

EXHIBIT B
(Proposed Revised Tariff Pages)

OAKWOOD TELEPHONE COMPANY
OHIO
P.U.C.O. NO. 4

Original Title Sheet

OAKWOOD TELEPHONE COMPANY
BASIC LOCAL EXCHANGE SERVICE TARIFF

NOTE: This tariff P.U.C.O. No. 4 cancels and supersedes Oakwood Telephone Company
Tariff P.U.C.O. No. 3.

ISSUED: May 19, 2011

EFFECTIVE: May 19, 2011

IN ACCORDANCE WITH CASE NO. 10-1010-TP-ORD and 11-3022-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Joel Dohmeier, Vice-President
OAKWOOD, OHIO

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TARIFF DESCRIPTION

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

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

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

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

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EXCHANGE RATES

A. EXCHANGE RATES AND THEIR APPLICATIONS

The classifications and rates set forth in this section apply to the total service area of the Oakwood Telephone Company. The authorized rates entitles subscribers to toll free calling to subscribers of the Arthur Mutual Telephone Company, the Grover Hill and Continental Exchanges of the Continental Telephone Company in addition to other subscribers of the Oakwood Exchange.

	Monthly Rate ^{1/2/}	
	<u>Current</u>	<u>Maximum</u>
<u>RESIDENCE</u>		
One Party – 1st Line	\$12.77	\$12.77
One-Party – 2nd & 3rd Line, each	12.77	25.54
One-Party – 4 or more Lines, each	12.77	None
<u>BUSINESS</u>		
One Party – 1st Line	21.07	21.07
One-Party – 2nd & 3rd Line, each	21.07	42.14

^{1/} Includes Tel-Touch Service.

^{2/} Effective August 6, 2007, the rates for residential and business customers who do not have Tel-Touch Service will be grandfathered and will see no change in their monthly rate. Any subsequent change to service made by such grandfathered customer, however, will result in the loss of the grandfathering exception and will require that customer to upgrade to Tel-Touch service.

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EXCHANGE RATES

B. PAYSTATION SERVICE

1. General

Paystation Service provides telephone service to a customer-leased or owned paystation with or without coin collecting devices. A Paystation Access Line permits providers of such service to provide pay telephone service to the public.

2. Rules and Regulations

- a. Paystation Service will be considered a business service for the purpose of applying the terms, rates and conditions found elsewhere in this tariff.
- b. Only one paystation instrument may be connected to each Paystation Access Line.
- c. The customer shall be responsible for the installation, operation and maintenance of any paystation instrument used in connection with this service.
- d. Requests to Directory Assistance Service originated from paystations will be charged the applicable rate of the Directory Assistance Service Provider.
- e. Coin-free operator and emergency 911 access must be available from all paystations.
- f. The customer is responsible for the provision of booths, shelves, directories and all other ancillary equipment.
- g. The demarcation point between Company facilities will generally be the minimum point of entry at the customer's premises. A Standard Network Interface will be installed at the location determined by the Company which is accessible to both the customer and the Company.
- h. The Company shall not be liable for shortages of coins collected and deposited at the customer's paystation instrument.
- i. The Company reserves the right to disconnect service when the paystation provider does not comply with the F.C.C. and state rules and regulations related to paystation service.

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EXCHANGE RATES

B. PAYSTATION SERVICE (Continued)

2. Rules and Regulations (Continued)

- j. Coin Supervision is a service that provides signaling capability from the central office for paystations that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control.

3. Rates and Charges

	<u>Monthly Rate</u>
a. Paystation Access Line ¹	\$21.07
b. Coin Supervision	\$7.20

- ¹ Installation, move and change charges will be those applicable to business service.

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EXCHANGE RATES

C. TEL-TOUCH¹

This service more commonly known as pushbutton dialing will be offered to subscribers in the Oakwood exchange area. There will be no distinction between business and/or residence rates.

	Monthly Rate	
	<u>Current</u>	<u>Max</u>
Tel-Touch Service	\$1.50	\$1.50

- ¹ Tel-Touch service is now part of the local access line rates shown elsewhere in this tariff. Effective August 6, 2007, this service will be grandfathered to current customers. Any subsequent change to service made by such grandfathered customer, however, will result in the loss of the grandfathering exception and will require that customer to upgrade to Tel-Touch service.

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EXCHANGE RATES

D. PER CALL BLOCKING

Enables customers to prevent the disclosure of their telephone number or name and number on a per call basis to the called party. This disclosure of the calling party's number or name and number can be prevented on a per call basis by dialing *67 (1167 from a rotary phone) before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone number or name and number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number or name and number. Per Call Blocking is provided to all customers at no charge.

Per Call Blocking will be provided on calls originating from paystations used by the general public and party lines.

E. MILEAGE CHARGES (Residence Only)

1. General

Mileage Charges apply in the provision of residential off-premises lines on continuous or non-continuous property. Mileage will be measured on an air-line basis.

2. Rates

	<u>S&E Code</u>	<u>Monthly Rate</u>
a. Off-Premises Access Line Service, first ¼ mile or fraction of facility provided	MCXLA	\$3.60
1) On Continuous Property of same customer -- not in the same building,		
a) per ¼ mile or fraction	MCXLB	1.20
2) Not on continuous property of same customer -- not in same building		
a) per ¼ mile or fraction	MCXL2	1.80

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EXCHANGE RATES

E. MILEAGE CHARGES (Residence Only) (Continued)

3. Conditions and Limitations

- a. Measurement of mileage as applied in this tariff on an air-line basis.
- b. Mileage for off-premise station line service as set forth above is applicable to all residential grades of service provided in the exchange.
- c. Mileage Charges are based upon air-line mileage between the locations of the main and off-premise access line, or from the central office to the off-premise line, whichever is the least distance.

F. DIRECTORY ASSISTANCE

1. General

Directory Assistance Service gives customers access to telephone numbers of individuals or businesses by dialing 555-1212, 4-1-1 or 1-4-1-1.

2. Definitions

- a. Local numbers are any NPA/NXXs within the customer's local calling area or home NPA.
- b. National numbers are any NPA/NXXs within the United States, Canada, Puerto Rico and the U.S. Virgin Islands, but outside the customer's local calling area or home NPA.
- c. International numbers are numbers from outside the United States, Canada, Puerto Rico, and the U.S. Virgin Islands.

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EXCHANGE RATES

F. DIRECTORY ASSISTANCE SERVICE (Continued)

3. Regulations

- a. A maximum of two requested telephone numbers is allowed per call.
- b. Call Allowances are not transferable between separate services of the same individual or firm.
- c. Rates will apply based on the NPA/NXX requested.
- d. Call allowances apply to requests for local numbers only.

4. Rates

The following rates apply for Directory Assistance Service.

	<u>Rate</u>
a. Local Direct Dialed, First call	No Charge
b. Local Direct Dialed, Each add'l call	
Residence	\$0.61
Business	\$0.85
c. Local placed through "O" Operator, Each call	
Residence	\$0.68
Business	\$0.98
d. National Direct Dialed, per call	\$0.65
e. International Direct Dialed, per call	\$1.50

5. Exemptions

- a. Charges for Directory Assistance Service for requests of a local or national numbers are not applicable to calls placed from the following.
 - Public or Semi-public telephones;
 - Hotels and Motels;
 - Hospitals; or by
 - customers whose physical, visual, or reading handicaps prevent them from using the telephone directory;

Calls requesting international numbers will be charged the applicable rate.

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EXCHANGE RATES

G. SPECIAL SERVICE AND FACILITIES (Residence Only)

1. General

Special service and facilities, not ordinarily used in furnishing of telephone service and not otherwise mentioned in, provided for or contemplated by the tariff schedules of the Telephone Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, not to exceed one year, provided such special service or facility or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Telephone Company.

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SERVICE CONNECTION CHARGES

A. SERVICE CHARGES

1. A residential service charge consisting of more than one of the charges shown in this section is applicable for the following activities undertaken at customer request:
 - a. Connections
 - b. Changes
2. Residential service charges are in addition to all other applicable rates and charges associated with the service being provided. All business service charges are based on time and material and are calculated on actual cost of the installation.
3. Payment of Service Charges
 - a. Service charges for the initial establishment of residential or business service are due and payable in advance or on the first billing cycle after installation date of the equipment.
4. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the subscriber nor do they contemplate work begun being interrupted by the subscriber. If the subscriber requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.
5. Service Charges are the following:
 - a. Service Ordering Charge: Applicable for work done in receiving, recording, and processing information necessary to execute a customer's request for connection of service or moves, changes, or additions to existing service.
 - b. Line Connection Charge: Applicable to work done in the Central Office and elsewhere in association with providing an access line or making changes thereto.
 - c. Premises Visit Charge: Applicable if a Company employee must visit the customer's premises to complete requested work.

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SERVICE CONNECTION CHARGES

A. SERVICE CHARGES (Continued)

6. Service Charges are not applicable to the upgrading of basic service, when done in conjunction with a general upgrading of facilities.
7. Service Charges are not applicable to removal of service or equipment.
8. Service Connection Charges are not applicable to Advanced Calling and Custom Calling Services.

B. DEFINITIONS

1. Access Line - the term "Access Line" denotes the line between the serving central office and the subscriber's premises.
2. Connection - the term "Connection" denotes the establishment of telephone service. A move of existing service to different premises requires a connection.

C. APPLICATION OF CHARGES

1. Service Ordering Charge – Service order activity is classified as either initial (establishment of service) or subsequent (modification to an existing service).
 - a. One initial service ordering charge is applicable to each order for connection of the service.
 - b. One subsequent service order charge is applicable to each order for move, change, or addition and the following:
 - 1) Change or addition of additional directory listings.
 - 2) Change of telephone number requested by subscriber.
 - 3) Only one charge is applicable per order if more than one change is requested on the order.

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SERVICE CONNECTION CHARGES

C. APPLICATION OF CHARGES (Continued)

2. Line Connection Charge

- a. One line connection charge is applicable to the provision of each access line in association with any of the following service.
 - 1) Individual or Multi-party Residence Service
 - 2) Key System Trunks, Residence
 - 3) Rotary Trunks, Residence
 - 4) Off Premises Extension
 - 5) Telephone Answering Service Lines
 - 6) Lone Distance Terminals
 - 7) Foreign Exchange Service
 - 8) Private Line
 - 9) WATS (inward and outward)
- b. Line connection charges are not applicable when service responsibility is assumed by a customer prior to discontinuance by another customer (supersedure) and there is no change of telephone number.
- c. A line connection is applicable to each change in telephone number made at the request of the customer.

3. Wiring Charge

- a. Standard Wiring Charge
 - 1) The wiring charges contained in this section are applicable to all grades of service.
 - 2) One wiring charge is applicable for each move of the service drop and the associated station protection device.

4. Premises Visit Charge

- a. One premise visit charge is applicable whenever a Company employee is dispatched to the customer's premises to complete a customer's request.
- b. A premise visit charge is not applicable for subsequent visits required to complete an order to which a visit charge has been applied.
- c. The premises visit charge is applicable on a per visit basis.

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SERVICE CONNECTION CHARGES

D. CHARGES

	<u>Non-Recurring Charge</u>
1. Service Ordering, per request**	
a. Initial Request:	
1 Access Line	\$15.00
2-3 Access Lines	15.00
4 or more Access Lines (residence only)	15.00
b. Subsequent Requests:	
1 Access Line	\$10.00
2-3 Access Lines	10.00
4 or more Access Lines (residence only)	10.00
2. Line Connection, per line**	
a. 1 Access Line	\$10.00
b. 2-3 Access Lines, each	10.00
c. 4 or more Access Lines, each (residence only)	10.00
3. Premises Visit, per visit	
a. 1 Access Line	\$5.00
b. 2-3 Access Lines, each	5.00
c. 4 or more Access Lines, each (residence only)	5.00
4. Reconnect Charge for Disconnect for non-payment of telephone bill	
a. 1 Access Line	\$15.00
b. 2-3 Access Lines	15.00
c. 4 or more Access Lines (residence only)	15.00
5. Reconnect Charge for an account which has been disconnected for 90 days or more	
a. 1 Access Line	\$25.00
b. 2-3 Access Lines	25.00
c. 4 or more Access Lines (residence only)	25.00

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SERVICE CONNECTION CHARGES

E. SERVICE CONNECTION CHARGE WAIVER

Residential customers returning to TDS Telecom service will receive a waiver of all installation charges. In order to receive the waiver, customers must not have any outstanding charges from the Company.

The installation charges that will be waived for returning customers are marked (**) on the preceding page.

F. REARRANGEMENT/REPAIR CHARGE

1. A Rearrangement/Repair Charge will be charged for work performed by the telephone company to move the protector, NID, or drop wire to a different location as requested by the customer, or to repair the protector or NID due to damage caused by the customer's neglect or abuse.

2. Rates (Minimum of 1 Hour)

	<u>Non-Recurring Charge</u>
During Business Hours (1 st One Hour)	\$60.00
Each Additional Increment of 15 Minutes	\$15.00
After Normal Business Hours (1 st One Hour)	\$80.00
Each Additional Increment of 15 Minutes	\$20.00

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N11 SERVICES

A. GENERAL

In compliance with FCC Order 00-256 in CC Docket 92-105 and subsequent orders, N11 Service ("N11") establishes a three-digit local dialing arrangement in the Central Office that automatically transfers "N11" calls to another pre-programmed telephone number (point-to number) determined by the N11 Subscriber.

B. DEFINITIONS

The Federal Communications Commission (FCC) administers the N11 codes, and has nationally assigned 211, 311, 511, 711, and 811 to the following special services.

"211"

211 is assigned for community information and referral services.

"311"

311 is assigned for non-emergency police and other governmental information.

"511"

511 is assigned for traffic and transportation information.

"711"

711 is assigned for access to Telecommunications Relay Service (TRS).

"811"

811 is assigned for state One Call Services for providing advance notice of excavation activities to underground facility operators.

C. CONDITIONS AND LIMITATIONS

1. Requests for utilization of the N11 dialing code will be provisioned only to those entities who have been granted authorization to use the N11 dialing code by the state regulatory authority, consistent with applicable state law for the assignment of the N11 code.
2. Only one 7 digit or 10 digit or 800 toll-free number may be used as the lead number per basic local calling area.
3. Directory listings may be provided for N11.

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N11 SERVICES

C. CONDITIONS AND LIMITATIONS (Continued)

4. Access to N11 is not available to the following classes of service:
- 1+
 - 0+, 0-(credit card, third-party billing, collect calls)
 - 101XXXX

In addition, operator assisted calls to the N11 Subscriber will not be completed.

5. Suspension of N11 Service is not allowed.
6. The N11 Subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
7. The Company will provide both oral and written notification when a N11 Subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other Subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 Subscriber make no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
8. Calls to N11 will be delivered over existing facilities. If the N11 Subscriber requires different facilities or services; the terms, conditions, and rates for those services found elsewhere in this tariff will apply.
9. N11 Service does not provide calling number information in real time to the N11 Subscriber. If the N11 Subscriber needs this type of information, the Subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
10. The Company will provision the Subscriber's order within a reasonable time, given the complexity of the order. The N11 Subscriber will be billed the charges when the service is provisioned by the Company.

If the N11 Subscriber cancels the order or decides to discontinue service, the N11 code will be recalled and the number will be considered available for reassignment. Any non-recurring charges associated with the establishment of service may not be refunded or waived.

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N11 SERVICES

C. CONDITIONS AND LIMITATIONS (Continued)

11. If the point-to number provided by the N11 Subscriber is disconnected, the Company will route the N11 call to a pre-recorded announcement for 60 days. The announcement will advise the N11 caller that the service is not available.
12. The Company only provides N11 dialing to its own customers. The N11 Subscriber should work separately with other providers of telecommunication services for the arrangement of N11 to their customers.
13. The N11 Subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
14. The N11 Subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
15. The N11 Subscriber shall abide by all terms and conditions, which may be identified by the FCC in CC Docket 92-105 or subsequent dockets regarding the use and return of the N11 dialing code. The N11 Subscriber will be required to migrate to any access arrangement offered in the Company's tariff within the required notice period. If a recall is ordered, the company will work with the N11 Subscriber affected by such recall to transfer their service arrangements within the required notice period. The N11 Subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.
16. The N11 Subscriber, will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
17. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

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Joel Dohmeier, Vice-President
OAKWOOD, OHIO

N11 SERVICES

C. CONDITIONS AND LIMITATIONS (Continued)

18. The Company may take all legal and practical steps to disassociate itself from N11 Subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
19. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the Subscriber.
20. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in the development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.
21. This service will also be subject to the general regulations of the Company as listed in Section 4 of this tariff.
22. The Company will make every effort to route 8-1-1 calls to the appropriate calling center; however it will not be held responsible for routing mistakes and errors, interruptions of service, or intervening acts of nature that interfere with telephone service. The Company's obligation under 8-1-1 applies solely to the transmission of the call and ends upon call completion to the designated point-to number.

D. RATES AND CHARGES

N11 Subscribers will pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the N11 Subscriber's designated premises.

	Nonrecurring <u>Charge</u>
1. Initial Set-up/Activation, Per Central Office Switch Translated or Changed	\$110.00
2. Change point-to number per Subscriber request Per central office	\$15.00

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OAKWOOD, OHIO

GENERAL RULES AND REGULATIONS

A. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application and Cancellation of Service and Equipment

- a. The Telephone Company reserves the right to require application for service to be made in writing on form supplied by it. When an application for service is canceled before service is established, the applicant or subscriber may be required to reimburse the Telephone Company for all expenses incurred in connection with the application for service before notice of cancellation is received, such charge, however, not to exceed all service established, i.e., all applicable service, connection, non-recurring and termination charges.
- b. When requests for additions, rearrangements, relocations, or modifications of service are canceled before the work involved has been completed, the subscriber may be required to reimburse the Telephone Company for all expenses incurred in connection with the handling of the request before notice of cancellation is received, such charge, however, not to exceed all charges which would apply if the work involved in complying with the request had been completed, i.e., all applicable service connection, move, change, non-recurring, and termination charges.
- c. Any change in rates or regulations authorized by legally constituted authorities effects a modification of all contracts for service to that extent, without further notice.
- d. **Government Objections to Service**
The Telephone Company has the right and duty to refuse to institute service for a potential customer or to discontinue the service of an existing customer if not doing so would be in violation of Rule No. 4901:1-3-12 of the Commission's Code of Rules and Regulations or of an order issued to the Company by a Court of competent jurisdiction.

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GENERAL RULES AND REGULATIONS

A. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

2. Telephone Numbers

The subscriber has no property rights in the telephone number, and the Telephone Company may change any number at any time whenever it deems it advisable in the conduct of its business.

3. The subscriber agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's equipment; and the subscriber agrees to pay the Company's current charges, if any, for such changes.

4. Responsibility of Subscriber for Payment

The subscriber is required to pay all charges for exchange services and facilities, for toll messages in accordance with provisions contained elsewhere in these Tariffs. The subscriber is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed. Payment for service will be individually categorized as local service and toll service.

5. Maintenance and Repair

The Telephone Company undertakes to maintain and repair the facilities which it furnishes to subscribers. The subscriber may not, or permit others to rearrange, disconnect or remove any equipment, installed by the Telephone Company.

If the equipment is rearranged, disconnected, or removed, the Telephone Company shall have the right to make a charge in accordance with the rules and regulations then in effect.

6. Unusual Installation Costs

Where special conditions or special requirement of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay all or a reasonable proportion of such costs. If a charge is made, the ownership of all materials and equipment used shall remain with the Telephone Company.

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GENERAL RULES AND REGULATIONS

B. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. 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**B. ESTABLISHMENT AND MAINTENANCE OF CREDIT (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

B. ESTABLISHMENT AND MAINTENANCE OF CREDIT (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 per cent (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 account billing history.

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GENERAL RULES AND REGULATIONS**B. ESTABLISHMENT AND MAINTENANCE OF CREDIT (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**B. ESTABLISHMENT AND MAINTENANCE OF CREDIT (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**C. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY****1. Availability of Facilities**

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

2. Service Irregularities and Interruptions

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

The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the subscriber, or of the Telephone Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs. However, if, in the case of such interruption, service is restored on or before the day after said interruption is reported to or detected by the Telephone Company, no allowance will be made.

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GENERAL RULES AND REGULATIONS**C. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY** (Continued)**3. Transmitting Messages**

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

4. Use of Connecting Company Lines

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

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

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GENERAL RULES AND REGULATIONS**D. PAYMENT FOR SERVICE**

1. The customer will be rendered a net bill on or about the same date each month and will show at least the following information:
 - a. 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;
 - b. The subscriber's name, billing address, telephone and/or account number(s);
 - c. The date of the bill, the beginning and ending dates of the billing period, and the due date of the bill;
 - d. 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;
 - e. All charges for regulated competitive telecommunication services;
 - f. All charges for local extended area service calls, including any usage-sensitive charges for such calls, if applicable;
 - g. All nonrecurring, fractional, or non-basic service charges;
 - h. All charges for non-regulated services or products that appear on the subscriber's bill;
 - i. All applicable taxes and surcharges, including a brief description;
 - j. All 9-1-1 charges in a clearly identifiable manner, if applicable;
 - k. The total amount to be paid, including a statement as to how and where to pay the bill;
 - l. An explanation of codes and abbreviations used; and
 - m. The following statement:

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

Residential customers may call the Ohio consumers' counsel (OCC), toll free at 1-877-742-5622 from 8:30 a.m. to 5:30 p.m. weekdays, or visit the OCC website at www.pickocc.org

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GENERAL RULES AND REGULATIONS**D. PAYMENT FOR SERVICE** (Continued)**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 \$12.77.
- 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.

E. TELEPHONE DIRECTORIES**1. Distribution**

The Telephone Company will furnish to its subscribers, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

2. Ownership and Use

Directories regularly furnished to subscribers are the property of the Telephone Company, are loaned to subscribers only as an aid to the use of the telephone service, and are to be returned to the Telephone Company upon request. The Telephone Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in the possession of the subscriber.

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GENERAL RULES AND REGULATIONS**F. USE OF SERVICE AND FACILITIES****1. Ownership and Use of Equipment**

Equipment and lines (other than inside wiring) furnished by the Telephone Company on the premises of a subscriber are the property of the Telephone Company, whose 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 equipment and lines (other than inside wiring) or for the purpose of making collections from the coin boxes or upon termination of the service, for the purpose of removing such equipment and lines.

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

2. Authorized Attachments and Connections

Subscriber-provided equipment and facilities may be attached to or connected with facilities furnished by the Telephone Company.

3. Use of Subscriber Service

Subscriber telephone service, as distinguished from public and semi-public telephone service, is furnished only for use by the subscriber, his family, employees, or business associates, or persons residing in the subscriber's household, except as the use of service may be extended to persons temporarily subleasing a subscriber's residential premises.

The Telephone Company has the right to refuse to install subscriber service or permit such service to remain on premises of a public or semi-public character when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. (At such location, however, service may be installed, provided the instrument is so located that it is not accessible to public use.)

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GENERAL RULES AND REGULATIONS

F. USE OF SERVICE AND FACILITIES (Continued)

4. Tampering with Equipment

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located at any telephone equipment owned by the Telephone Company which shows any evidence of tampering, manipulating, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment for the charges applicable to the service rendered.

5. Government Objections to Service

The Telephone Company has the right and duty to refuse to institute service for a potential customer or to discontinue the service of an existing customer if not doing so would be in violation of Rule No. 4901:1-3-12 of the Commission's Code of Rules and Regulations or of an order issued to the Company by a court of competent jurisdiction.

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GENERAL RULES AND REGULATIONS

G. LIMITATION OF SERVICE OFFERING

When the facilities immediately available are insufficient to furnish service immediately to all who may apply, those facilities available will be used in the following order:

1. Supply service to essential Government agencies.
2. Private Organizations and individuals directly serving the public safety, health and welfare.
3. Charitable and religious establishments and their officiating clergy and public and private schools.
4. Press associates, newspapers and broadcasting station.
5. Public Utilities.
6. Other new business services.
7. New residence service for seriously ill or blind persons.
8. New residence service for people engaged in other occupations essential to the public health and welfare.
9. New residence services other than those included above.

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GENERAL RULES AND REGULATIONS

H. 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.
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.

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GENERAL RULES AND REGULATIONS

H. DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)

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 as least fourteen days following such disconnection.

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GENERAL RULES AND REGULATIONS

H. 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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IN ACCORDANCE WITH CASE NO. 10-1010-TP-ORD and 11-3022-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Joel Dohmeier, Vice-President
OAKWOOD, OHIO

GENERAL RULES AND REGULATIONS**H. 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 Oakwood 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.

- 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.

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GENERAL RULES AND REGULATIONS

H. DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)

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**I. TOLL BLOCKING FOR NON-PAYMENT OF TOLL CHARGES**

Oakwood 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.

Oakwood Telephone Company may furnish credit information, acquired from Oakwood Telephone Company’s own experiences with the customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. Oakwood 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 Oakwood Telephone Company to toll service providers must be provided on a nondiscriminatory basis to all toll providers, regardless of whether Oakwood Telephone Company has established a billing and collection agreement with the toll provider. Any charges for toll blocking services offered by Oakwood 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 Oakwood Telephone Company acting on behalf of an IXC, Oakwood 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**J. SUBSCRIBER BILL ADJUSTMENT OR CREDITS**

1. The Company shall make an adjustment to a subscriber's bill in accordance with paragraph 2 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:
 - a. Occurs as a result of a negligent or willful act on part of the subscriber;
 - b. Occurs as a result of a malfunction of subscriber-owned telephone equipment or inside wire;
 - c. Occurs as a result of a military action, war, insurrection, riot, or strike; or
 - d. 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.

2. 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:
 - a. 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.
 - b. 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.
 - c. 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.

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GENERAL RULES AND REGULATIONS**J. SUBSCRIBER BILL ADJUSTMENT OR CREDITS (Continued)**

3. The Company may apply for a waiver to paragraphs 1 and 2 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 2 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 2 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.
4. 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

J. SUBSCRIBER BILL ADJUSTMENT OR CREDITS (Continued)

5. Such credits shall not be required where:
 - a. Special equipment or service is involved:
 - 1) "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.
 - 2) 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.
 - b. Applicant or subscriber has not met pertinent tariff requirements;
 - c. The installation cannot be completed as a result of a military action, war, insurrection, riot, or strike; or
 - d. The installation cannot be completed due to a subscriber missing an installation appointment.
6. Missed customer appointments.
 - a. 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.
 - b. 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.
 - c. The credits required by paragraph 6.a 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.

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GENERAL RULES AND REGULATIONS**J. SUBSCRIBER BILL ADJUSTMENT OR CREDITS (Continued)**

7. 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.
8. 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:
 - a. 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.
 - b. 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.
 - c. 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.
 - 1) No local service provider shall recover any service or billing fee pursuant to this rule; and
 - 2) 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.
 - d. 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**K. APPLICATION OF BUSINESS AND RESIDENCE RATES****1. Business Rates**

Service is classified and charged for as business service at all business locations and at all other locations where the use is primarily or substantially of a business, professional, institutional, or occupational nature or where a business listing is furnished.

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

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GENERAL RULES AND REGULATIONS**K. APPLICATION OF BUSINESS AND RESIDENCE RATES (Continued)****2. Residence Rates**

Service is classified and charged for as residence service:

- a. At all residence where the primary use of the service is of a social or domestic nature and where the business use, if any, is merely incidental.
- b. In churches, provided the use of the service is confined to the activities of the particular church subscribing for the service. Where residence service is furnished to a church or clergyman, it will be furnished only on an individual line or private branch exchange basis if the service is located in the church or if in the residence of a clergyman but listed in the name of the church.
- c. Residence access lines are connected with the understanding that they will be used for normal social or domestic purposes.
- d. 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.

A residence access line will be changed to business service if used primarily or substantially for business purposes, or if the residence telephone number is advertised in connection with the sale of products or services, and the subscriber has no business service elsewhere.

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GENERAL RULES AND REGULATIONS

L. CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES

1. General

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

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GENERAL RULES AND REGULATIONS**M. SPECIAL TYPE OF CONSTRUCTION**

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

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

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GENERAL RULES AND REGULATIONS**N. PLANT CONSTRUCTED ON PRIVATE PROPERTY**

1. Construction of plant facilities on private property to be used in servicing an individual subscriber will be furnished by the Telephone Company at a charge to the subscriber at the actual cost of the time, material and overheads for such pole, except that the Telephone 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.
2. 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 Telephone Company.
3. Circuits on private property are furnished, owned and maintained by the Telephone Company.

O. LINE EXTENSIONS

1. Line extensions will be made pursuant to P.U.C.O. Code of Rules and Regulations, Sec. 4901:1-3-13 – (1/2 mile construction cost at Company expense, all excess construction cost to be borne by prospective subscriber or subscribers).
2. Provisions of Private Right-Of-Way
 - a. Where required by the conditions, applicants shall provide, without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.
 - b. If it is necessary to use private right of way and this cannot be obtained by the Telephone Company without expense to it, the subscriber shall obtain or pay the expense of obtaining the required right of way.
3. Other Regulations

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

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GENERAL RULES AND REGULATIONS**P. 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**P. 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 Continental 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.

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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 Oakwood 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.

ISSUED: May 19, 2011

EFFECTIVE: May 19, 2011

IN ACCORDANCE WITH CASE NO. 10-1010-TP-ORD and 11-3022-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Joel Dohmeier, Vice-President
OAKWOOD, OHIO

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>
Paulding	\$0.25	Third Qtr. 1996	95-774-TP-EMG	95-774-TP-EMG

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EFFECTIVE: May 19, 2011

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ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

E. 911 REPORTING SERVICE

1. General

- a. The Telephone Company will provide "911" Emergency Calling Plan for Fire, Police and EMS Rescue Squad, to one central location within the exchange (419-594) boundaries, or counties involved.

2. Regulations

- a. The Telephone Company will not pay for loss of time, inconvenience, loss of use caused by the 911 Reporting Service or any incidental or consequential damages. This will not apply if any such incidental or consequential damages are caused by the Telephone Company's negligence, gross negligence, or willful misconduct, or if a person, firm, corporation, who is injured by the Telephone Company doing, or causing to be done, act or thing prohibited by Chapters 4901, 4903, 4905, 4907, 4909, 4921, 4923, and 4925 of the revised code, or declared to be unlawful, or omitting to do any act or thing required by such chapters, or by order of the Public Utilities Commission, obtains legal relief for damages sustained in consequence of such violation, failure, or omission under revised code Section 4905.61. The Telephone Company will not pay for property damage or personal injury caused by the 911 Reporting Service or its failure to work, this will not apply if personal injury or property damage is caused by the Telephone Company's negligence, gross negligence, or willful misconduct, or if a person, firm, or corporation, who is injured by the Telephone Company doing, or causing to be done, any act or thing prohibited by Chapters 4901, 4903, 4905, 4907, 4909, 4921, 4923 and 4925 of the revised code, or declared to be unlawful, or omitting to do any act or thing required by such chapters, or by order of the Public Utilities Commission, obtains legal relief for damages sustained in consequence of such violation, failure, or omission under revised code section 4905.61.

Ohio Revised Code Section 4905.61 gives you specific legal rights against a Public Utility in certain situations specified by that statute.

The customer's available remedies and legal rights are not altered by the approval of the Public Utilities Commission of Ohio of any exculpatory provisions of this Tariff.

ISSUED: May 19, 2011

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Joel Dohmeier, Vice-President
OAKWOOD, OHIO

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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EFFECTIVE: May 19, 2011

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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 replace and supersedes the Applicant's Telephone Service Tariff No. 3 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) COCOT Tariff, PUCO No. 1: This tariff is hereby deleted in its entirety.
- 3) Resale and Sharing Tariff, PUCO No. 1: This tariff is hereby deleted in its entirety.

EXHIBIT D

(Customer Notices)

The customer notices accompanying the affidavit attached hereto as Exhibit E were mailed to customers on April 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, Oakwood 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 Oakwood 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. Oakwood 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 Oakwood 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 Oakwood 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]

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 Oakwood 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. Oakwood 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 Oakwood 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 Oakwood 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). 90-5031-TP-TRF

Summary: Tariff Application to Detariff Services (Part 3 of 3) electronically filed by Ms. Rachelle A Ladwig on behalf of Oakwood Telephone Company