



**Via E-FILE**

November 22, 2011

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

Re: United Telephone Company of Ohio d/b/a CenturyLink P.U.C.O. No. 5

Case No. 90-5041-TP-TRF  
Case No. 11-2771-TP-ATA

Dear Ms. Jenkins:

Enclosed for filing is United Telephone Company of Ohio d/b/a CenturyLink's filing of revised tariff sheets per Staff's request in accordance with Commission's January 19, 2011 Entry in Case No. 10-1010-TP-ORD.

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

Sincerely,

/s/ Debra A. Levy

Debra A. Levy

Enclosures

cc: Gary Baki

OH 11-01R

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P.U.C.O. NO. 5  
GENERAL EXCHANGE TARIFF

Original Sheet 2

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United Telephone Company of Ohio  
By Duane Ring, Vice President  
LaCrosse, Wisconsin

In accordance with Case No.: 11-2771-TP-ATA  
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### EXPLANATION OF SYMBOLS

- (C) - to signify changed regulations
- (D) - to signify discontinued rate or regulation
- (I) - to signify increased rate
- (M) - to signify matter moved/relocated within the tariff with no change to material
- (N) - to signify new rate or regulation
- (R) - to signify reduced rate
- (S) - to signify reissued matter
- (T) - to signify a change in text, but no change in rate or regulation

### TRADE NAMES, TRADEMARKS AND SERVICE MARKS USED IN THIS TARIFF

Below is a list of trade names, trademarks and/or service marks for services which are offered in this Tariff. These trade names, trademarks and/or service marks are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. and are used by the Company with express permission. Trademark and service mark designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks will still apply. Trademarks and service marks that are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. cannot be used by another party without authorization.

CENTURYLINK  
CENTURYLINK<sup>TM</sup>  
CENTURYLINK<sup>SM</sup>

Pursuant to 4901:1-6-11(B)(5), all telephone companies offering BLES are subject to the Commission's service requirements found in Rule 4901:1-6-12 of the Administrative Code.

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GENERAL EXCHANGE TARIFF

Original Sheet 1

LIFELINE & LINK UP

I. LIFELINE

A. General

1. Lifeline is a flat-rate, monthly primary access line service program that provides eligible customers requesting basic local exchange service, including touch-tone, with the following:
  - a. A recurring discount on the monthly basic local exchange service rate that provides the maximum contribution of federally available assistance;
  - b. A waiver of all nonrecurring service order charges for establishing service, available not more than once per customer at a single address in a twelve-month period;
  - c. Free blocking of toll service, 900 service, and 976 service;
  - d. A waiver of the Federal Universal Service Fund End User Charge and;
  - e.. A waiver of the Telephone Company's service deposit requirement.
2. Lifeline eligible customers that subscribe to other bundled/packaged services will also receive the items described in paragraph I.A.1.a-e.

B. Regulations

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

A complete list of Competitive Basic Local Exchanges can be found in Section 2.I.

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## LIFELINE AND LINKUP

## I. LIFELINE (Continued)

## B. Regulations (Continued)

2. Lifeline Assistance is also available to residential customers whose total household income is at or below one hundred fifty percent (150%) of the federal poverty level.
3. The Telephone Company requires, 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 paragraph I.B.1 above or meets the income eligibility criteria identified in paragraph I.B.2. The customer will also need to identify the specific program or programs from which the customer receives benefits and agree to notify the telephone company if the customer ceases to participate in such program or programs. If a customer is applying for Lifeline based on income see paragraph I.B.5.a-g for examples of income documentation.
4. The Telephone Company will verify Lifeline service eligibility for customers who qualify through household income-based requirements consistent with the FCC requirements in 47 C.F.R. 54.
5. Consistent with federal law, examples of acceptable income documentation includes the following:
  - a. State or federal income tax return;
  - b. Current income statement or W-2 from an employer;
  - c. Three consecutive months of current pay stubs;
  - d. Social security statement of benefits;
  - e. Retirement/Pension statement of benefits;
  - f. Unemployment/Workmen's Compensation statement of benefits;
  - g. Any other legal document that would show current income (such as a divorce decree or child support document).
6. Customers qualifying for Lifeline with past due bills for regulated local service charges will be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. Lifeline service customers with past due bills for toll service charges will be required to have toll restricted service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider.

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Original Sheet 3

LIFELINE AND LINKUP

I. LIFELINE (Continued)

B. Regulations (Continued)

7. All other aspects of the state-specific Lifeline service will be consistent with the federal requirements. The rates, terms, and conditions for Lifeline service shall be tarified in accordance with Rule 4901:1- 6-11 of the Administrative Code.
8. The Telephone Company will provide written notification to the customer applying for Lifeline service that is determined ineligible for Lifeline service and will provide an additional 30 days to prove eligibility.
9. The Telephone Company will provide written customer notification if a customer's Lifeline service benefits are to be terminated due to failure to submit acceptable documentation for continued eligibility for that assistance. The Lifeline customer will have an additional sixty (60) days to submit acceptable documentation of continued eligibility or dispute the termination of benefits.
10. The Telephone Company will verify an individual's continuing Lifeline eligibility for both program and income based criteria consistent with the FCC's requirements in 47 C.F.R. 54.409-54410.

C. Enrollment Process

1. New or existing customers who indicate that they are interested in Lifeline will be sent a Lifeline application form to either self-certify the program under which they qualify or to apply under the income-based criteria with the appropriate documentation. The customer must return the application, with appropriate documentation, if required, within 30 days of the request in order to receive benefits back to the original request date. If the customer does not return the application with the appropriate documentation, if required, within 30 days, the Lifeline benefits will commence upon the receipt of the application by the Telephone Company as long as the documentation is verified by the Telephone Company. In either case, the Telephone Company shall have a maximum of 60 days to verify the application and documentation.

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LIFELINE AND LINK UP

I. LIFELINE (Continued)

C. Enrollment Process (Continued)

2. Should the Company determine that a customer does not qualify for Lifeline Assistance, or if the customer fails to submit the necessary documentation, the Company will provide written notification to the customer and give the customer 30 days to prove eligibility. The written notification will include contact information for the Company in the event of a dispute and if the customer disagrees with the Company's findings regarding Lifeline Assistance eligibility, the notice will inform the customer that the Public Utilities Commission of Ohio may be contacted, in order that an informal/formal complaint may be filed. If the corrected application is received within 30 days, credits will applied to the account on the date that service was established by a new customer or on the date that Lifeline Service was requested by an existing customer. If the corrected application is received after 30 days, the Lifeline Assistance will begin on the date the corrected application is received by the Company.

D. Income Eligibility

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

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LIFELINE AND LINK UP

I. LIFELINE (Continued)

E. Verification for Continued Eligibility

1. The Telephone Company will notify customers at least 60 days prior to the Telephone Company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of Lifeline benefits would occur; 2) the reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the telephone company and 4) a statement explaining who the customer should contact in the event of a dispute.
2. Should a customer fail to submit proper documentation within the 60 day period, the Telephone Company will discontinue Lifeline benefits on the date noticed in the letter. If the customer responds after the date noticed in the letter, the customer will be required to submit a new application for Lifeline benefits.
3. If a customer disagrees with the Telephone Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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LIFELINE AND LINK UP

II. LINK UP

A. General

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

1. 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.
2. 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 Company's applicable security deposit requirements.)

B. Regulations

1. Link Up Assistance is available to residential customers who are currently participating in one of the following assistance programs:
  - a. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
  - b. Supplemental Nutrition Assistance Program (SNAP)
  - c. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
  - d. Federal public housing assistance/Section 8,
  - e. Home Energy Assistance Program (HEAP),
  - f. National School Lunch Program's free lunch program (NSL),
  - g. Temporary Assistance for Needy Families (TANF) a/k/a Ohio Works First; or
  - h. Household income at or below 150 percent of the poverty level.
2. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in paragraph II.A., preceding.

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LIFELINE AND LINK UP

II. LINK UP (Continued)

B. Regulations (Continued)

3. The Telephone Company shall require, as proof of eligibility for Link Up Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in paragraph II.B.1, preceding; identifying the specific program or programs from which the customer receives benefits. Self-certification does not apply for income eligibility.
4. The Telephone Company shall require, as proof of eligibility if customer is enrolling under the poverty level, documentation such as 1) a copy of your most recent federal or state income tax return; 2) three consecutive months worth of the most current pay stubs; 3) the most recent Social Security statement of benefits; 4) the most recent Veteran's Administration statement of benefits; 5) the most recent retirement/pension statement of benefits; 6) the most recent Unemployment/Workmen's Compensation statement of benefits; or 7) any other legal document that would show your current income (such as a divorce decree or child support document).
5. The Telephone Company's Link Up program shall allow a qualifying low-income consumer to receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.
6. Link Up customers are not restricted on the optional services to which they may subscribe.

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Original Sheet 1

PAYPHONE LINE SERVICE

I. DESCRIPTION

Payphone line service (PLS) is a class of service furnished to individuals, firms or corporations which permits connection of a customer-provided instrument that is activated by the deposit of coins, cards, tokens or the entry of a customer account number, to the lines of the Company.

II. GENERAL REGULATIONS

- A. PLS will be provided on a dial-tone-first basis to enable end users to dial certain calls without requiring coin deposits, i.e., "9-1-1" emergency calls (where available), local directory assistance, telecommunications relay service calls for the hearing disabled and non-sent paid calls.

Where "9-1-1" emergency service is unavailable "0-" calls must connect to the Local Exchange Carrier.

- B. Service will be provided on a two-way basis. However, service may be arranged for outward-only calling if specifically requested in writing by the subscriber, property owner, commercial tenant or the municipality. A notice must be posted on the payphone instrument indicating outgoing-only service.
- C. The Company will provide payphone line service subject to the availability of facilities, where technically feasible and from properly equipped central offices.
- D. General terms and conditions as described at <http://www.centurylink.com/Pages/AboutUs/Legal/TermsAndConditions/> apply, where appropriate, unless otherwise specified in this section.
- E. PLS access lines are standard loop start, two-wire circuits. Optional reverse battery or ground start features are available at rates as stated in the Telephone Company's Price List.
- F. A listing in the white page section of the exchange directory may be provided in connection with PLS. The PLS provider, however, may choose to have nonpublished telephone numbers for PLS access lines at no additional charge. Additional listings will be at rates specified in the Telephone Company's Price List. Although the PLS provider is entitled to a directory listing without charge, the PLS client may be listed instead at the rate for an additional listing.
- G. The PLS provider is responsible for meeting all federal, state and local statutes with respect to provisions of customer-provided telephone equipment to aid hearing impaired and handicapped persons.
- H. Payphones must be able to accept coins of various denominations (i.e., nickels, dimes and quarters) and to return coins. If the payphone is a currency accepting instrument, it shall be able to return currency or coins.

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Original Sheet 2

PAYPHONE LINE SERVICE

II. GENERAL REGULATIONS (Continued)

- I. Service will have access to local, long distance, access code, and toll-free service.
- J. Service will provide free end user access to all locally certified long distance carriers.
- K. The Payphone provider shall provide access to Directory Assistance and maintain a current and complete local telephone directory at each indoor payphone instrument if the provider charges the end user for directory assistance.
- L. Temporary suspension of service (vacation service) is not available for payphone line service.
- M. Originating line screening and billed number screening may be provided on PLS at rates and regulations as found in the Telephone Company's Price List

III. LIABILITY

- A. The Company shall not be liable for any losses or damages of any kind resulting from the unavailability or failure of its equipment or facilities; or for any act, omission or failure of performance by the Company, its employees or agents in connection with this tariff. The Company shall not be responsible for incomplete calls or calls that cannot be completed as a result of end user action, subscriber equipment and facilities or Company equipment and facilities.
- B. The Company shall not be liable for shortages of coins collected and deposited at the customer's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the customer's equipment shall be governed by provisions of this tariff and rule or regulation of the PUCO. In case of a conflict, the rule or regulation will prevail.
- C. Approval of the above tariff language by the PUCO does not constitute a determination by the Commission that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a court's responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

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PAYPHONE LINE SERVICE

IV. COIN CONTROL SERVICE

- A. Coin control service is available as an optional service for use in conjunction with payphone line service. Coin control service is based on a central office platform that offers features for use with coinless or coin operated (payphone) telephone service. Coin control service uses a software-driven system to provide features and capabilities similar to those provided by microprocessor based, "smart", payphone sets.
- B. Coin control service provides the following features:
  - 1. Coin collection, return, and recognition – monitors signals from the payphone to identify when coins are deposited. This feature identifies the status of the attempted call and sends a signal to the payphone to collect the coins when the call is completed or return the coins when the call is not completed.
  - 2. Announcements - provides standard announcements used with payphone telephone service. Announcements such as deposit required for long distance calls, amount of overtime credit, and additional deposits required are provided by this feature.
  - 3. Pre-prompting for overtime - allows the payphone line customer to prompt the end user for additional deposits required for overtime periods of conversation time, prior to the end of time limit, and call cut-off if deposit is not received.

V. QUICK-CALL

- A. Quick-call is an abbreviated access dialing service provided to interexchange carriers authorized to provide telecommunications service in Ohio. It allows customers to access carriers through use of an abbreviated dialing sequence. This service will be offered at locations determined by the Telephone Company or at the request of an interexchange carrier. It will be provided only at locations where touch-tone is available.
- B. Upon initiation of this service by an interexchange carrier, the carrier will be assigned an abbreviated dialing sequence, which will be utilized for all future locations in the Telephone Company service area.
- C. Quick-call is offered by one of two methods at the Telephone Company's option.
  - 1. Option A is provided by hardware at individual payphone locations.
  - 2. Option B is provided by software in the serving central office.

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PAYPHONE LINE SERVICE

VI. ANSWER SUPERVISION

- A. Answer supervision provides the capability of delivering "off-hook" supervisory signals from the subscriber's serving central office to a line interface at the subscriber's premises. These supervisory signals indicate that the called party has answered the incoming call (gone "off-hook").
- B. Answer supervision is provided only in connection with local or 1+intraLATA toll calls processed and completed by the Company.
- C. Answer supervision is furnished only from central offices arranged to provide this service and is provided subject to the availability of facilities.
- D. This feature is only available with line-side terminated PBX trunks and pay telephone access lines. It is not available with residence or business lines, digital facilities, or trunk-side terminated facilities, such as DID trunks, or trunk-side access facilities.

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PAYPHONE LINE SERVICE

VII. RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
A. Payphone line, per access line	Applicable Service Connection Charges Apply*	Applicable Payphone Rates Apply**
B. Coin Control, each line (in addition to the payphone line)		\$3.00
C. Answer Supervision, each line (in addition to the payphone line)		\$3.00
D. Quick-call		

The following rates and charges apply for each payphone line and are in addition to the applicable service order charge found in Section 3.

	<u>Option A</u>	<u>Option B</u>
1. Monthly rate	\$ 8.20	\$ 4.45
2. Nonrecurring charge	35.00	5.00
3. Minimum chargeable period	12 months	6 months
E. In addition to the above access line rate, the subscriber will be responsible for paying the End User Common Line (EUCL) rate for multi-line business subscribers as found in CenturyLink Operating Companies' Tariff F.C.C. No. 9; plus the Intrastate Access Fee (IAF) as found in United Telephone Company of Ohio's P.U.C.O. No. 1, Access Service Tariff.		
F. All other applicable charges (e.g., toll charge, mileage charges, etc.) are the responsibility of the payphone line service subscriber.		

\* See Section 3 of this tariff for applicable service connection charges.

\*\* See Section 2 of this tariff for applicable individual payphone rates.

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Summary: Tariff Filing to Provide Replacement Sheets for Case No. 11-2771-TP-ATA Pursuant to Staff's Request electronically filed by Ms. Debra A Levy on behalf of UNITED TELEPHONE COMPANY OF OHIO DBA CENTURYLINK