RULES AND REGULATIONS

2.16 Construction Charges

2.161 General (Continued)

All other regulations and requirements of both the owner of such pole lines and the Telephone Company with respect to such joint use shall apply.

The decision as to whether poles of others are suitable for the attachment of the Telephone Company's facilities rests with the Telephone Company.

A buried wire or buried cable type of facilities will not be provided where, in the judgement of the Telephone Company, conditions are unsuitable interfere with the furnishing of efficient telephone service.

Permanent facilities on public highways within the base rate area of an exchange will be provided by the Telephone Company without the application of construction charges.

2.162 Right of Way

When an applicant is so located that it is necessary for the Telephone Company to obtain right of way to furnish service, the applicant may be required to pay the cost (including rental) of securing and retaining such right of way.

2.163 Temporary Facilities

Where the Telephone Company constructs temporary facilities, the applicant shall be required to pay the expense incurred by the Telephone Company for such construction, plus the estimated cost of removal of such facilities less the estimated salvage value of the material recovered upon removal of such facilities.

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SECTION 2. RULES AND REGULATIONS

2.16 Construction Charges

2.163 Temporary Facilities (Continued)

The term "temporary facilities," as used in the paragraph above, applies to:

- a. Facilities constructed in advance of construction of permanent facilities and removed upon completion of the construction of permanent facilities.
- b. Facilities which will probably be used only for a short term and with respect to which there is no immediate prospect of reuse in place for another applicant.

2.164 Permanent Facilities on Public Highways Outside the Base Rate Area of an Exchange

Where the Telephone Company constructs permanent facilities on public highways, in order to furnish service to an applicant or applicants in territory where no facilities are available, the construction charges applicable shall be determined in the following manner, regardless of the actual route to be followed by such construction:

- a. Where only one applicant is to be furnished service, the length of construction required to reach the point of entrance on the applicant's private property, measured along the public highway either from the nearest existing distributing plant of the Telephone Company or the nearest point to which the Telephone Company plans to extend its facilities under an approved construction program, whichever is closer, shall be determined by the Telephone Company. Where the length thus determined does not exceed one-tenth (1/10) mile, no construction charges apply. Where the length thus determined does exceed one-tenth (1/10) mile, the applicant shall be required to pay construction charges equal to the estimated expense which would be incurred for poles (in place), if a pole line type of facilities is used, and for excavation and fill-in, if a buried wire or buried cable type of facilities is used, for the length in excess of one-tenth (1/10) mile.

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SECTION 2. RULES AND REGULATIONS

2.16 Construction Charges

2.164 Permanent Facilities on Public Highways Outside the Base Rate
Area of an Exchange (Continued)

b. Where more than one applicant is to be furnished service, the length of construction required to reach the point of entrance on each applicant's private property, measured along the public highway either from the nearest existing distributing plant of the Telephone Company or from the nearest point to which the Telephone Company plans to extend its facilities under an approved construction program, whichever is closer, shall be determined by the Telephone Company.

Where the length thus determined does not exceed one-tenth (1/10) mile multiplied by the number of applicants, no construction charges apply. Where the length thus determined does exceed one-tenth (1/10) mile multiplied by the number of applicants, the applicants as a group shall be required to pay construction charges equal to the estimated expense which would be incurred for poles (in place), if a pole line type of facilities is used, and for excavation and fill-in, if a buried wire or buried cable type of facilities is used, for the length in excess of one-tenth (1/10) mile multiplied by the number of applicants.

The total amount of construction charges to be paid by the applicants as a group, determined as provided in the paragraph above, will be apportioned among them in such manner as the group may determine. The necessary construction work will not be started, however, until satisfactory arrangements have been made for the payment of such construction charges. In the event the applicants fail to agree upon an apportionment, the Telephone Company will handle each application separately in accordance with the provisions of the paragraph above.

In case the Telephone Company has on file other applications for service from applicants located along the route to be used to serve the applicants, the Telephone Company will combine the construction projects for the current applicants and the applicants who previously applied for service in accordance with the subject to the provisions of this section if such action will serve to reduce the amount of construction charges to be paid by either of such groups.

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SECTION 2. RULES AND REGULATIONS

2.16 Construction Charges

2.165 Permanent Entrance Facilities

Where the Telephone Company constructs permanent entrance facilities of a pole line or buried wire or buried cable type, the applicant shall be required to pay the expense incurred by the Telephone Company for poles (in place), where a pole line type of facilities is used, and for excavation and fill-in, where a buried wire or buried cable type of facility is used, for that part of the entrance facility so constructed as is in excess of 300 feet in length, measured along the proposed path of construction.

Note: A buried wire or buried cable type of entrance facilities will be provided at the charges specified in this paragraph only in cases where the following conditions exist: (a) where the applicant is located in territory where such type of facilities are used for the Telephone Company's general distributing plant, and (b) where such type of entrance facilities would normally be provided. In other cases, the furnishing of such type of entrance facilities is not considered normal, and where such type of entrance facilities are provided, the applicant, in addition to paying the charges specified in this paragraph, shall be required to pay the additional expense incurred by the Telephone Company determined as provided in Section 2.167.

Where a conduit type of entrance facilities are required, construction charges do not apply. However, the applicant is required to provide, in place, suitable conduit from the point of entrance on his private property to the premises in which service is to be furnished.

2.166 Facilities Confined to the Same Continuous Property Other Than Entrance Facilities

The customer will be required to provide: (a) poles and fixtures in place where a pole line type of facilities is used; (b) conduit in place where a conduit type of facilities is used; and (c) excavation and fill-in where a buried wire or buried cable type of facilities is used.

The Telephone Company will provide wire or cable on such poles, cable in such conduit and buried wire or buried cable in such excavations.

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SECTION 2. RULES AND REGULATIONS

2.16 Construction Charges

2.167 Special Types of Construction or Facilities

Outside Construction of Facilities

When an applicant requires a special type of construction or a type of facilities not normally provided, or where the conditions imposed by the applicant, such as the time and place involved, make the installation abnormally or excessively expensive, the applicant shall be required to pay the additional expense incurred by the Telephone Company, determined as follows: The difference between the expense incurred by the Telephone Company for such construction, facilities or installation and the expense which would other wise be incurred for a normal type of construction of facilities or a normal installation.

2.2 Telephone Service

2.21 Description of the Company's Service

Local exchange and long distance telephone service is available to the general public through the facilities owned and operated by the Company in accordance with the rules and regulations of this tariff. These services consist principally of local exchange and toll telephone service for residential and commercial subscribers of the Company; interconnection to acceptable customer owned and maintained telecommunication equipment; public pay telephone service.

Charges for company services offered under this tariff are covered in Section 3 and consist of nonrecurring charges for installation and certain administrative expenses; monthly recurring charges for line services and supplemental equipment; and charges for use of public pay station service. Long distance toll telephone charges are billed to the subscriber by the Company in accordance with the connecting company interstate tariff currently approved by the FCC and the intrastate tariff approved by the Public Utilities Commission of Ohio.

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SECTION 2. RULES AND REGULATIONS

2.2 Telephone Service (Continued)

2.21 Description of the Company's Service (Continued)

The company may from time to time offer various optional services contained in this tariff, at no charge to subscribers strictly as a promotional offer. These offerings would be for a specific length of time (1 month, 2 months, etc.) and could waive the non-recurring charge, the recurring charge, or both, for the specific time period, depending upon the offer.

2.21.1 Emergency Calls Offered at No Charge

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.

2.22 Application of Business and Residence Rates

Rates for Business multi-line and residence lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net.

SECTION 2. RULES AND REGULATIONS

2.2 Telephone Service (Continued)

2.22 Application of Business and Residence Rates (Continued)

The Champaign Telephone Company will comply with all of the Commission's rules concerning "Service Requirements for BLES", "Unfair or Deceptive Acts or Practices", and "Truth and Billing Requirements" set forth in Chapter 4901:1-6-12, 16, and 17 of the Ohio Administrative Code (O.A.C.)

- a. Business or residence classification of subscriber service is determined by the character of use made of the service.
- b. Service is classified as business service and business rates apply where the use is primarily of a business, professional, institutional, or otherwise occupational nature, or where the service or any part thereof is furnished at a business location, except as specified elsewhere in the Tariff. Where the telephone number is used in connection with business, professional, institutional or occupational advertising or other promotional media, business rates will apply, except when a residence telephone number. Telephone service furnished to schools, lodges, and clubs shall be charged at the business telephone rate.
- c. Business rates apply 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, handbill, billboards, circulars, motion pictures, or other advertising matter, such as on vehicles, etc. 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.
- d. The residential telephone rate will apply to telephone customers who use their telephone, located in their place of lodging and residence for the purpose of social and emergency use only. Extension of the primary service will be confined to the area serving the individual or the family, living as a household unit. Rooms or quarters occupied by other than the above will require independent telephone service if desired. Advertising the telephone number publicly, other than occasionally (pertaining to the household unit), will require a business telephone rate.

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SECTION 2. RULES AND REGULATIONS

2.2 Telephone Service (Continued)

2.23 Application for Service

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

f. Telephone service furnished to any church within any exchange area will be charged at the rates applicable to residence telephones.

All applications for service shall be made at the business office of the Company. Applicant shall sign a standard service application agreement or service contract and provide their full legal name, address and legal description of the property to be served. Example copies of these agreements are available for viewing at the business office of the Company. The applicant agrees to abide by the rules and regulations of the Company as specified in its approved tariff on file with the Commission.

No customer may make application for telephone service for another applicant in order to avoid paying an outstanding bill of the applicant.

It shall be the responsibility of the subscribers or their agents to provide all easements, information and assistance as may be required by the Company for the installation of their service. No service may be established until all easements have been provided without charge to the Company.

Except where public safety or lawful emergencies require expeditious handling, the Company will normally process all applications in chronological order.

2.24 Initial Contract Periods

a. Except as hereinafter provided or as specifically provided in the Local Exchange Tariff the initial contract period will be one month.

b. For directory listings both the initial and subsequent period will be coincident with the directory period.

c. Where the provision of service requires unusual costs or involves special assemblies of equipment, the Company reserves the right to require an initial contract period longer than one month.

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SECTION 2. RULES AND REGULATIONS

2.2 Telephone Service (Continued)

2.25 Authorized Use of Service and Facilities by the Subscriber

The service provided to the subscriber is exclusive and may not be used by another, nor may any subscriber charge or receive compensation from another for services or use of the facilities provided to that subscriber without the prior written approval of the Company.

All utility service is provided subject to the condition that it will not be used for any unlawful purpose; nor may the Company operate outside the law or allow to be operated any service of facilities belonging to the subscriber, or the Company, which might be or could become a danger or hazard to the employees, property, or agents of the Company or the public in general. Any damages, injuries, or harm caused by the negligence of the subscriber shall be the responsibility of the subscriber and in no case may the Company be held liable.

2.3 Subscriber Billing and Credit

2.31 General Policy

- a. The Telephone Company will endeavor to mail its bills for telephone service on or before the same date each month.
- b. The customer is responsible for prompt payment, monthly of all charges for facilities and services furnished to the customer. This will include charges for all calls originated by the customer or accepted by him as "collect", "third number", or "special billed" calls. Charges are payable at the Telephone Company's business offices or at any agency authorized to receive such payments.
- c. Recurring charges shall be billed monthly in advance and toll charges are billed in arrears. Nonrecurring and toll charges shall be assessed at the time such service is provided and billed as a part of the next regular monthly bill. Special billing may be made by the Company to any subscriber where the total amount due the Company becomes unusually high without valid reason, or when the subscriber cancels service.
- d. In accordance with O.A.C. 4901:1-6-12, a subscriber's bill shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due.

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SECTION 2. RULES AND REGULATIONS

2.3 Subscriber Billing and Credit (Continued)

2.31 General Policy (Continued)

e. A delinquent account will subject the customer's service to temporary or permanent disconnection, pursuant to the provisions of this Tariff.

f. All billings presented for payment by the Company will show the type of service rendered, the related charges, and the total bill for such services. Taxes which are levied on the Company for direct charge to the subscriber, such as sales and Federal

g. Telecommunication Relay Services (TRS).

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

2.32 Advance Payments and Deposits

2.32.1 Advance Payments

The Telephone Company may require applicants to make advance payments for special construction charges. The amount of the advance payment will be credited to the customer's account.

2.32.2 Credit and Deposits

- a. The establishment of credit under provisions stated above shall not relieve the applicant from compliance with the regulations of the Telephone Company regarding advance payments and prompt payment of bills and shall not modify any regulations as to the discontinuance of service for non-payment of bill.
- b. The Telephone Company will require an applicant for service to reestablish his credit as outlined above, if service has been discontinued during the last twelve consecutive months for non-payment of his bills.
- c. A customer who fails to pay his bill by the time specified by the regulations of the Telephone Company regarding the prompt payment of bills, and who further fails to pay such bill within a reasonable period after presentation of a discontinuance of service notice for non-payment of bill (regardless of whether or not service is discontinued for such non-payment) may be required to pay such bill together with the applicable reconnection charge (if any reconnection is required) and to re-establish his credit.

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SECTION 2. RULES AND REGULATIONS

2.3 Subscriber Billing and Credit (Continued)

2.32.2 Credit and Deposits (Continued)

d. The Telephone Company, upon receipt of cash deposit, will furnish applicant a receipt showing:

1. Name of applicant.
2. Address of premises to be served.
3. Amount of deposit.
4. Rate of interest to be applied.
5. Tax Identification Number.

2.33 Company's Handling of Checks

2.331 Late Payment Charges

a. Residential Late Payment Charges

A late payment Charge will be applied to residential customer bills which 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 which are past due; except that the charge is not applicable as specified in 2.331 C below or until the amount past due exceeds \$25.00.

Each residential customer shall be permitted a one-time waiver of a late payment charge in cases where the customer has already paid the monthly bill for which the late payment charge was applied, and upon the request of the customer.

b. Non-Residential Late Payment Charges

A late payment charge will be applied to non-residential customer bills which remain unpaid after the due date. This charge will be the greater of either \$10.00, or an amount that equals 1.5% of all unpaid charges which are past due; except that the charge is not applicable as specified in 2.331 C below.

c. The late payment charge does not apply to:

1. Amounts which are in dispute at the time the late payment charge would otherwise be applied.
2. Federal excise tax or any other taxes levied by law directly on the customer.

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SECTION 2. RULES AND REGULATIONS (Continued)

2.3 Subscriber Billing and Credit (Continued)

2.33 Company's Handling of Checks

2.331 Late Payment Charges (Continued)

3. Amounts billed by the Company for other entities for which the charge is not authorized by those entities' appropriate tariffs or contracts, other than Interexchange Carrier Services for which the Company, acting as the principal Billing and Collection Agent, purchases the accounts receivable in advance of subscriber billing
 4. Service order charges associated with the commencement of Lifeline service
- d. Credit, deposit and collection procedures outlined elsewhere in this tariff are not waived by the application of a late payment charge.
- e. The late payment charge will be assessed on the past due amount 19 days after the bill date.

2.34 Change of Occupancy

When a change of occupancy or legal responsibility takes place on any premise served by the Company, notice shall be given within a reasonable time prior to such change. The outgoing subscriber is responsible for all service charges, including toll until such notice has been properly transmitted, received and processed by the Company. If the incoming subscriber desires to continue the existing service and keep the same telephone number of the previous subscriber, he must make timely application to do so and assume full responsibility for all billings received, including toll, from the date of the change of occupancy. Where the date of change of occupancy does not coincide with the billing cycle date of toll and other services, it is the responsibility of the involved customers to split the billing between themselves. No service under this section shall be provided for the incoming subscriber until all his prior indebtedness has been resolved to the satisfaction of the Company.

In the event a home or business changes ownership during the period and a special contract or unpaid construction charges remain, the present owner must arrange to satisfy the present agreement with the Company or make arrangements satisfactory to the Company for a new owner to assume the obligation for the balance of the application.

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SECTION 2. RULES AND REGULATIONS (Continued)

2.3 Subscriber Billing and Credit (Continued)

2.34 Change of Occupancy (Continued)

All such notices shall be made in person or in writing Telephone communications shall not be considered proper notice. The company is not responsible for errors, delay or expense resulting from procedures other than those defined in this tariff.

Continuance of existing service is conditioned upon the acceptance of the present arrangement of equipment and services, including directory advertising.

2.35 Cancellation of Service At Subscriber Request

All cancellation requests made to the Company by the subscriber shall be made to the business office of the Company. Such requests shall be made at least two (2) business days in advance. All charges may be assessed and payable immediately upon such cancellation.

When cancellation occurs prior to the start of installation or service by the Company, no charges will apply.

When installation of facilities has been initiated or service established and provided to cancellation; a charge equal to in the estimated installed cost, less salvage value may be applied or a charge equal to the minimum period of service, including installation charges, if any, and full amount of any termination charges applicable, whichever is less.

Installation of facilities for a subscriber is considered to have started when the Company has incurred any expense in the connection therewith, or the preparation thereof, which it would not have otherwise incurred, provided the subscriber had advised the Company to proceed with such installation.

In the case of directory listings service where the listing has appeared in the directory, monthly charges will be made to the end of the directory period, except that the charges will cease at the time:

- a. The contract for the main service is terminated.
- b. The listing party dies or moves to some new location at which the subscriber's service in connection with which he is listed is not available.

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2.4 Customer Owned and Maintained Equipment (COAM)

2.41 General Policy

Customer provided terminal equipment and customer provided communication systems may be connected with the facilities furnished by the Company for telephone services as provided in these conditions and as set forth in the FCC registrations program contained in Part 68, Chapter 1, Title 47 of the Code of Federal Regulations. Where telephone service is used in connection with customer provided terminal equipment or communications systems, the operating characteristics of such equipment or systems shall be such as to:

- a. Not interfere with any service offerings by the Company.
- b. Not endanger the safety of Company employees or the general public.
- c. Not damage, require change in or alteration of equipment or other facilities of the Company.
- d. Not interfere with proper function of Company equipment or facilities.
- e. Not impair the operation of the telephone network or otherwise injure the public in its use of the Company's services.

Upon notice from the Company that the customer provided equipment or system is causing or is likely to cause a hazard or interference, the customer shall make such changes as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of all Company charges for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer provided equipment or facilities. (See Section 3.3b)

Satisfactory performance of the telephone network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling shall be performed by equipment furnished, installed and maintained by the Company.

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2.4 Customer Owned and Maintained Equipment (COAM)

2.41 General Policy (Continued)

Customer provided tone-type address signaling is permitted through acoustic or inductive connections provided such connections are attached externally to a Company network control signaling unit. However, the facilities of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such a manner.

The Company will not be responsible for the installation, operation or maintenance of any customer provided equipment or systems. Telephone service is not represented as adapted to the use of such equipment or systems. Where such equipment or systems are connected to Company facilities, the responsibility of the Company shall be limited to the furnishing, operation and maintenance of such facilities in a manner suitable for telephone service. The Company shall not be responsible for the through transmission of signals generated by customer- provided equipment or systems, or the quality or defects in such transmission, or the reception of signals by customer-provided equipment or systems.

The Company will not be responsible to the customer if changes in these conditions or in any of the facilities, operations or procedures of the Company render any customer provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.

Where any customer provided equipment or system is used with telephone service in violation of any of these conditions, the Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer, in writing, of the violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing, to the Company within 10 days following the receipt of written notice from the Company that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

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2.4 Customer Owned and Maintained Equipment (COAM)

2.42 Trouble Reports from Subscribers with COAM Equipment

The subscriber with COAM equipment interfacing with the facilities of the Company is responsible to determine the COAM equipment is operating properly prior to reporting any trouble to the Company. The Company is not obligated to make any tests of its facilities until the subscriber has completed testing the COAM facilities and determined the trouble to be in the Company's equipment. If the Company finds upon testing that the trouble was in the COAM equipment and not the Utility's equipment, a service charge will be billed to the customer. (See Section 3.4b)

2.5 Responsibilities and Obligations of the Company

2.51 General

The Company shall make its services available to applicants, without discrimination and in accordance with applicable Federal, State and local laws and its approved tariffs, as a regulated public utility under the jurisdiction of the Commission

The Company shall maintain all facilities which it furnishes to the subscriber. Facilities no longer meeting acceptable standards will be repaired or replaced without charge to the customer, provided easement and rights-of way, as required, have been furnished to the Company.

Telephone directories, containing an alphabetical listing of all subscribers and classified advertisements, are issued annually by the Company. All directories and the information contained therein remain the property of the Company and shall not be mutilated or destroyed. The subscriber assumes all legal responsibility in regard to the authenticity of the name listed on the application form and ultimately in the directory.

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 customers or others as a result of listing published in the directories.

The Company shall not be responsible for the subscriber's conformance to any applicable laws, regulations or ordinances, or for any harm caused by the subscriber's neglect.

2.5 Responsibilities and Obligations of the Company (Continued)

2.52 Protection of Company Facilities

All facilities of the Company including telephone numbers and directories, provided and necessary for service to the subscriber are the property of the Company, and may be removed or changed by it at any time if there is a requirement to do so; or upon the termination of an agreement for its maintenance; or discontinuance of service. The subscriber has no proprietary right to telephone numbers and the Company may alter or change telephone numbers and other designations which, at its sole discretion, may be required to meet service demands. The subscriber is responsible for the safekeeping of all property of the Company on its premises and shall take all reasonable precautions against unlawful interference with such facilities. The subscriber may not connect to, interfere with or alter the facilities used in connection with utility service or permit connection to, interference with, or alteration by any persons other than as outlined in this tariff. The subscriber shall be responsible for any damages to the Company property caused by or permitted directly or indirectly by the subscriber or its agent.

Unauthorized attachments to facilities provided to the subscriber may be removed by the Company without notice. Where it can be reasonably determined that the subscriber intended to defraud or avoid payment to the Company, complete utility service may be revoked and the subscriber may be held liable for back charges to the original installations of the unauthorized devices, as though the Utility had installed the service.

2.53 Priority of Service

The Company may not discriminate in regard to service provided to any subscriber. Normal service is provided in chronological order, however, during periods of public emergencies or when the full capacity of the Company services are not available, the Company will endeavor to provide whatever limited service possible and on a priority system based on current analysis of the best interest of the public.

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SECTION 2. RULES AND REGULATIONS (Continued)

2.54 Company Liability

Due to the fact that the customer has exclusive control of his communications over 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 unavoidableness of errors incident to the services and the use of such facilities of the Telephone Company, the services and facilities furnished by the Telephone Company are subject to terms, conditions and limitations as herein specified.

The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from, combining with, or using in connection with facilities of the Telephone Company, apparatus and systems of the customer, against all other claims arising out of any act or omission of the customer connection with facilities provided by the Telephone Company; and against any and all losses from damage to the customer's facilities or equipment attached or connected to facilities furnished by the Telephone Company.

2.55 Limits of Company Liability

The Company will exercise all reasonable diligence to furnish and deliver regular and continuous utility service to the subscriber but will not be liable for damages caused by interruption, shortages, irregularities or failures due to accidents, interference by third parties or conditions beyond the reasonable control of the Company.

When, in the judgment of the Company, the continued provision of utility service becomes unsafe; or where Federal, State or local regulations place operational restriction(s) upon the Company because of unsafe or hazardous situations, or other unusual conditions including strikes or lockouts; service as provided for in this tariff may be temporarily suspended by the Company. In so doing, the Company shall endeavor to minimize such suspension. However, the Company assumes no liability for the inconvenience or damages suffered by the customer during such periods.

2.5 Responsibilities and Obligations of the Company (Cont.)

2.55 Limits of Company Liability (Continued)

The Company reserves the right to temporarily suspend service when repair, modification or improvement to the system is necessary. If not precluded by emergency conditions, the Company will make a reasonable effort to give notice to the customer either through the use of public media or individual communication. Repairs or improvements will be completed expeditiously and so far as it is reasonably possible, the work will be performed at a time that will cause the least inconvenience to the customer.

The Company is not liable for any defacement or damage to the customer's premises resulting from the existence of the Company's instruments, apparatus and associated wiring thereon, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company.

The subscriber's facilities and equipment shall conform to all applicable laws, regulations; or ordinances as may be effective and the conditions of this tariff. The Company does not express, imply or warrant the adequacy, safety or other characteristics of subscriber-owned or operated equipment by virtue of any inspection or rejection of facilities. The Company shall not be held liable in any way for subscriber-owned and maintained equipment which causes or may cause a hazardous, unsafe or dangerous condition, or threatens the health of others, even though such facilities were inspected by the Company.

2.56 Limited Facilities

The rights to line extension facilities constructed at cost for a subscriber shall terminate and such facilities may be immediately available for other service requirements upon:

- a. Discontinuance of Service.
- b. Exceeding Three (3) or more days of temporary disconnect for non-payment.

2.5 Responsibilities and Obligations of the Company (Cont.)

2.57 Availability of Facilities

The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits and equipment.

2.58 Other Limitations

2.581 Message Transmitting

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

2.582 Use of Connecting Company Lines

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

The approval by the PUCO of the foregoing language in Paragraph 2.5 of this tariff does not constitute a determination by the PUCO that the limitation of liability imposed by the company should be upheld in a court of law. Approval by the PUCO recognizes that since it is a court's responsibility to adjudicate negligent and consequent damage claims it is also the court's responsibility to determine the validity of the limitation of liability therefore.

2.6 Responsibilities and Obligations of Subscribers

2.61 General

Subscribers of the Company shall be responsible for the prompt payment for all services rendered by the Utility. Failure to receive a bill for any given period of time will not relieve the subscriber of his financial obligation. Payments may only be made directly to the Company business office, in person, by mail or to a designated collection facility of the Utility (e.g., bank) in accordance with the tariff rate schedules contained herein.

Only properly appointed and identified employees of the Company located at the business office where bills are paid, the President or its special agent acting to collect past due accounts are authorized to receive subscriber payments. No maintenance personnel or other employees of the Company may represent themselves as authorized recipients of payments for any utility services provided. Any subscriber who believes that an employee of the Company has collected or attempted to collect payments or any sums of money outside the proper channels provided herein, shall bring such information to the attention of the Company at once.

In no case shall a subscriber be required to pay any sum to an employee of the Company or to anyone alleging to be agents of the Company except as provided herein. Any subscriber who makes such unauthorized payments may still be obligated to pay the Company if the Company is unable to recover all or part of such sums taken by unauthorized persons.

The subscriber may not replace, rearrange, connect to, or attempt to repair any Company-owned equipment installed or placed on his premises, or apparatus connected to such equipment, without written consent of the Company. In the event a subscriber tampers with any service or Company-owned facilities, the Company shall have the right to immediately discontinue service without notice. Damages arising or associated with such actions shall be the liability of the subscriber.

The subscriber is responsible for damages to the facilities of the Company caused by negligent or willful acts of the subscriber or his authorized agents and users, including the reimbursement to the Company for any losses through theft, fire, or vandalism occurring as a result of such neglect.

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2.6 Responsibilities and Obligations of Subscribers (Continued)

The subscriber is responsible to maintain clean, safe, and hazard free working conditions, environment and equipment for the employees, equipment, and agents of the Utility. In no case is the Company required to work in an unsafe or hazardous condition, or to place in jeopardy or possible harm its personnel or facilities.

The subscriber is responsible for all installation, operation, maintenance and compliance to all laws, rules and regulations for equipment and facilities provided by the subscriber for interconnection with the Company's facilities in accordance with the rules governing subscriber owned and maintained equipment (COAM). Any damage or harm caused by subscriber actions or failure to act on the subscriber side of the point of interconnection shall in no way be a liability of the Company.

2.62 Access to Subscriber Premises

A properly identified employee of the Company shall have access to the premises of a subscriber at all reasonable times for the purpose of conducting utility business.

If after a reasonable effort and proper notice on the part of the Company, access cannot be gained to the premises, the Company may discontinue utility service if there is a requirement to do so until such access can be gained.

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SECTION 3. RATE SCHEDULE

3.1 General

This section includes all charges for telecommunications service provided by the Company, other than those charges covered under a special contract between a subscriber and the Company; and directory advertising charges. In addition the Company will add applicable Federal excise and sales taxes to each monthly bill as a separate charge.

3.2 Local Exchange Telephone Service

3.21 Rate Applicability

These rates apply to all subscribers of the Company located in the respective exchanges and zones.

This rate only covers the provision of network access to a local customer location. All terminal equipment (including the main station) is provided at additional rates as specified elsewhere in this Tariff.

3.22 Basic Service Rates

The rates provided below are monthly rates and entitle a customer to local messages to all stations in the following exchanges.

a. Urbana Exchange to:

Urbana Exchange
Terre Haute Exchange
Woodstock Exchange
St. Paris Exchange

b. Terre Haute Exchange to:

Terre Haute Exchange
Urbana Exchange

3.2 Local Exchange Telephone Service (Continued)

Rates for Business and residence lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net.

3.221 Urbana Exchange Base Rate Area

Within the "Urbana Base Rate Area" only as defined in the map shown in Section 1.13.

<u>Business</u>	Current Monthly Rate	Maximum Monthly Rate
Individual line	\$26.46	\$26.46
<u>Residence</u>	Current Monthly Rate	Maximum Monthly Rate
Individual line	\$13.92	\$13.92
Initial		
*Two-Party line	\$13.46	\$13.46
<u>Payphone (1)</u>	Current Monthly Rate	
Coin Operated Telephone Service Access Line	\$26.46	

*New orders for two-party line service will not be accepted after August 28, 1998.

3.222 Urbana Exchange Zone A Rate Area

Zone A as defined on the map shown in Section 1.13.

<u>Business</u>	Current Monthly Rate	Maximum Monthly Rate
Individual line	\$27.37	\$27.37

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3.2 Local Exchange Telephone Service (Continued)

3.222 Urbana Exchange Zone A Rate Area

<u>Residence</u>	Current Monthly Rate	Maximum Monthly Rate
Individual line - Initial	\$15.99	\$15.99
Two-Party line*	\$15.53	\$15.53

Payphone (1)

Coin Operated Telephone
Service Access Line \$27.37

*New orders for two-party line service will not be accepted after August 28, 1998.

3.223 Urbana Exchange Zone B Rate Area

Zone B as defined on the map shown in Section 1.13.

<u>Business</u>	Current Monthly Rate	Maximum Monthly Rate
Individual line	\$28.49	\$28.49

<u>Residence</u>	Current Monthly Rate	Maximum Monthly Rate
Individual line - Initial	\$17.15	\$17.15
Two-Party line*	\$16.25	\$16.25

Payphone (1)

Coin Operated Telephone
Service Access Line \$28.49

*New orders for two-party line service will not be accepted after August 28, 1998.

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3.2 Local Exchange Telephone Service (Continued)

3.224 Kingscreek Locality Area Rate

Kingscreek Locality Area Rate as defined on the map shown in Section 1.14.

<u>Business</u>	Current Monthly Rate	Maximum Monthly Rate
Individual line	\$26.46	\$26.46

<u>Residence</u>	Current Monthly Rate	Maximum Monthly Rate
Individual line - Initial	\$13.92	\$13.92
Two-Party line*	\$13.46	\$13.46

Payphone (1)

Coin Operated Telephone
Service Access Line \$26.46

*New orders for two-party line service will not be accepted after August 28, 1998.

3.225 Terre Haute Exchange Base Rate Area

Terre Haute Exchange Base Rate Area as defined on the map shown in Section 1.16.

<u>Business</u>	Current Monthly Rate	Maximum Monthly Rate
Individual line	\$26.07	\$26.07

<u>Residence</u>	Current Monthly Rate	Maximum Monthly Rate
Individual line - Initial	\$13.72	\$13.72
Two-Party line*	\$13.27	\$13.27

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3.2 Local Exchange Telephone Service (Continued)

Payphone (1)

Coin Operated Telephone
Service Access Line \$26.07

*New orders for two-party line service will not be accepted after August 28, 1998.

3.226 Terre Haute Zone A Rate Area

Terre Haute Zone A Rate Area as defined on the map shown in Section 1.15.

<u>Business</u>	Current Monthly Rate	Maximum Monthly Rate
Individual line	\$26.97	\$26.97

<u>Residence</u>	Current Monthly Rate	Maximum Monthly Rate
Individual line - Initial	\$15.77	\$15.77
Two-Party line*	\$15.32	\$15.32

*New orders for two-party line service will not be accepted after August 28, 1998.

3.23 Discounts: Schools and Libraries

Pursuant to PUCO Case No. 97-632-TP-ATA and FCC Docket No. 96-45, FCC 97-157 (Universal Service Order), schools and libraries may be eligible for reduced rates funded by the federal universal service fund.

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3.3 Installation Rates

3.31 General

a. Service charges to connect, move or change telephone service are made separately according to the components of work required.

1. Service Order Charge

For work associated with receiving, recording and processing information necessary to execute a customer's request for initial establishment of telephone service, additions and moves or changes to existing service.

2. Central Office Line Connection Charge

For work associated with the installation or changing of Central Office connections required to provide or change exchange access line service requested by service order. Also included is that Central Office work required for off-premise location of stations.

3. Travel Visit Charge

Applied whenever a customer request, including deliveries, requires a premise visit. One charge applied for all work requested at one time and on one continuous property.

b. When an applicant requires a special type of construction or a type of facilities not normally provided, or where the conditions imposed by the applicant, such as the time and place involved, make the installation abnormal or excessively expensive, the applicant shall be required to pay the additional expense incurred by the Company, determined as follows: The difference between the expense incurred by the Company for such construction, facilities or installation and the expense which would otherwise be incurred for a normal type of construction or facilities or a normal installation.

c. For mobile home installations, skirting of mobile home must be removed by the subscriber, or the access door must be opened by the subscriber, to provide adequate access under the mobile home for wiring purposes.

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3.3 Installation Rates (Continued)

3.31 General (Continued)

d. Service charges apply, except as specified in this section or in other sections of the tariff, to customer-initiated requests for establishment of telephone service, reconnecting service which has been temporarily disconnected for nonpayment, installing supplemental equipment and establishing miscellaneous service. Service order charges apply in addition to installation charges provided for in other sections of the tariff unless stated otherwise.

When service which has been disrupted by fire, accident or natural catastrophe is reestablished, nonrecurring charges will not apply.

Service charges apply to customer-initiated moves and changes of service.

e. The charges specified in this section contemplate work being performed by the Telephone Company during the usual working hours on normal working days. When, at the specific request of the customer or applicant for service, work is performed at other times, either for the convenience of the customer or applicant for service or for other reasons not under the control of the Telephone Company, the expense incurred by the Telephone Company in excess of the normal expense of such work, when performed during usual working hours on normal working days, may be billed to the customer or applicant for service, in addition to the charges otherwise applicable.

3.32 Regulations

a. Conditions under which no service charges apply:

1. Public Telephone Service.
2. Telephone located on a customer's premises but used exclusively by the Company for maintenance or training purposes.
3. Work to move or change a customer's telephone service if required and initiated by the Company. This includes key to keyless if the customer no longer requires key equipment.

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3.3 Installation Rates (Continued)

3.32 Regulations (Continued)

4. Disconnection of service for nonpayment of charges are due:

- a. If the service furnished a subscriber is temporarily 1 suspended for nonpayment of charges due or for any other violation of the regulations if the Telephone Company, as described under "Rules and Regulations", but the equipment is not removed from the subscriber's premises, such service is restored only on payment of a restoration of service charge consisting of a service order charge and a central office charge for the service involved as covered in Section 3.31.
- b. No service charges apply for the following customer-initiated requests providing work is limited to:
 1. Complete termination of service.
 2. The "From" portion of work involved in a transfer of service and equipment from one to another premises.
 3. Changes in classes of service, including changes in equipment or wiring which may be required by such a change.
 4. Changes in bill mailing address, or special billing arrangements.
 5. Cancellation of service orders.
- c. One (1) service order charge and one (1) central office charge apply per customer request to suspend and restore service. The charge is applied to the restore portion of the order.

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3.3 Installation Rates (Continued)

3.33 Application of Charges Non-Recurring Charge

a. Residence and Business

1. Service Order Charge

Per customer request for work ordered and requested to be completed at the same time on the same premises

	<u>Current</u>
Business – 1 st line	\$13.75
Residence – 1 st line	\$13.75

2. Central Office Line Connection Charge

Per line or central office telephone number worked on, but not limited to the following:

Initial –

- a. Central Office lines each
Current Rate - \$6.50

3. Travel Charge Charge

One charge applies for all work ordered and requested to be completed at the same time on the same premises.

Initial – \$10.50
Subsequent – Tier:
Current Rate - \$10.50

- b. A service charge will be billed to the customer where the service difficulty or trouble is found to be caused by customer provided equipment. The actual hours involved at existing labor rates, plus expenses (i.e. vehicle costs and materials) utilized by the company will be charged for any required tests and/or premise visits.

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RULES AND REGULATIONS

Toll Services are now located in the Company's Catalog at www.ctcn.net

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3.4 Central Office - Special Features

3.41 Touch-Call Dialing

3.411 General

- a. Touch Call Dialing telephone service is a distinctive type of telephone service using audible voice frequency tones to actuate the central office or private branch exchange switching equipment. The service arrangement employs a specific type of central office or private branch exchange switching equipment and a button-type dialing device. The conventional rotary type dial is also compatible with Touch Call service.
- b. Touch Call calling telephone service is furnished only in central office areas where Touch Call central office equipment is available. Central offices will be equipped for Touch Call operation at the discretion of the Company in accordance with regular engineering practices.
- c. Touch Call service will be provided in connection with individual line, combination main station and private branch exchange service only.
- d. Changes of existing service to Touch Call operation will be charged for all required move and change work per Section 3.3.

3.412 Rate

- a. Touch Call service is subject to the regulations, rates and charges applicable to other types of subscriber service. Touch Call rates and charges have been included in the basic local service rate for all customers subscribing to the service after January 23, 2006. Existing rotary customers will have this service grandfathered.

3.5 E-9-1-1

The rates for 9-1-1 and E-9-1-1 service are governed by 86-911-TP-COI and 92-201-TP-EMG.

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BASIC TELEPHONE ASSISTANCE

4.1. LINK UP

4.11. General

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

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.

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.)

4.12 Regulations

4.121. 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 Aged (SSI) under Title XVI of the Social Security Act.
- d. Federal public housing assistance, or Section 8; or
- e. Home Energy Assistance Program (HEAP);
- f. National School Lunch Program's Free Lunch Program (NSL);
- g. Ohio Works First/Temporary Assistance for Needy Families (TANF).

4.121.1 Link Up is also available to customers who do not receive benefits from the above programs shown in 4.211, but have a household income at or below 150% of the poverty level.

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4.1 LINK UP (Con't.)

4.12 Regulations (Continued)

- 4.122. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in Section 6.31, above.
- 4.123. 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 4.121, 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 4.121.1, 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
Three consecutive months worth of the most current pay stubs
 3. The most recent Social Security statement of benefits
 4. The most recent Veteran's Administration statement of benefits
 5. The most recent retirement/pension statement of benefits
 6. The most recent Unemployment/Worker's Compensation statement of benefits
 7. A divorce decree or child support document
- 4.124. 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.
- 4.125. Link Up customers are not restricted on the optional services to which they may subscribe.
- 4.126. 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.

BASIC TELEPHONE ASSISTANCE

4.2. LIFELINE ASSISTANCE

4.21. General

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

- A waiver of the Federal Subscriber Line Charge.
- A waiver of the Federal Universal Service Charge.
- Free toll limitation services (e.g., toll blocking, toll control and 900/976 blocking), upon customer's request.
- A waiver of the Telephone Company's service deposit requirement.
- Customers have the option to purchase call waiting and an option for other features for medical/and safety reasons per Rule 4901:1-4-05.
- Credit of one-hundred percent of all nonrecurring service order charges for commencing service.

4.22. Regulations

4.221. 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) and Blind and Disabled (SSDI) under Title XVI of the Social Security Act.
- d. Federal public housing assistance, or Section 8; or
- e. Home Energy Assistance Program (HEAP).
- f. National School Lunch Program's Free Lunch Program (NSL);
- g. General assistance including Disability Assistance (DA)
- h. Ohio Works First/Temporary Assistance for Needy Families (TANF).

4.221.1 Lifeline assistance is also available to customers who do not receive benefits from the above programs shown in 4.221, but who have a household income at or below 150% of the poverty level.

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4.2 LIFELINE ASSISTANCE (Con't)

4.22 Regulations (Con't)

- 4.222. Optional features, may be offered to lifeline service customers at the prevailing price less the lifeline discount.
- 4.223. 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.
- 4.224. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
- 4.225. 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 4.421., 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 simultaneously 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 4.421.1., 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/Worker's Compensation statement of benefits
 8. A Divorce decree or child support document
- 4.226. A recurring discount equal to the maximum contribution of federally available assistance will be applied to the monthly local exchange service charge. At no time should the discounts cause the monthly basic local exchange rate to be less than zero.
- 4.227. The Telephone Company shall perform a verification audit of a customer receiving Lifeline Assistance.

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4.2 LIFELINE ASSISTANCE (Con't)

4.22 Regulations (Con't)

4.228. The Lifeline discounts and waivers apply to only one access line per household.

4.229. Lifeline customers with past due bills for regulated local service charges will be offered special payment arrangements for these past due balances. These arrangements will consist of an initial payment not to exceed \$25.00, before service is installed, with the balance for the regulated local charges to be paid over six equal monthly installments. Lifeline customers with past due bills for toll service will be required to have toll restricted service until such past due toll charges have been paid in full or until the customer establishes service with a subsequent toll provider.

4.23 Enrollment Process

4.231. 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 30 days of requesting the discount.
- (b) The Company will review the customer's lifeline application to determine customer's eligibility within 30 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 30 days, the customer will need to reapply 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 reapply for the lifeline discounts.

4.232. 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 30 days of requesting the discount. The Company will process the lifeline application without delaying the installation of new service.

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4.2 LIFELINE ASSISTANCE (Con't)

4.23 Enrollment Process

4.232. New Customers (Con't)

- (b) The Company will review the customer's lifeline application to determine the customer's eligibility within 30 days.
- (c) If the customer is eligible for the lifeline discount, the Company will credit the customer's bill for installation charges and 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 30 days, the customer will need to reapply 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 reapply for the lifeline discounts.

4.24 Income Eligibility

- 4.241 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/Worker's Compensation statement of benefits; 8) a divorce decree or child support document.
- 4.242 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.
- 4.243 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 reapply for the lifeline discounts.

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4.2 LIFELINE ASSISTANCE (Con't)

4.24 Income Eligibility (Con't)

- 4.244 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 4901:1-6, O.A.C.
- 4.245 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 4901:1-6 O.A.C. , explaining who customers may contact in the event of a dispute.
- 4.246 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.

4.25 Verification for Continued Eligibility

- 4.251 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 4901:1-6, O.A.C., explaining who the customer should contact in the event of a dispute.
- 4.252 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 reapply.
- 4.253 If a customer disagrees with the Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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Section 5 IntraLATA Presubscription

5.1 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 April 30, 1998.

5.2 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 for each call.

5.3 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 5.5 below.

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Section 11 IntraLATA Presubscription (continued)

5.4 IntraLATA Presubscription Customer Notices

The Telephone Company will notify subscribers that intraLATA Presubscription is available no longer than sixty (60) days following the implementation of intraLATA equal access. 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.

5.5 IntraLATA Presubscription Charges

5.51 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.

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Section 5 IntraLATA presubscription (continued)

5.5 IntraLATA Presubscription Charges (continued)

5.51 Application of Charges (continued)

After a subscriber's initial selection for a presubscribed intraLATA toll carrier, for any change thereafter, an intraLATA presubscription change charge, as set forth in Paragraph 11.52 will apply.

5.52 Nonrecurring Charges

(a) IntraLATA Presubscription Change Charge

Per business or residence line, trunk or port

Initial line, or trunk, or port (manual changes)	\$5.50
Initial line, or trunk, or port (electronic changes)	\$1.25

(b) One half of the intraLATA PIC Change Charge will be waived when the intraLATA PIC is changed simultaneously with the interLATA PIC.

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Section 6. Expanded Service Area

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Expanded Service Area

6-1

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P.U.C.O. No. 6

Section 6 Expanded Service Area

EXPANDED SERVICE AREA

Woodstock, Mechanicsburg, West Liberty, Rosewood, and St. Paris

The services, rates, terms and conditions for the Woodstock, Mechanicsburg, West Liberty, Rosewood, and St. Paris exchanges will be identical to those of either the Urbana Exchange or the Terre Haute Exchange.

Service will be available where facilities permit.

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N11 ABBREVIATED DIALING CODES

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N11 ABBREVIATED DIALING CODES

7.1 Description

Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:

211 – Community Information and Referral Services

811 – One-Call Notification Systems

7.2 Terms and Conditions

The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+

0+, 0- (credit card, third-party billing, collect calls)

101XXXX

Operator assisted calls will not be completed.

The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.

Directory listings may be provided for N11 services under the terms, conditions, and rates specified in Section 3 of this tariff. (Presently, there is no charge for this service)

The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.

Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.

Disputes regarding geographic coverage by two or more N11 subscribers will be referred to The Public Utilities Commission of Ohio.

ISSUED: May 19, 2011

EFFECTIVE: May 19, 2011

In Accordance with Case No 10-1010-TP-ORD and 11-2943-TP-ATA

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President

Urbana, Ohio

N11 ABBREVIATED DIALING CODES

7.2 Terms and Conditions (Continued)

Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.

The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

7.21 N11 will be provided under the following conditions:

- a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
- b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements of performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- d. Suspension of N11 Service is not allowed.
- e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.
- f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

ISSUED: May 19, 2011

EFFECTIVE: May 19, 2011

In Accordance with Case No 10-1010-TP-ORD and 11-2943-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

7.2 Terms and Conditions (Continued)

7.22 The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

- a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
- b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but no limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

7.23

The company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.

The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

ISSUED: May 19, 2011

EFFECTIVE: May 19, 2011

In Accordance with Case No 10-1010-TP-ORD and 11-2943-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana, Ohio

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. 5 in its entirety.

EXHIBIT D

(Customer Notices)

The customer notices accompanying the affidavit attached hereto as Exhibit E were mailed to customers on May 4, 2011. Additionally, on March 31, 2011 the notices were forwarded to the Commission-provided electronic mailbox (Telecom-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

AFFIDAVIT

I, Michael W. Conrad, am an authorized agent of the applicant corporation, CT Communications Network, 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 a bill message on May 4, 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.

Signature /s/ Michael W. Conrad, President
May 6, 2011

Champaign Business

Remittance Section

Invoice Date: 05/01/2011
Account Number: [REDACTED]
Invoice Number: [REDACTED]
Due Date: 05/15/2011
Bill must be paid by the due date to avoid a possible late charge.
Total Due: \$703.33

Payment Amount: \$

☐ Credit Card Payment on Back ☐ Comments/Suggestions on Back



126 Scioto Street
Urbana, Ohio 43078-2199
(937)653-4000
(877)653-2216
www.ctcn.net

[REDACTED]
URBANA OH 43078-1802

CT COMMUNICATIONS
126 SCIOTO ST
URBANA OH 43078-2199



Please detach and return above

If your complaint is not resolved after you have called CT Communications, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826, for TDD/TTY toll free at 1-800-686-1570 from 8 a.m. to 5:00 p.m. weekdays, or visit www.puco.gov.

The Ohio Consumers' Counsel (OCC), represents residential utility customers in matters before the PUCO.
The OCC can be contacted toll free at 1-877-742-5622 from 8 a.m. to 5 p.m. weekdays, or visit www.pickocc.org.



126 Scioto Street
Urbana, Ohio 43078-2199
(937)653-4000
(877)653-2216
www.ctcn.net

Invoice Information

Account Number: [REDACTED]
Invoice Date: 05/01/2011
Invoice Number: [REDACTED]
Due Date: 05/15/2011
Bill must be paid by the due date to avoid a possible late charge.
Total Due: \$703.33

Summary of Charges

Balance Information
Previous Balance 699.01
Payments Received - Thank You -229.61
Past Due Balance (Due Immediately) \$469.40
Credits and One-Time Charges \$10.00
Current Charges
Recurring Charges 183.44
Long Distance Usage 7.47
ELC Usage 8.01
Local, State, and Federal Charges 25.01
Total Current Charges \$233.93
Total Amount Due \$703.33

Please make checks payable to: CT Communications

Special Messages

Please see the last page of this bill for important information.

CREDIT CARD PAYMENT

Payment Options - We accept the following credit cards for payment:



Card Number: _____ / _____ / _____

Expiration Date: ____ / ____

Amount \$ _____

Phone Number: _____

Thank You!

Comments/Suggestions: _____



Invoice Date
05/01/2011

Account Number
[REDACTED]

Invoice Number
[REDACTED]

ST [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Account Number [REDACTED]

Detail of Current Charges

	# of Calls	Minutes	Cost
Payments			
Apr 12 Adjustments to Accounts			-229.61
Total Payments			-229.61
Credits and One-Time Charges			
Late Fee Business			10.00
Total Credits and One-Time Charges			10.00
Current Charges			
Long Distance Usage			
Outbound Usage Summary			
Interstate/Interlata	10	31.7	4.47
Intrastatelnterlata	8	7.0	1.00
Intrastatelntalata	19	13.8	2.00
Total Long Distance Usage			7.47
ELC Usage			
ELC	22	84.0	8.01
Total ELC Usage			8.01
Recurring Charges			
[REDACTED]			
Directory Advertising			18.50
Subtotal for [REDACTED]			18.50
[REDACTED]			
Directory Advertising			18.50
Subtotal [REDACTED]			18.50
(937) [REDACTED]			
Base Business Access Line			24.96
FCC Prescribed Multi Line Chg			9.20
Touch Call Service			1.50
*Non-published Number			1.00
Second Line Indicator			Free
Subtotal for (937) [REDACTED]			36.66
(937) [REDACTED]			
Base Business Access Line			24.96
FCC Prescribed Multi Line Chg			9.20
Touch Call Service			1.50
*Non-published Number			1.00
Second Line Indicator			Free
Subtotal for (937) [REDACTED]			36.66
(937) [REDACTED]			
Distinctive Ring Number			
Subtotal for (937) [REDACTED]			0.00
(937) [REDACTED]			
Base Business Access Line			24.96
FCC Prescribed Single Line Chg			6.50
Touch Call Service			1.50
Speed Calling 8			1.50

	# of Calls	Minutes	Cost
(937) [REDACTED]			
Subtotal for (937) [REDACTED]			34.46
(937) [REDACTED]			
Base Business Access Line			24.96
FCC Prescribed Multi Line Chg			9.20
Touch Call Service			1.50
Speed Calling 8			1.50
Distinctive Ring #1			1.50
Subtotal for (937) [REDACTED]			38.66
Total Recurring Charges			183.44
Local, State, and Federal Charges			
County Sales Tax - Champaign			2.56
E911 Fee			0.80
Federal Excise Tax			4.99
State Sales Tax			9.46
LNP End User Charge			1.64
Universal Service Fee			0.97
Universal Service Fee - Multiline			4.59
Total Local, State, and Federal Charges			25.01
Total Charges			233.93

*These are basic dial tone charges. Failure to pay these charges by the Payment Due Date could result in loss of basic dial tone.



Invoice Date
05/01/2011

Account Number

Invoice Number

Usage Detail

Date	*CT	Time	Called #	Location	Min	Cost
(937) [REDACTED]						
CT Long Distance			For Questions Call: 937-653-4000			
1	03/23/11	DIS	11:16a	[REDACTED]	0.2	0.03
2	03/23/11	DIS	4:56p	[REDACTED]	0.2	0.03
3	03/24/11	DOS	3:26p	[REDACTED]	3.0	0.42
4	03/25/11	DIS	3:08p	[REDACTED]	0.2	0.03
5	03/25/11	DIS	4:12p	[REDACTED]	0.2	0.03
6	03/29/11	DIS	10:43a	[REDACTED]	5.9	0.83
7	03/29/11	DIS	4:47p	[REDACTED]	0.2	0.03
8	03/30/11	DOS	10:24	[REDACTED]	5.0	0.70
9	03/30/11	DIS	12:13p	[REDACTED]	0.6	0.09
10	03/30/11	DIS	1:10p	[REDACTED]	2.3	0.33
11	04/04/11	DIS	11:08a	[REDACTED]	0.3	0.05
12	04/04/11	DIS	11:18a	[REDACTED]	0.2	0.03
13	04/04/11	DIS	3:22p	[REDACTED]	0.2	0.03
14	04/06/11	DIS	4:32p	[REDACTED]	0.1	0.02
15	04/08/11	DIS	3:41p	[REDACTED]	0.1	0.02
16	04/11/11	DOS	11:14a	[REDACTED]	9.5	1.33
17	04/11/11	DOS	4:25p	[REDACTED]	0.9	0.13
18	04/12/11	DIS	10:38a	[REDACTED]	0.4	0.06
19	04/12/11	DIS	2:35p	[REDACTED]	0.5	0.07
20	04/14/11	DIS	3:59p	[REDACTED]	0.2	0.03
21	04/20/11	DIS	12:15p	[REDACTED]	0.1	0.02
22	04/20/11	DIS	3:08p	[REDACTED]	0.2	0.03
23	04/23/11	DIS	4:17p	[REDACTED]	0.2	0.03
23	Calls for [REDACTED]				30.7	4.37
(937) [REDACTED]						
CT Long Distance			For Questions Call: 937-653-4000			
1	03/22/11	DOS	4:45p	[REDACTED]	0.7	0.10
2	03/22/11	DOS	10:16a	[REDACTED]	2.8	0.40
3	03/22/11	DIS	10:48a	[REDACTED]	1.0	0.14
4	03/23/11	DOS	2:41p	[REDACTED]	5.4	0.76
5	03/29/11	DIS	4:27p	[REDACTED]	1.5	0.21
6	03/29/11	DIS	4:26p	[REDACTED]	0.2	0.03
7	04/02/11	DIS	12:16p	[REDACTED]	0.2	0.03
8	04/02/11	DIS	12:17p	[REDACTED]	0.9	0.13
9	04/02/11	DIS	12:34p	[REDACTED]	2.1	0.30
10	04/05/11	DIS	2:50p	[REDACTED]	1.5	0.21
11	04/08/11	DIS	2:38p	[REDACTED]	1.1	0.16
12	04/13/11	DOS	2:09p	[REDACTED]	0.8	0.12
13	04/18/11	DOS	3:50p	[REDACTED]	3.0	0.42
14	04/19/11	DOS	3:26p	[REDACTED]	0.6	0.09
14	Calls for (937) [REDACTED]				21.8	3.10

Total Long Distance Charges

7.47

CT COMM EXTENDED LOCAL CALLS - Extended Local Calling (ELC), is a service to specific areas that is a measured calling rate instead of long distance rates. Just dialing seven digits (XXX-XXXX) places ELC calls. Currently ELC is provided for calls from Urbana to Springfield and from Terre Haute to St. Paris. (Details on page 5 of the CT phone book.)

*CT CALL TYPE: Explanation
DIS Direct Dialed In State
DOS Direct Dialed Out Of State

Please remember to contact both CT Communications and your old long distance company when changing your long distance carrier. In addition, you are responsible to notify your current long distance carrier if you make any changes to your telephone number. Please call CT Communications Inc. at 653-4000 if you have additional questions or wish to notify us of a change.

Truth In Billing Information for Customers:

"Non-Deniable" - Charges for which non-payment will result in disconnection of basic local service.

To Our Valued Customer:

Beginning on May 20, 2011, the prices, service descriptions, and the terms and conditions for services other than a primary line provided by The Champaign Telephone Co. 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. The Champaign Telephone Co. 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 will be able to view the company's future service offerings online in a catalog online at www.ctcn.net or you can request a copy of this information by contacting: The Champaign Telephone Co., 126 Scioto St., Urbana, OH 43078.

Since these services will no longer be on file with the Commission, this means that the agreement reached between the customer and the company will control new services or changes in service. For any new services or changes in service, it will be important that you carefully review and confirm the price, terms and conditions.

If you have any questions about this matter, please call The Champaign Telephone Co. at the toll free number, 877-653-2216, or visit us at www.ctcn.net.

Sincerely

The Champaign Telephone Co.



126 Scioto Street
Urbana, Ohio 43078-2199
(937)653-4000
(877)653-2216
www.ctcn.net

Champaign Residential

Remittance Section

Invoice Date: 05/01/2011
Account Number: [REDACTED]
Invoice Number: [REDACTED]
Due Date: 05/15/2011
Bill must be paid by the due date to avoid a possible late charge.
Total Due: \$92.33

Payment Amount: Bank Deduct - Do Not Pay

☐ Credit Card Payment on Back ☐ Comments/Suggestions on Back

CT COMMUNICATIONS
126 SCIOTO ST
URBANA OH 43078-2199
[Barcode]



Please detach and return above

If your complaint is not resolved after you have called CT Communications, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826, for TDD/TTY toll free at 1-800-686-1570 from 8 a.m. to 5:00 p.m. weekdays, or visit www.puco.gov.

The Ohio Consumers' Counsel (OCC), represents residential utility customers in matters before the PUCO.
The OCC can be contacted toll free at 1-877-742-5822 from 8 a.m. to 5 p.m. weekdays, or visit www.pickocc.org.



126 Scioto Street
Urbana, Ohio 43078-2199
(937)653-4000
(877)653-2216
www.ctcn.net

Special Messages

Please see the last page of this bill for important information.

Invoice Information

Account Number: [REDACTED]
Invoice Date: 05/01/2011
Invoice Number: [REDACTED]
Due Date: 05/15/2011
Bill must be paid by the due date to avoid a possible late charge.
Total Due: \$92.33

Summary of Charges

Balance Information	
Previous Balance	92.37
Payments Received - Thank You	-92.37
Past Due Balance	\$0.00
Credits and One-Time Charges	\$0.00
Current Charges	
Recurring Charges	88.49
Local, State, and Federal Charges	3.84
Total Current Charges	\$92.33
Total Amount Due	\$92.33

Please make checks payable to: CT Communications

An automatic payment will be drafted against your bank account for the amount due.

CREDIT CARD PAYMENT

Payment Options - We accept the following credit cards for payment:



Card Number: _____ / _____ / _____

Expiration Date: ____ / ____

Amount \$ _____

Phone Number: _____

Thank You!

Comments/Suggestions: _____



Invoice Date
05/01/2011

Account Number
[REDACTED]

Invoice Number
[REDACTED]

Detail of Current Charges

	# of Calls	Minutes	Cost
Payments			
Apr 15 ILEC ACH Payment			-92.37
Total Payments			-92.37
Credits and One-Time Charges			
Total Credits and One-Time Charges			0.00
Current Charges			
Recurring Charges			
*CTTV Standard Service			63.00
Subtotal for [REDACTED]			63.00
Urb Zn A Res Access Ln - TT			15.99
FCC Prescribed Single Line Chg			6.50
Connection Assurance			3.00
Subtotal for [REDACTED]			25.49
Total Recurring Charges			88.49
Local, State, and Federal Charges			
County Sales Tax - Champaign			0.34
E911 Fee			0.20
Federal Excise Tax			0.68
State Sales Tax			1.24
LNP End User Charge			0.41
Universal Service Fee			0.97
Total Local, State, and Federal Charges			3.84
Total Charges			92.33

(ns) " New Service " - There has been a change to your service.
Please verify that your monthly recurring charges are correct.

*These are basic dial tone charges. Failure to pay these charges by the
Payment Due Date could result in loss of basic dial tone.

Please remember to contact both CT Communications and your old
long distance company when changing your long distance carrier. In
addition, you are responsible to notify your current long distance
carrier if you make any changes to your telephone number. Please
call CT Communications Inc. at 653-4000 if you have additional
questions or wish to notify us of a change.

Truth In Billing Information for Customers:

"Non-Deniable" - Charges for which non-payment will result in
disconnection of basic local service.

To Our Valued Customer:

Beginning on May 20, 2011, the prices, service descriptions, and the
terms and conditions for services other than local flat rate service
that you are provided by The Champaign Telephone Co. 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. The Champaign Telephone Co. 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 will be able to view the company's future service
offerings online in our catalog at www.ctcn.net or you can request a
copy of this information by contacting The Champaign Telephone
Co. at 126 Scioto St., Urbana, OH 43078.

Since these services will no longer be on file with the Commission,
this means that the agreement reached between the customer and
the company will control new services or changes in service. For any
new services or changes in service, it will be important that you
carefully review and confirm the price, terms and conditions.

If you have any questions about this matter, please call The
Champaign Telephone Co. at the toll free number, 877-653-2216, or
visit us at www.ctcn.net. You may also visit the consumer
information page on the PUCO's website at puco.ohio.gov for further
information.

Sincerely,
The Champaign Telephone Co.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

5/19/2011 8:45:30 AM

in

Case No(s). 11-2943-TP-ATA

Summary: Application In the Matter of the Application of The Champaign Telephone Company to Detariff Services and make other changes related to the Implementation of Case No. 10-1010-TP-ORD electronically filed by Mr. Timothy J. Carney on behalf of The Champaign Telephone Company