
GENERAL RULES AND REGULATIONS**A. APPLICATION****1. General**

- a. The rules and regulations specified in this Tariff apply to the intrastate services and facilities furnished by the Arcadia Telephone Company in the Continental, Grover Hill and Miller City exchanges, hereinafter referred to as the Company, subject to the jurisdiction of the Public Utilities Commission of Ohio.
 - 1) Failure on the part of the customers to observe these regulations of the Company, after due notice of such failure, automatically gives the Company the privilege to discontinue the furnishing of service.
- b. The regulations or conditions contained in the Local Exchange Tariff shall govern in the event of a conflict between these general regulations and any conditions applicable to the General Exchange and Local Exchange Tariff.
- c. These tariffs cancel and supercede all other tariffs of the Company issued and effective prior to the effective dates shown on individual sheets of this Tariff.
- d. The regulations of the Company apply to the service(s) furnished by it when services and/or facilities are provided in part by this Company and in part by other companies.
- e. The customer is required to pay all charges for exchange service and for toll messages in accordance with provisions contained elsewhere in this Tariff. Bills for local exchange service are payable monthly in advance. Bills for toll service are payable in arrears. The customer is responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.

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Joel Dohmeier, Vice-President
ARCADIA, OHIO

GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF THE COMPANY

1. Availability of Facilities

- a. The Company's obligation to furnish exchange and toll telephone service is dependent upon its ability to service and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of such facilities.

2. Liability of the Company

- a. The Company shall make an adjustment to a subscriber's bill in accordance with paragraph b of this section whenever a subscriber's service is interrupted and remains out of service for more than twenty-four consecutive hours after being reported to the Company or after being found by the Company 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 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 subscriber missing a repair appointment.

The Company 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 Company 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 Company 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.

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GENERAL RULES AND REGULATIONS**B. OBLIGATION AND LIABILITY OF THE COMPANY (Continued)****2. Liability of Company (Continued)****b. (Continued)**

- 2) The Company 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.
 - 3) The Company shall provide a subscriber who experiences an out-of-service condition of ninety-six hours a credit equal to at least one month's charges for any regulated local services rendered inoperative.
- c. The Company may apply for a waiver to paragraphs a and b 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 Company. In the event an act of God exception is applied, the provisions of paragraph b 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 for purposes of determining credits to customer accounts. Each company must justify and document in its records each instance where it has applied an act of God exception.
- d. If the Company 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 Company 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.

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GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF THE COMPANY (Continued)

2. Liability of Company (Continued)

d. Such credits shall not be required where:

- 1) Special equipment or service is involved:
 - a) "Cable pairs" are not deemed to be special equipment 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 Company 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 Company 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.

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GENERAL RULES AND REGULATIONS**B. OBLIGATION AND LIABILITY OF THE COMPANY (Continued)****2. Liability of Company (Continued)****e. Missed customer appointments. (Continued)**

- 3) The credits required by paragraph e.1 do not apply when the Company 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 4901:1-1-16(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 the Company has undercharged or overcharged any subscriber as the result of a miscalculation, inaccuracy, billing, or other continuing problem under the Company'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 percent per annum, shall be reimbursed to the customer within two billing periods after the propriety of the reimbursement is confirmed.

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GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF THE COMPANY (Continued)

2. Liability of Company (Continued)

g. (Continued)

- 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 Company'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.

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GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF THE COMPANY (Continued)

2. Liability of Company (Continued)

h. Transmitting Messages

- 1) The Company does not transmit message, but offers the use of its facilities, where available, for communications between parties, subject to the regulations and conditions specified in this Tariff.

i. The customer indemnifies and save the Company harmless against the following:

- 1) Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
- 2) Any defacement or damage to the customer's premises resulting from the existence of the Company's facilities on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of negligence fo the Company or its employees.
- 3) Any accident, injury or death occasioned by its facilities when such is not due to the negligence of the Company.
- 4) Claims for libel, slander, or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or used in connection with, facilities of the Company, apparatus and systems of the customer; and against all toher claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
- 5) Liability for failure to provide service.

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GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF THE COMPANY (Continued)

2. Liability of the Company (Continued)

b. (Continued)

- 6) Any damage, injury, or death, resulting from the existence of Company-provided explosive atmosphere equipment on such premises when such damage, injury or death is not the result of negligence of the Company or its employees.
- 7) The approval by the P.U.C.O. of the foregoing language in this tariff does not constitute a determination by the P.U.C.O. that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the P.U.C.O. recognizes that since it is court's responsibility to adjudicate negligent and consequent damage claims, it is also the court's responsibility to determine the validity of the limitation of liability therefore.

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GENERAL RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES

1. Customer Service

- a. Customer telephone service, as distinguished from Public and Semi-Public Telephone Service is furnished only for use by the customer, his family, employees or representatives, persons residing in the customer's household, or guests of the customer, except as the use of service may be extended to:

- 1) Joint Users.
- 2) Guests and tenants of hotels, motels, hospitals, apartment houses and apartment hotels.
- 3) Members of a club.
- 4) Persons temporarily subleasing a customer's residential premises.
- 5) Patrons of the customer and the public in connection with automatic dialing equipment arranged for the origination of telephone calls only to pre-recorded or preset telephone numbers.
- 6) The public in connection with municipal emergency fire and police reporting stations.

2. Telephone Numbers

- a. The customer has no property right in the telephone number or any right to continuance of service from any specific central office; and the Company may assign or change the telephone number, the central office designation, or both, as is necessary in the conduct of its business.

3. Tampering With Facilities

- a. The Company may deny telephone service to any person(s) whose facilities owned by the Company shows evidence of tampering or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges for the service rendered.

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GENERAL RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES (Continued)

4. Alterations

- a. The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him necessitates changes in the Company's current charges for such changes.

5. Misuse of Company-Provided Services

- a. The Company may deny telephone service, after notification, to any person(s) who, over the facilities furnished by the Company, uses or permits to be used, foul, abusive, obscene or profane language, or in the manner which could reasonably be considered frightening to others.

6. Use for Unlawful Purposes

- a. The service is furnished subject to the condition that it shall not be used for unlawful purposes.

7. Maintenance and Repairs

- a. All costs associated with that maintenance and repair of facilities furnished by the Company will be borne by the Company, except as specified elsewhere in this tariff.
- b. The Company will be reimbursed for any loss or damage to its facilities on the customer's premises resulting from intentional destruction or any other cause, except from fire or unavoidable accidents.

8. Right of Ingress/Egress

- a. All facilities furnished by the Company, on the premises of a customer, are the property of the Company. The Company's agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the facilities or for the purpose of making collections or upon termination of the service or for the purpose of removing such facilities.

9. Unusual Installation Costs

- a. Where special requirements of the customer involve unusual construction or installation, the customer may be required to pay additional costs as provided elsewhere in this Tariff. (See "Special or Experimental Assemblies of Equipment".)

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GENERAL RULES AND REGULATIONS

D. APPLICATION OF BUSINESS AND RESIDENCE RATES

1. Business Rates Apply at the Following Locations:
 - a. In offices, stores, factories, mines and all other places of a strictly business nature.
 - b. In boarding houses (except as listed under D.2.), offices of hotels, halls, and apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools or colleges, churches, hospitals, libraries and other similar institutions (does not include dormitory rooms at schools and colleges).
 - c. At residence locations when the customer 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. This may be indicated by advertising either by business cards, newspapers, handbooks, billboards, circulars, motion picture screens, or other advertising media, 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. At residence locations where an extension station or extension bell is located in a shop, office, or other place of business.
 - e. In a residence where business and residence are in the same premises and a telephone is not installed in the business.
 - f. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under D.2.

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GENERAL RULES AND REGULATIONS

D. APPLICATION OF BUSINESS AND RESIDENCE RATES (Continued)

2. Residence Rates Apply at the Following Locations:

- a. In a private residence where business listings are not provided.
- b. In private apartments of hotels, rooming houses or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
- c. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinarian, provided the customer does not maintain an office in the residence.
- d. In college fraternity or sorority houses where individual-line service is provided.
- e. Societies, clubs, churches and organizations will be furnished service at regular rates for comparable residence service when:
 - 1) such groups are maintained primarily through the collection of dues from members;
 - 2) such groups do not engage in or benefit financially from any commercial or merchandising activity. Any group engaging in this type of activity must demonstrate, upon request, that such activity is incidental to normal operations;
 - 3) such service is maintained continuously throughout the year.

Party line services will not be furnished to such subscribers.

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GENERAL RULES AND REGULATIONS**E. ESTABLISHMENT AND FURNISHING OF SERVICE****1. Application for Service**

- a. Applications for service may be made orally or in writing. These applications become contracts up on the establishment of service. Applicants for service may be required to pay an advance payment. The terms and conditions specified for such contracts are subject to these General Regulations, the General Service Tariff and the Local Service Tariff for the exchange from which service is to be furnished.
- b. Any change in rates, regulations or conditions prescribed and approved by the Public Utilities Commission of Ohio shall act as a modification of the contract to that extent without further notice.
- c. Requests from customers for additional service may be made orally. A move from one geographic location to another within the same exchange is not considered to terminate the contract; orders for such changes may be made orally.

2. Establishing Credit

- a. 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 the 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.
- b. Telecommunications providers may require 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.

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GENERAL RULES AND REGULATIONS**E. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)****2. Establishing Credit (Continued)**

- c. 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.
 - 1) 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.
 - 2) 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.
 - 3) If an applicant for service owes 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 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.

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GENERAL RULES AND REGULATIONS**E. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)****2. Establishing Credit (Continued)****c. (Continued)**

- 4) 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.

- d. 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.

e. Deposits

- 1) The Company may, in order to safeguard its interest, require a deposit. The deposit will not exceed two hundred thirty percent (230%) of the customer's average monthly bill based upon the customer's service account billing history for the same recurring regulated charges for the class of service seeking to be established with the telecommunications provider.
- 2) Deposits for new customers are calculated pursuant to Ohio Admin. Code 4901:1-5-05(B)(1)(a) or at the above method when the customer has a service billing history.

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GENERAL RULES AND REGULATIONS**E. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)****2. Establishing Credit (Continued)**

- f. 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 (PIC) mechanism, any subsequent 1+ toll service provider under the terms of Chapter 4901:1-5 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 of the Administrative Code; or
 - 2) The subsequent toll provider, exercising its own discretion, does not require the customer to establish (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.
- g. 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. However, the subsequently PICed toll provider may accept a lower deposit, or on deposit, based upon usage, toll cap provisions in its tariff, or credit information obtained either from a credit bureau or directly from the customer.

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GENERAL RULES AND REGULATIONS**E. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)****2. Establishing Credit (Continued)**

- h. 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.
- i. 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.
- j. 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 (j)(1) within the previous six months.

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GENERAL RULES AND REGULATIONS**E. ESTABLISHMENT AND FURNISHING OF SERVICE** (Continued)**3. Payment of Charge for Service**

a. The customer will be rendered a net bill on or about the same date each month and will show at least the following information:

- 1) The billing company's name, toll free telephone number(s), and e-mail address and/or website, if applicable, for subscriber inquiries about the bill;
- 2) The subscriber's name, billing address, telephone and/or account number(s);
- 3) The date of the bill, the beginning and ending dates of the billing period, and the due date of the bill;
- 4) The current month's charges, all credits applied to the account during the current billing period, all unpaid charges from previous bills, and all late payments;
- 5) All charges for regulated competitive telecommunication services;
- 6) All charges for local extended area service calls, including any usage-sensitive charges for such calls, if applicable;
- 7) All nonrecurring, fractional, or non-basic service charges;
- 8) All charges for non-regulated services or products that appear on the subscriber's bill;
- 9) All applicable taxes and surcharges, including a brief description;
- 10) All 9-1-1 charges in a clearly identifiable manner, if applicable;
- 11) The total amount to be paid, including a statement as to how and where to pay the bill;
- 12) An explanation of codes and abbreviations used; and
- 13) 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 ww.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

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IN ACCORDANCE WITH CASE NO. 10-1010-TP-ORD and 11-3019-TP-ATA
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Joel Dohmeier, Vice-President
ARCADIA, OHIO

GENERAL RULES AND REGULATIONS**E. ESTABLISHMENT AND FURNISHING OF SERVICE** (Continued)**3. Payment of Charge for Service** (Continued)

- b. The customer is responsible for the payment of charges for all services furnished including, but not limited to, calls originated or accepted at a customer's service location.
- c. Bills are due not less than fourteen days from the date of the postmark and may be paid at the Company's business office.
- d. Payment for service will be individually categorized as local service and toll service. Any payment arrangement agreed upon by the Company and the customer must also individually categorize local service and toll service.
- e. Partial payments will be applied to regulated local service charges first, before being applied to toll charges.
- f. Failure to pay Charges for Service
 - 1) Regular Monthly Bills
 - a) A residence customer's monthly service bill which has remained unpaid for a period of more than fifteen (15) calendar days following the date of the bill, if mailed, or delivered by other means, shall be considered a delinquent bill.
 - b) A business customer's monthly service bill which has remained unpaid for a period of more than fifteen (15) calendar days following the date of the bill, if mailed, or delivered by other means, shall be considered a delinquent bill.
 - 2) Late Payment Charges
 - a) A Late Payment charge of 1.5% per month applies to all past due balances; except that the charge is not applicable until a Residential or Business customer's amount past due exceeds \$24.65.
 - b) Customers with past due balances that sign up for electronic payments will receive a one-time waiver of the late payment charge.
 - c) The Late Payment Charge will not be assessed until at least nineteen days after the postmark on the customer's bill. The Late Payment Charge will not apply to any portion of the bill that is in bona fide dispute, any previous late payment fees included in the amount due, or to service establishment charges for lifeline services.
 - d) Final collection procedures, temporary disconnection of service, and the requirements for deposit are unaffected by the application of a late charge. The late payment charge does not extend the time for payment or otherwise enlarge or change the rights of the customer. Notice of intention to pay late will not avoid this charge.

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GENERAL RULES AND REGULATIONS**E. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)****3. Payment of Charge for Service (Continued)****g. Denial or disconnection of local and toll service**

- 1) Local service may only be disconnected for subscriber nonpayment of charges for local services regulated by the commission. Local service is defined as every regulated service provided by the Company other than toll service and 900 and 976-like services.
- 2) Toll service may be disconnected for subscriber nonpayment of toll service, subject to the following conditions:
 - a) Toll disconnection procedures shall comport with all applicable billing, notice, credit/deposit, and disconnection standards set forth in this tariff.
 - b) 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.
- 3) 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 non-regulated 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.
- 4) 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:
 - a) A violation of or noncompliance with the telecommunications provider's rules or tariffs on file with the commission;
 - b) A failure to comply with municipal ordinances or other laws pertaining to telecommunications services; or
 - c) A refusal by the subscriber to permit the Company access to its facilities.

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GENERAL RULES AND REGULATIONS**E. ESTABLISHMENT AND FURNISHING OF SERVICE** (Continued)**3. Payment of Charge for Service** (Continued)**g. Denial or disconnection of local and toll service** (Continued)

- 5) 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 within this tariff.
- 6) 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.
- 7) No notice is required prior to disconnection when:
 - a) An emergency may threaten the health or safety of a person, or the Company's distribution system. If service is disconnected, the company shall act promptly to restore service as soon as possible;
 - b) 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
 - c) A subscriber tampers with facilities or equipment owned by the telecommunications provider.
- 8) 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 Company 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.
- 9) When a residential subscriber's local service is disconnected for nonpayment, the Company shall maintain the subscriber's access to emergency services for a period of at least fourteen days following such disconnection.

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GENERAL RULES AND REGULATIONS

E. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

3. Payment of Charge for Service (Continued)

g. Denial or disconnection of local and toll service (Continued)

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

- a) 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;
- b) 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;
- c) 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
- d) Failure to pay any non-regulated service charges.

11) Payment schedule and disconnection procedures for nonpayment.

- a) 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.
- b) The Company shall not disconnect the service:
 - 1. Sooner than fourteen days after the due date of the bill; and
 - 2. Without sending a written notice of disconnection, postmarked at least seven days prior to the date of disconnection of service.
- c) 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.

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GENERAL RULES AND REGULATIONS**E. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)****3. Payment of Charge for Service (Continued)****g. Denial or disconnection of local and toll service (Continued)****12) A notice of disconnection for nonpayment shall state the following:**

- a) Failure to pay the amount required to the company by the date specified on the notice may result in the disconnection of local or toll services;
- b) The earliest date when disconnection will occur;
- c) 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);
- d) The total amount due to avoid disconnection of local service as defined in paragraph (1) of this rule, which must be listed separately from regulated toll and charges for unregulated services;
- e) The total amount due for toll charges and a statement that nonpayment of toll charges may result in the disconnection of toll service;
- f) The total amount due for non-regulated charges and a statement that nonpayment of such charges cannot result in the disconnection of local service or regulated toll service;
- g) The address and telephone number of the office of the telecommunications provider that the subscriber may contact in reference to the subscriber's account;
- h) The following statement:
If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Arcadia Telephone Company, 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 or for TDD/TTY toll free at 1-800-686-1570 from 8:00 a.m. to 5:30 p.m. weekdays, or visit www.puco.ohio.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 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

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GENERAL RULES AND REGULATIONS

E. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

3. Payment of Charge for Service (Continued)

g. Denial or disconnection of local and toll service (Continued)

12) A notice of disconnection for nonpayment shall state the following:

- i) 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.**

13) Reconnection of local and toll service.

- a) 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:
 - 1. 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**
 - 2. Agreement by the company and the subscriber on a deferred payment plan and a payment, if required, under the plan.****
- b) 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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GENERAL RULES AND REGULATIONS**E. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)****3. Payment of Charge for Service (Continued)****h. Failure to Pay Charges for Service****1) Toll Blocking for Non-Payment of Toll Charges**

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

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

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

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

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GENERAL RULES AND REGULATIONS**E. ESTABLISHMENT AND FURNISHING OF SERVICE** (Continued)**4. Telephone Directories****a. Distribution and Content**

- 1) The Company will furnish the customer one (1) copy of its directory, containing white page listings for all published telephone numbers within that customer's calling area, for each main station or trunk and upon request, additional directories not to exceed the total number of Company owned stations provided under this Tariff. Additional directories will be provided at a charge set forth in the International Telephone Directory price list. The directory will normally list the name, address, and telephone number of all customers located in the serving exchange, except the non-published and non-listed numbers omitted at the customer's request, and will be revised at least once every fifteen (15) months, except when known. Service changes may require rescheduling of the directory issue date. The Company will provide one (1) copy of each directory issue to the Public Service Commission.
- 2) The front pages of the directory will also include the following:
 - a) The Company name
 - b) The exchange areas that are included in the directory
 - c) Emergency number (i.e., police and fire)
 - d) Information to facilitate the use of long distance service, including rate periods prescribed for such service.
 - e) A brief outline of the customer's rights and responsibilities, written in an understandable language.
 - f) Instructions for placing long distance calls.
 - g) Instructions to call repair service.
 - h) Instructions to call Directory Assistance.
 - i) Instructions to call the Company business office.

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GENERAL RULES AND REGULATIONS

E. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

4. Telephone Directories (Continued)

a. Distribution and Content (Continued)

- 3) Directory information will also be made available to the directory assistance or intercept operators (except numbers non-listed and non-published at the customer's request). New or changed listings will normally be provided to the directory assistance and intercept operators within two (2) normal working days after the connection or change of service excluding weekends and holidays.

b. Ownership and Use

- 1) Directories furnished to customers remain the property of the Company and are provided to customers as an aid in the use of the telephone service. The Company reserves the right to charge for directories issued in replacement of directories. No auxiliary cover, except such as may be provided by or authorized by the Company, shall be used on any directory furnished by this Company.

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GENERAL RULES AND REGULATIONS**F. TERMINATION OF SERVICE****1. At Customer's Request**

- a. The Company will discontinue service and remove it's equipment upon request of the customer, and:
 - 1) The customer shall remain responsible for all service used and the billing therefore until service is disconnected pursuant to such notice.
 - 2) After requested by the customer the company will disconnect the service and the customer will not be liable for any service rendered to that address after the disconnect date.
 - 3) The customer shall not charge service to authorize the charging of service to any account which has been disconnected at the customer's request or otherwise. A customer shall be responsible for any service he or she charges or authorize charged to such an account in violation of the prohibition in the foregoing sentence.
- b. Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished plus any termination charges which might be applicable.
- c. Where a contract for service with a one (1) month minimum period is canceled before establishment of the service is completed, a charge not to exceed the service charge specified is applied if all or a portion of the facilities has been installed.
- d. No minimum or termination charge will apply (unless otherwise stated specifically in this Tariff) where a new customer takes over the service of the former customer, provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
- e. No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction or damage to property by fire or other cause beyond the control of the customer.

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GENERAL RULES AND REGULATIONS

G. MINIMUM CONTRACT PERIODS

1. Except as specified elsewhere in this Tariff, the minimum contract period is one (1) month from the date service or additions to service are established and the minimum charge is the authorized rate for one (1) month. For purposes of rate administration, each month is considered to have thirty (30) days.
2. The Company may require a contract period longer than one (1) month at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service. If a contract period is longer than one (1) month, the terms of the contract will be put in writing and signed by the customer and a representative of the company.

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GENERAL RULES AND REGULATIONS

H. SPECIAL CONSTRUCTION

1. Extension of Facilities

- a. The Company will apply the terms and conditions set forth in the following paragraphs for the extension of its facilities.

1) Public Right-Of-Ways

- a) Line extensions may be made pursuant to P.U.C.O. Administrative Order 154 – (1/2 mile construction cost at Company expense, all excess construction cost to be borne by prospective subscriber or subscribers).

2) Private Right-Of-Ways

- a) Construction of plant facilities on private property to be used in servicing an individual subscriber will be furnished by the Company at a charge to the subscriber at the actual cost of the time, material and overheads for such pole, except that the Company will furnish as many as two poles or 400 feet of underground plant without charge to the subscriber provided the plant thus furnished is used to carry main line circuits. Ownership and maintenance of such poles is vested in the Telephone Company.
- b) Plant construction on private property to be used as part of the standard distributing plan serving subscribers in general are furnished, maintained, and owned by the Company.
- c) Circuits on private property are furnished, owned and maintained by the Company.

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GENERAL RULES AND REGULATIONS**H. SPECIAL CONSTRUCTION (Continued)****1. Extension of Facilities (Continued)****a. (Continued)****3) Subdivisions and Apartment Complexes**

- a) The Company has the right to require a deposit from a developer in order to cover the cost of installing complete telephone facilities in developments that are under construction. Charges will be applied in accordance with paragraph H.2.a.
- b) The developer shall have the property cleared of trees, tree stumps, paving and other obstructions, staked to show property lines and final grade, and graded within six (6) inches of the final grade, all at no charge to the Company.
- c) The deposit shall be returned to the developer on a prorate basis at either quarterly or annual intervals on the basis of installation of service to customers. The refundable portion of the deposit shall bear interest at the rate of seven percent (7%) per annum.
- d) Any amount due the Company under the above paragraphs may be withheld when the deposit is being returned to the developer.
- e) Any portion of the deposit remaining unrefunded five (5) years from the date the Company is first ready to furnish service from the facilities extended may be retained by the Company as liquidated damages and credited to the appropriate account.
- f) If pole attachments are made in lieu of new construction costs, the Company may charge the customer(s) the expense of rental charges for such attachments.
- g) Except as provided in filed tariffs, the ownership of all facilities constructed, as herein provided, shall be vested in the Company and no portion of the expense assessed against the applicant(s) shall be refundable by the Company.

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GENERAL RULES AND REGULATIONS

H. SPECIAL CONSTRUCTION (Continued)

2. Underground

- a. Costs associated with providing underground entrance facilities will be paid by the customer except under the following conditions:
 - 1) When it is determined that the provision of such facilities is more economical than aerial facilities.
 - 2) When all of the Company's facilities are underground.
- b. The costs associated with customer requests for a relocation of underground entrance facilities or a change from aerial to underground entrance facilities will be paid by the customer.
- c. Underground distribution facilities may be provided in certain areas, if requested prior to furnishing of services, provided satisfactory arrangements can be made with the contracting party involved and where such facilities are economically practical.
- d. Charges
 - 1) Charges to be paid by the customer for underground entrance facilities will be based upon the actual cost of constructing such facilities less the estimated cost of constructing aerial facilities which are normally provided.
 - 2) Charges to be paid by the customer for relocation of underground entrance facilities or change from aerial to underground entrance facilities will be based upon the actual costs associated with such relocation or change.
 - 3) Where the Company is requested to provide conduit, trenching, backfilling, grading or leveling in situations where they are normally customer-provided, the customer will be charge the actual cost for providing such conduit, trenching, backfilling, grading, or leveling.

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GENERAL RULES AND REGULATIONS**I. SPECIAL OR EXPERIMENTAL ASSEMBLIES OF EQUIPMENT****1. Miscellaneous Experimental Equipment**

- a. Because inventions, innovations, and equipment modifications frequently change services that may be offered, as will customer demands for services, the Company reserves the right, at its option, to offer any such services not covered by rates in this tariff to its customers initially at rates developed on a carrying-charge basis. Subsequently, after experience in maintenance, customer demand, etc., has been gained by the Company, formal rates and charges will be filed with the Commission. This paragraph shall include items of a special service nature within the Company's exchanges which are not covered by existing special service agreements with other telephone companies.

2. Special Assemblies of Equipment

- a. Special assemblies of equipment for which provision is not otherwise made in this Tariff, may be provided where practicable if not detrimental to any of the services furnished by the Company.
 - 1) The charge for such facilities may be in the form of an installation charge, a monthly charge, a termination charge or any combination thereof and will include, when applicable, one or more of the following estimated expense items associated with the special equipment or service provided.
 - a) Maintenance expense
 - b) Depreciation expense – including reusable and non-recoverable items
 - c) Administration expense
 - d) Taxes – including federal income tax
 - e) Any other specific items of expense that may be associated with the facility provided
 - f) A reasonable return on investment

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GENERAL RULES AND REGULATIONS

I. SPECIAL OR EXPERIMENTAL ASSEMBLIES OF EQUIPMENT (Continued)

2. Special Assemblies of Equipment (Continued)

a. (Continued)

2) The estimated installation cost used in derivation of the various expense items shall include the following:

- a) Material
- b) Material Overhead
- c) Installation Labor
- d) Installation Labor Overhead

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GENERAL RULES AND REGULATIONS**J. LOCAL SERVICE GUARANTEE CREDIT**

1. The Company will provide a one (1) month local service guarantee credit, which includes all recurring items of local service billed on the customer's current bill, when the Company fails to provide specified levels of customer service. This program provides for credits to all residential and single line business customer's bills when the Company does not meet the service standards outlined below:

- a. Missed Service Installations: If the Company fails to provide new install within 5 business days of receiving an application for new service, or by a requested date, when at least 5 business days notice has been given, the Company will waive 50% of all regulated non-recurring installation charges. If failure to install within 10 days, 100% waiver of charges.

If the Company fails to meet an installation appointment, it shall waive 50% of regulated non-recurring install charges.

- b. Missed Service Commitment: The customer will be given a one (1) month local service credit if the Company fails to meet a commitment and has not notified the customer 24 hours prior to the agreed time and date. This would apply to such services as changes to custom calling features, provision of optional calling plans and other similar requests.

The credit will not apply if the customer could not be reached by telephone and a notice was left in a conspicuous place 24 hours prior to the commitment date and time, the customer did not make the meeting, or "out of service" conditions exist resulting from natural disasters, or circumstances beyond the control and knowledge of the Company.

- c. Service Outages of More Than 24 Hours: A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to restore basic exchange telephone service within 24 hours after the interruption was reported to or discovered by the Company.

The credit will not apply if premise access is required and neither the customer nor a representative was available at the customer premise and the Company left a notice in a conspicuous place, or the customer had been disconnected for nonpayment of a bill or request for a deposit, or "out of service" conditions exist resulting from natural disasters, or circumstances beyond the control and knowledge of the Company.

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GENERAL RULES AND REGULATIONS**J. LOCAL SERVICE GUARANTEE CREDIT (Continued)****1. (Continued)**

- d. Repeat Customer Requests: A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to accommodate the customer's request the first time and this causes the customer to make a second request within thirty (30) days. Examples of requests which may require multiple business office contacts by a customer include those for billing name and address changes, directory listing changes, requests for credit cards or directories, requests for adjustments, repeat reports of service problems, and moves of cable or drop wires.

This credit will not apply to requests beyond the control of the Company and when the Company has notified the customer.

- e. Credit is NOT applicable to:

Claims for credit by customers who have been temporarily disconnected for nonpayment or are requesting reconnection from a temporary disconnect for nonpayment.

Misuse or abuse of the Company owned facilities, or if the problem is found to be associated with the customer's inside wiring or the customer's premise equipment.

Outages of more than 24 hours that are a result of natural disasters or circumstances beyond the control and knowledge of the Company, that occur within 24 hours of the due date where the Company could not obviously notify the customer nor perform the necessary service. Such example is where there has been a storm or other catastrophe that has caused a large number of customers to lose telecommunications services and/or other similar utility type services.

- f. Local Service Guarantee Credit includes all recurring items of local service billed on the customer's current bill.

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ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

A. GENERAL

1. When requested by local government authorities, and subject to the availability of facilities, the Arcadia exchange of Arcadia Telephone Company, will provide a universal number "E911" for the use of Public Safety Answering Points (PSAP's) engaged in assisting local government in the protection and safety of the general public. Use of the "E911" number will provide each caller with telephone access to the appropriate local PSAP.

B. REGULATIONS

The regulations set forth below apply to "Enhanced 911" service, hereinafter referred to as 911 service.

1. Application for 911 service shall be executed in writing by each participating local government authority or their duly appointed agent. If application is made through an agent of the local government authority, the Company shall be provided with evidence, satisfactory to the Company, of the appointment and establishment of service. As a minimum, both police and fire departments in each local government authority must participate in any 911 service and participation shall be in the same 911 service.
2. The 911 service customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental unit to whom authority has been legally delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire and other services with the telephone central office areas arranged for 911 service calling.

ISSUED: May 19, 2011

EFFECTIVE: May 19, 2011

IN ACCORDANCE WITH CASE NO. 10-1010-TP-ORD and 11-3019-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Joel Dohmeier, Vice-President
ARCADIA, OHIO

ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

B. REGULATIONS (Continued)

3. Each participating local governmental authority must furnish to the Company its written agreement, duly executed, by which it shall agree to:
 - a. Provide sufficient personnel to staff the PSAP on a 24 hour continuous basis.
 - b. Accept responsibility for dispatching or referring, forwarding, or transferring, 911 calls to other participating local government authorities for the dispatch of police, fire, ambulance, or other emergency services to the extent such services are reasonably available.
 - c. Subscribe to additional local exchange service, at the PSAP location, for administrative purposes, for placing outgoing calls and for receiving other emergency calls, including calls which might be relayed by an operator.
 - d. Make operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Telephone Company in the event the system is not functioning properly.
4. The service is limited to the use of central office telephone number 911 as the emergency number. Only one 911 service will be provided within any government agency's locality.
5. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
6. E911 Service is arranged only for one-way incoming service to an appropriate PSAP. Outgoing calls can only be made on a transfer basis.
7. Information contained in the Company's data base management system will be maintained for 911 service and will be used exclusively for this purpose.

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ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

B. REGULATIONS (Continued)

8. E911 Service information consisting of the name, address, and telephone number of customers who subscribe to non-published telephone service is confidential and the PSAP agency agrees to use such information only for the purpose of responding to emergency 911 service calls. No liability for damages arising from disclosure of a non-published telephone number shall be attached to the Company.
9. Any party residing within the 911 service serving area forfeits the privacy afforded by non-published telephone numbers to the extent that the customer's name, telephone number, and address associated with the originating station location are furnished to the PSAP.
10. Because the Company's authorized service area boundary and political subdivision boundary may not coincide, the customer must make arrangements to handle all calls received on 911 service lines that originate from all telephones served by the Arcadia Telephone Company, whether or not the calling telephone is situated on property within the geographical boundary of the customer's public safety jurisdiction.
11. The customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to a 911 Service PSAP by calling parties.
12. The number of trunks to the "lead" LEC shall be as required by the County 911 Emergency Telephone Number System Plan.
13. The calling party is not charged for calls placed to the E911 number, however, regular message toll charges will be applied to the PSAP line, where appropriate, for messages transferred by a PSAP over exchange facilities from the central office serving the PSAP initiating the transfer to the point of termination of the transfer, if located outside the local calling area of the exchange.
14. The Company does not undertake to answer and forward E911 service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

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ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

C. E911 SERVICE FEATURES

1. Automatic Number Identification (ANI):

A feature by which the calling party's telephone number is forwarded to the E911 Control office and to the PSAP's display and transfer units.

D. RATES AND CHARGES

1. E911 service is provided to residents who subscribe to local exchange telephone service. The rate for this service will be indicated for the appropriate count on the County Rate List below.

<u>County</u>	<u>Current 911 Subscriber Charge</u>	<u>Implementation Date for 911 Service</u>	<u>Initial Case No. for 911 Implementation</u>	<u>Most Current Case No. for 911 Review</u>
Hancock	\$0.35	12/15/94	94-1200-TP-EMG	94-1200-TP-EMG

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LOW-INCOME ASSISTANCE PROGRAMS

A. LIFELINE ASSISTANCE

1. General

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

- a. A waiver of the Federal Subscriber Line Charge
- b. A waiver of the Federal Universal Service Charge
- c. A recurring discount equal to the maximum contribution of federally available assistance will be applied to the monthly basic local exchange service charge; at no time should the discounts cause the monthly basic local exchange rate to be less than zero
- d. Free toll limitation services (e.g., toll blocking, toll control, and 900/976), upon customer's request
- e. A waiver of the Telephone Company's service deposit requirement.
- f. Customers have the option to purchase Call Waiting and an option for other features upon self-certification that the feature is for medical and/or safety reasons per Ohio Adm. Code 4901:1-4-06(b)(1)(c).
- g. Credits of 100% of all non-recurring service order charges for commencing service.

2. Regulations

- a. Lifeline Assistance is available to residential customers who are currently participating in one of the following assistance programs:
 - 1) Medical Assistance (Medicaid), including any state programs that might supplant Medicaid;
 - 2) Food stamps;
 - 3) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
 - 4) Supplemental Security Income – blind and disabled (SSDI);
 - 5) Federal public housing assistance, or Section 8;
 - 6) Home Energy Assistance Program (HEAP);
 - 7) National School Lunch Free Lunch Program (NSL);
 - 8) Household income at or below 150% of the poverty level;
 - 9) Ohio Works First/ Temporary Assistance for Needy Families (TANF); or
 - 10) General Assistance including disability assistance (DA)
- b. 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.
- c. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

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LOW-INCOME ASSISTANCE PROGRAMS

A. LIFELINE ASSISTANCE (Continued)

2. Regulations (Continued)

- d. 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 2.a., above; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the carrier if the customer ceases to participate in such program or programs. If a customer is applying for both Lifeline and Link Up, such customer may utilize the same document to verify eligibility for both programs. If the customer is applying for Lifeline based on income (Section 2.a.8), examples of income documentation would be 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document.
- e. The Telephone Company shall perform a verification audit of a customer receiving Lifeline Assistance.
- f. The Lifeline discounts and waivers apply to only one access line per household.
- g. Participants in Lifeline may subscribe to Call Waiting at tariffed rates. Customers have the option to purchase other features for medical and/or safety reasons. Requests to purchase other features must be signed by the customer self-certifying that the feature is necessary for medical and/or safety reasons. Existing Lifeline customers that have optional features prior to the adoption of the Telephone Company's alternative regulation plan will be grandfathered into the Lifeline program so long as the customer makes no changes whatsoever to their existing local exchange service.
- h. 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 from 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.

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LOW-INCOME ASSISTANCE PROGRAMS

A. LIFELINE ASSISTANCE (Continued)

3. Enrollment Process for Program and Income Eligibility

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 the customer's eligibility within 30 days.
- c. If the customer is eligible for the Lifeline discount, and the application was returned within 30 days of requesting the discount, the Company will credit the customer's bill retroactive to the date of the customer's request for Lifeline Service.
- d. If the customer is eligible for the Lifeline discount, but the application was returned after 30 days, the Company will apply the discount to the customer's bill effective on the date eligibility is proved.
- e. 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 Lifeline discounts.

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.
- 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, and the application was returned within 30 days of requesting the discount, the Company will credit the customer's bill retroactive to the date of the customer's request for Lifeline Service.

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LOW-INCOME ASSISTANCE PROGRAMS

A. LIFELINE ASSISTANCE (Continued)

3. Enrollment Process for Program and Income Eligibility (Continued)

New Customers (Continued)

- d. If the customer is eligible for the Lifeline discount, but the application was returned after 30 days, the Company will apply the discount to the customer's bill effective on the date eligibility is proved.
- e. 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 Lifeline discounts.

4. Income Eligibility

- a. The Telephone Company must verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification must be performed within 30 days of a customer's service establishment. Examples of documentation would include 1) a prior year's state or federal income tax return; 2) the current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document.
- b. If the customer is eligible for the Lifeline discount, and the application was returned within 30 days of requesting the discount, the Company will credit the customer's bill retroactive to the date of the customer's request for Lifeline Service.
- c. If the customer is eligible for the Lifeline discount, but the application was returned after 30 days, the Company will apply the discount to the customer's bill effective on the date eligibility is proved.

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LOW-INCOME ASSISTANCE PROGRAMS

A. LIFELINE ASSISTANCE (Continued)

4. Income Eligibility (Continued)

- d. 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 Lifeline discounts.
- e. Written notification must include 1) the earliest date termination of Lifeline benefits will occur if the customer has been receiving the benefits or the last date the customer has to provide documentation to prove eligibility to receive the benefits; 2) the reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and 4) a statement consistent with the disconnect notice set forth in Chapter 4901: 1-5, O.A.C., explaining who customers may contact in the event of a dispute.

5. Verification for Continued Eligibility

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

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LOW-INCOME ASSISTANCE PROGRAMS

B. LINK UP

1. General

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

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

2. Regulations

- a. Link Up Assistance is available to residential customers who are currently participating in one of the following assistance programs:
 - 1) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
 - 2) Food stamps;
 - 3) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
 - 4) Federal public housing assistance, or Section 8;
 - 5) Home Energy Assistance Program (HEAP);
 - 6) National School Lunch Free Lunch Program;
 - 7) Household income at or below 150% of the poverty level; or
 - 8) Ohio Works First/ Temporary Assistance for Needy Families (TANF)

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LOW-INCOME ASSISTANCE PROGRAMS

B. LINK UP (Continued)

2. Regulations (Continued)

- b. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in Section 1, above.
- c. 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 2.a., 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 2.a.7.), examples of income documentation would be 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document.
- d. 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.
- e. Link Up customers are not restricted on the optional services to which they may subscribe.
- f. If a customer disagrees with the Company's findings regarding eligibility for Link Up, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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LOW-INCOME ASSISTANCE PROGRAMS

C. SERVICE CONNECTION ASSISTANCE

1. General

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

- 1) Waiver of applicable deposit requirements under Section 4 of this tariff.
- 2) Full or partial up to \$60.00 waiver of applicable service connection charges for establishing or re-establishing local exchange service as described in Section 1 of this tariff (Service Connection Assistance does not apply to network wiring charges).

2. Regulations

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

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

- b. The Telephone Company shall require, as proof of eligibility for Service Connection Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section 2.a., above; identifying the specific program or programs from which the customer receives benefits.

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LOW-INCOME ASSISTANCE PROGRAMS

C. SERVICE CONNECTION ASSISTANCE

2. Regulations (Continued)

- c. Customers of Service Connection Assistance cannot be a dependent (as defined by the Federal Income Tax Code) under the age of 60.
- d. Service Connection Assistance is available for all grades of service.
- e. Service Connection Assistance is available for a single telephone line at the customer's principal place of residence.
- f. Service Connection Assistance shall be available to eligible customers not more than once in a one-year at the same address. Customers must pay or make arrangements to pay to the Telephone Company any outstanding bills for regulated telephone services in the customer's name, and no other member of the household may own money for such services previously provided at the customer's current address.
- g. Service Connection Assistance customers are not restricted on the optional services to which they may subscribe.

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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. 8 in its entirety. The Applicant currently has two additional tariffs that appear on the Commission's website:

- 1) Access Tariff, PUCO No. 1: This tariff **remains in effect and does not change.**
- 2) Billing and Collections Tariff, PUCO No. 1: This tariff **remains in effect and does not change.**

EXHIBIT D

(Customer Notices)

The customer notices accompanying the affidavit attached hereto as Exhibit E were mailed to customers on April 27, 2011. In addition, on April 27, 2011 the notices were forwarded to the Commission-provided electronic mailbox (Telecomm-Rule07@puc.state.oh.us) in accordance with the Entry issued January 19, 2011 in Case No. 10-1010-TP-ORD.

EXHIBIT E

(Affidavit)

CUSTOMER NOTICE AFFIDAVIT

AFFIDAVIT

I, Rachelle A. Ladwig, am an authorized agent of the applicant corporation, Arcadia Telephone Company, 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 direct mail on April 27, 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/ Rachelle A. Ladwig, Sr. Administrator-Tariffs
May 19, 2011



525 Junction Rd,
Madison, WI 53717
www.tdstelecom.com

April 27, 2011

[REDACTED]
[REDACTED]
[REDACTED]

SERVICE AGREEMENT NOTIFICATION CHANGE

Beginning on May 19, 2011, the prices, service descriptions, and the terms and conditions for services other than local flat rate service that you are provided by Arcadia Telephone Company 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. Arcadia Telephone Company 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 in a catalog online at www.tdstelecom.com or you can request a copy of this information by contacting the Arcadia Telephone Company at 1-888-CALL-TDS.

Since these services will no longer be on file with the Commission, this means that the agreement reached between you 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 Arcadia Telephone Company at the toll free number, 1-888-CALL-TDS, or visit us at www.tdstelecom.com. You may also visit the consumer information page on the PUCO's website at puco.ohio.gov for further information.



525 Junction Rd,
Madison, WI 53717
www.tdstelecom.com

April 27, 2011

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

SERVICE AGREEMENT NOTIFICATION CHANGE

Beginning on May 19, 2011, the prices, service descriptions, and the terms and conditions for services other than a primary line provided by Arcadia Telephone Company 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. Arcadia Telephone Company 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 in a catalog online at www.tdstelecom.com or you can request a copy of this information by contacting the Arcadia Telephone Company at 1-888-CALL-TDS.

Since these services will no longer be on file with the Commission, this means that the agreement reached between you 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 Arcadia Telephone Company at the toll free number, 1-888-CALL-TDS or visit us at www.tdstelecom.com.

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in

Case No(s). 90-5003-TP-TRF

Summary: Tariff Application to Detariff Services (Part 3 of 3) electronically filed by Ms.
Rachelle A Ladwig on behalf of ARCADIA TELEPHONE COMPANY ASSOCIATE MANAGER