

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

This tariff cancels and supersedes
all prior General Exchange Tariffs
issued by The Chillicothe Telephone
Company, including all supplements
thereto.

THE CHILLICOTHE TELEPHONE COMPANY

General Exchange Service

Applying in all exchanges of the Company

Issued: November 12, 1974

Effective: December 1, 1974

Issued by Robert McKell, President
In accordance with Order No. 72-539-Y, issued by
the Public Utilities Commission of Ohio, November 1, 1974

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(D)



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EXPLANATION OF SYMBOLS

- (C) To signify changed regulations
- (D) To signify discontinued rate or regulations
- (E) To correct an error made prior to current revision of tariff (T)
- (I) To signify increased rates
- (M) To signify moved rate, regulation or text, from one page to another with no change in rate, regulation, or text (T)
- (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

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(D)

*NOTE: This is not a complete index to this tariff. Generally, words and phrases defined (and listed in alphabetical order) in Section 1, "Explanation of Terms," are not listed herein. Those definitions are an essential part of this tariff; it cannot be fully understood without reference to them.

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(D)

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(D)

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EXPLANATION OF TERMS

ACCESS LINES

A telephone facility which permits access to and from both the customer premises demarcation point and the telephone exchange or service central office.

ALPHABETICAL DIRECTORY

An alphabetical list of customers and others for whom directory listings are provided. An alphabetical directory may include the listings for one or more exchanges. More than one alphabetical directory may be included in one directory book.

CALL TRANSFER SERVICE

An arrangement, to provide for the automatic transfer of a call from the called telephone to another telephone station.

CENTRAL OFFICE

A switching unit, in a telephone system providing service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting lines and trunks. More than one central office may be located in the same building.

CENTRAL-OFFICE AREA OR CENTRAL-OFFICE DISTRICT

The specific section of an exchange area served by a particular central office. More than one central office may serve the same central-office area.

CENTRAL-OFFICE LINE

A circuit which directly connects with a central office either (1) an individual or party-line main station, (2) a private-branch-exchange system or any component thereof, or (3) a station of a private-branch-exchange system having the switching equipment located at the central office.

CIRCUIT

The term applied to a channel used for the transmission of electrical energy in the furnishing of telephone service. In the case of battery circuits and generator circuits, each pair of wires or fraction thereof is considered as a separate channel.

(M)

(D)

(M)

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EXPLANATION OF TERMS

(M)

CLASS OF SERVICE

The term used in describing exchange service with respect to the character of use to be made of such service. The Telephone Company furnishes two classes of service, business and residence. (For distinctions, see definitions of Grade of Service and Type of Service.)

COIN-COLLECTING DEVICE

A coin box attached to a telephone to receive money deposited in payment of message charges.

COIN LINE SIDE SUPERVISION-CENTRAL OFFICE

Provides central office features for Payphone Service such as coin monitoring, coin control (collection & return of coins, if applicable) and/or answer supervision.

COMMON-BATTERY SERVICE

The type of telephone service in connection with which electrical energy for talking and signaling is supplied from a central point. This is the only type of service furnished by the Telephone Company.

CONNECTING COMPANY

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

CONSTRUCTION CHARGE

A nonrecurring charge to cover the expense incurred by the Telephone Company for constructing facilities in order to furnish service.

CONTINUOUS PROPERTY

The continuous plot of ground, including any buildings thereon, occupied by a customer and which is not separated by public highways or by property occupied by others, except that where a customer owns or leases properties on both sides of a street, alley, highway, body of water, railroad right of way, etc., which properties otherwise would be continuous, such properties are considered continuous property, provided poles or conduit are not required for the placing of wire facilities between the properties, or, if required, are provided and maintained by or at the expense of the customer.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS

CUSTOMER

The individual, partnership, association, or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Telephone Company.

DIRECTORY – See Alphabetical Directory

DIRECTORY LISTING

The publication in the Telephone Company's alphabetical directory, or listing in the Telephone Company's information records, of information relative to a customer's telephone number, by which telephone users are enabled to ascertain the telephone number of a desired telephone.

ENTRANCE FACILITIES

Facilities extending from the point of entrance on private property to the premises in which service is furnished.

EXCHANGE

A basic unit for the administration of communication service in a specified area, called the exchange area, which usually embraces a city, town, or village, and its environs. It usually consists of one or more central offices together with the associated plant used in furnishing communication service to the general public within that area.

EXCHANGE AREA

The territory served by an exchange.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS

(M)

EXCHANGE SERVICE

The service of furnishing facilities for telephone communication within a local-service area, in accordance with the regulations and charges specified in the Exchange Rate and General Exchange Tariffs. Exchange service includes the furnishing of the local facilities required to establish and maintain connection between an exchange station and the toll plant in connection with toll calls, except those toll calls for which the applicable toll tariff specifies that the toll charges cover all service rendered. Exchange service also includes the furnishing of the facilities required to establish and maintain connection between an exchange station and radio station (or with the intervening toll plant, when the use thereof is required) in connection with radiotelephone calls.

Flat-Rate Service: Customer exchange service in connection with which a stipulated monthly charge is made covering all local message use within a defined area.

Payphone Service: Exchange service in connection with which local-message use is measured in terms of local messages for purposes of charging for the service, and in connection with which a coin-collecting device is included as a part of the station equipment, if applicable.

EXPENSE INCURRED BY TELEPHONE COMPANY

Wherever "expense incurred by the Telephone Company" is applied in this tariff, such expense consists of an estimate of the expenditure by the Telephone Company for labor, material, engineering, supervision, motor vehicles, and tools, and any other expenditures incident thereto, to the extent that any or all of such items are applicable in the particular situation involved.

EXTRA-EXCHANGE LINE

That portion which lies outside the base-rate area or locality-rate area of a line used in furnishing customer service of which one terminal is within either a base-rate area or a locality-rate area and the other is outside such area.

FLAT-RATE SERVICE -- (See Exchange Service)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS

GRADE OF SERVICE

The term used in describing exchange service with request to the number of main stations which may be connected to a central-office line. The Telephone Company furnishes several grades of service; e.g., individual access line, two-party access line, four-party access line, key systems trunk and trunk-line service.

INDIVIDUAL LINE

A central-office line designed for the connection of only one main station. (Not a private-branch-exchange trunk line.)

INFORMATION AND REFERRAL SERVICE-211

The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code.

INITIAL CONTRACT PERIOD

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

INSTALLATION CHARGE

A nonrecurring charge made for the placing or connecting, for the establishment of service, which may or may not be associated with other charges for the service. (An "installation charge" is not a "service connection, move or change charge." For the definition of these terms, See Section 7, "Service Connections, Moves, and Changes.")

LOADING COIL

A device added to a circuit to improve transmission by reducing attenuation.

LOCAL MESSAGE

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

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TARIFF P.U.C.O. NO. 12
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EXPLANATION OF TERMS

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LOCAL SERVICE - (Same as Exchange Service)

LOCAL SERVICE AREA

The area throughout which communication service is rendered to a calling station without the application of toll charges.

NET RATE

The applicable rate after deducting the discount, if any, provided by the Exchange Rate Tariff to be allowed for prompt payment.

NON-LISTED NUMBER SERVICE

The telephone number is not published in the telephone directory, but can be obtained through Directory Assistance.

NON-PUBLISHED NUMBER SERVICE

The telephone number is not published in the telephone directory and cannot be obtained through Directory Assistance.

OBSOLETE

These services are classified as "limited availability" offerings and are provided only to the extent that it is immediately available from existing company stock.

PARTY LINE

A central-office line designed for the connection of more than one main station.

PAYPHONE SERVICE

A business access line to which a coin or coinless instrument may be attached. If applicable, Coin Line Side Supervision is available that provides various central office features such as coin monitoring, coin control and/or answer supervision.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS

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PREMISES

The building, portion or portions of a building, used and occupied at one time by the customer in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous in extent at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

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PRIVATE PROPERTY

The continuous plot of ground owned or leased and occupied by a customer and not separated by public highways or by property owned by others.

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PUBLIC HIGHWAY

A road, street, highway, way, lane, or alley under the control of and kept by the public.

RATES OR CHARGES BASED UPON COSTS INCURRED

Wherever "rates or charges based upon costs incurred" are applied in this tariff, such rates or charges consist of an estimate of the following items, to the extent that they are applicable:

- (a) Cost of maintenance.
- (b) Cost of operation.
- (c) Depreciation on the estimated cost, installed, of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- (d) Administration costs, taxes, and uncollectible revenue, on the basis of reasonable average charges for these items.
- (e) Any other specific items of expense associated with the particular situation.
- (f) A reasonable amount, computed on the estimated cost, installed, of any facilities provided, for return and contingencies.

Estimated cost, installed, as mentioned above, includes cost of equipment and material specifically provided or used, plus the estimated cost of installing, including engineering, labor, supervision, transportation, right of ways, and any other items which are chargeable to the capital accounts.

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EXPLANATION OF TERMS

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RELAY CIRCUIT

An arrangement of circuits to provide for electrical separation, but at the same time allow for the transfer or passage of operations from one circuit to one or more other circuits, and also to provide, where necessary, additional sources of energy.

REPEATER

A combination of one or more amplifiers, together with their associated equipment, so arranged as to provide for two-way transmission in a telephone circuit.

RIGHT OF WAY

The right which the Telephone Company obtains to use the land of another for the purpose of installing, constructing, operating, and maintaining its facilities. The phrase "right of way" also means a strip of land which the Telephone Company has acquired the right to use for its facilities.

"Private Right of Way" is a right of way on private property which is not part of a public highway.

ROTARY SERVICE

An arrangement whereby two or more lines or private-branch-exchange trunk lines furnished to a customer at any given location are grouped so that calls to the first number of the grouped lines are automatically routed to the first non-busy line of the lines so grouped, and a busy signal or busy report is not given unless all the grouped lines are busy.

SUBSCRIBER – See Customer

TELEPHONE COMPANY

The Chillicothe Telephone Company, its successors and assigns.

TERMINAL

The designation given the equipment with which a circuit is connected or the equipment on which a circuit terminates.

TERMINATION CHARGES

A charge applied when a contract for service is terminated by the customer before the expiration of the initial contract period.

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GENERAL EXCHANGE TARIFF

EXPLANATION OF TERMS

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TYPE OF SERVICE

The term used in describing exchange service with respect to each of the following:

- (a) The use to be made of such service; i.e. by the customer, his family, employees, etc., or by the general public, or by both. With respect to this use of the term, the Telephone Company furnishes two types of service: customer service and payphone service.
- (b) The comparative limitation which the Telephone Company places on the number of times customer service may be used for the stipulated monthly charge. With respect to this use of the term, the Telephone Company furnishes only one type of service: flat-rate (or unlimited) service.
- (c) The physical characteristics of the service. With respect to this use of the term, the Telephone Company furnishes only one type of service: common-battery dial service.

(For distinctions, see definitions of Class of Service and Grade of Service.)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS

The Chillicothe Telephone Company will comply with PUCO Minimum Telephone Service Standards set forth in Chapter 4901:1-5 of the Ohio Administrative Code (O.A.C.).

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

A. General

The following general regulations are applicable in addition to other regulations contained in this General Exchange Tariff and in the Telephone Company's Exchange Rate Tariff.

B. Obligation and Liability of Telephone Company

1. Availability of Facilities

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

2. Service Irregularities and Interruptions

Because the subscriber has control of his communications over the facilities furnished by the Telephone Company and of the other uses for which facilities may be furnished him by the Telephone Company, and because of the unavailability of errors incident to the services and to the use of such facilities, the Telephone Company's obligations are subject to the terms, conditions, and limitations herein specified.

(D)

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 facilities and not caused by subscriber-provided equipment or facilities or by the negligence of the subscriber, or of the Telephone Company in failing to maintain proper standards of maintenance and operation and exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

B. Obligation and Liability of Telephone Company (cont'd.)

3. Directory Errors and Omissions (concl'd.)

Approval of this 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.

The Company will comply with PUCO Minimum Telephone Service Standards regarding omission of a subscriber's listing from the white pages of the telephone directory or the listing of an incorrect telephone number.

(D)

4. Transmitting Messages

Except as otherwise specifically provided in this tariff, the Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons.

5. Use of Connecting-Company Lines

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

6. Defacement of Premises

The Telephone Company is not liable for any defacement of or damages to the premises of a subscriber resulting from the attachment of the Telephone Company's instruments, apparatus, and associated wiring on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Telephone Company.

7. Service in Hazardous Locations

Except as otherwise specifically provided in this tariff, the Telephone Company will require the subscriber to install and maintain service at locations which are or may be hazardous or dangerous to its employees or property.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

B. Obligation and Liability of Telephone Company (concl'd.)

8. Service at Outdoor Locations

The Telephone Company will refuse to provide, maintain, or restore service at outdoor locations unless the subscriber agrees in writing to indemnify and save harmless the Telephone Company from and against any and all loss or damage that may result to instruments, apparatus, wiring, or other equipment furnished by the Telephone Company at such locations.

9. Subscriber Billing Adjustments for Local Exchange Service

The Company will comply with PUCO Minimum Telephone Service Standards regarding subscriber billing adjustments for local exchange service.

(D)

10. Handling of Consumer Complaints

The Company will comply with PUCO Minimum Telephone Service Standards regarding the handling of consumer complaints.

(D)

C. Use of Service and Facilities

1. Ownership and Use of Equipment

Equipment and lines (other than inside wire) furnished by the Telephone Company on the premises of a customer are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises during normal working hours of the Telephone Company (except when by prior arrangement another time has been agreed upon by the Telephone Company and the customer) for the purpose of installing, inspecting, maintaining, or repairing the equipment and lines (other than inside wire), or for the purpose of removing such equipment and lines (other than inside wire). Such agents and employees of the Telephone Company entering the premises of the customer shall show his credentials or emblems of authority and state the reason or reasons for his visit. Such equipment and lines (other than inside wire) are not to be used for performing any part of the work of transmitting, delivering, or collecting any message where any toll or consideration has been or is to be paid any party other than the Telephone Company, without the written consent of the Telephone Company.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

C. Use of Service and Facilities (cont'd.)

2. Authorized Attachments and Connections

Customer-provided equipment and facilities may be attached to or connected with facilities furnished by the Telephone Company, subject to provisions set forth in Section 15 of this tariff.

3 Use of Customer Service

Customer service, as distinguished from Payphone Service, is furnished only for use by the customer, his family, employees, or representatives, persons residing in the customer's household, or guests of the customer, except as the use of the service may be extended to patrons of hotels and hospitals, members of clubs, or to persons temporarily subleasing customer's residential premises.

4. Use of Party-Line Service

Applications for party line telephone service are no longer accepted by the Telephone Company.

5. Local Message

A local message is a communication between a calling station and any other station within the local-service area of the calling station.

D. Establishment and Furnishing of Service

The Company will comply with PUCO Minimum Telephone Service Standards regarding establishment of service.

(D)

1. Application and Contract for Service

Application for service shall constitute a contract when accepted verbally or in writing by the Telephone Company or upon the establishing of service. The initial minimum contract period for exchange service is one (1) month from the date service is established unless otherwise specified herein or elsewhere in the Telephone Company tariff.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

D. Establishment and Furnishing of Service (cont'd.)

2. Application of Business and Residence Rates

(b) Residence Rates

(1) Service is classified and charged for as residence service:

At all residence locations only where the primary use of the service is of a social or domestic nature, where non-residence use, if any, is solely incidental to the primary social or domestic use, and where a residence type listing is furnished.

(2) When furnished at any location as an access to a repeater control and/or autpatch facility of a bona fide amateur radio operator, organization or society duly licensed as a primary station by the Federal Communications Commission as an amateur radio station pursuant to FCC Part 97, Section 5 [47 CFR Section 97.5] or any successor regulation. The Telephone Company may request a copy of the amateur radio station license prior to the installation of service.

When it is determined that a subscriber to residence service is using the service in such a manner that it should be classified and charged for as business service under the provisions, the Telephone Company will discontinue the service of such subscriber in the event he or she refuses to permit the service to be classified as business service and pay the applicable business rate.

3. Advance Payments

Applicants for service involving special construction may be required to make an advance payment. The amount of the advance payment is credited to the customer's account as applying to any indebtedness under the contract.

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4. Establishment of Credit/Deposits

Service applicants may be required to establish creditworthiness and be assessed a deposit. The Company will comply with PUCO Minimum Telephone Service Standards regarding the establishment of credit, deposits and use of customer information.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

D. Establishment and Furnishing of Service (cont'd.)

(6) Payment for Service (cont'd.)

(T)

- (d) In accordance with the PUCO Minimum Telephone Service Standards, a subscriber's bill shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If the bill is not paid by the due date, the account will be considered delinquent.
- (e) The failure of the subscriber to promptly pay the delinquent bill may subject the customer's local or toll service to either temporary suspension or discontinuance of service.
- (f) Each month shall be considered to have thirty (30) days for the purpose of computing charges, and shall be the basis for computing fractional portions of monthly billing, pro rata charges and adjustments to customer accounts.
- (g) Failure to receive a bill will not exempt a customer from prompt payment of any sum or sums due the Company.
- (h) A 1-1/2 percent late charge will be levied on any balance remaining on the 25th day after the bill is rendered. This charge will appear on the next bill.

(7) Denial or Disconnection of Local Service

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The Company will comply with PUCO Minimum Telephone Service Standards regarding Denial or Disconnection of Local Service.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

(D)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

D. Establishment and Furnishing of Service (cont'd.)

7. Denial or Disconnection of Local Service (cont'd.)

(T)

When the customer's use of Telephone Company or customer owned equipment is causing problems with the facilities of the Telephone Company which can be eliminated by temporary denial or termination of service, such as:

- (a) Preventing proper actuation and operation of switching equipment, or
- (b) Causing damage to or interference with the proper operation of Telephone Company equipment or facilities

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the Telephone Company may temporarily disconnect service.

In any of the above cases of temporary denial or termination of the customer's service without prior notice thereof, the Telephone Company shall promptly notify the customer of such denial or termination and the reason therefore and the Telephone Company shall exercise reasonable effort and cooperate with the customer to the end of remedying or eliminating the reason for the denial or termination so that service can be restored.

8. Installation, Maintenance, and Repairs

All ordinary expense of installation, maintenance, and repair, in connection with equipment and facilities provided by the Telephone Company, is borne by the Telephone Company unless otherwise specified in the Telephone Company's tariffs. In case of damage, loss, or destruction of any of the Company's property due to the negligence or willful act of the customer or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the Telephone Company in connection with the replacement of the property damaged, lost, or destroyed or the expense incurred in restoring it to its original condition. A customer is not permitted to install, rearrange, disconnect, remove, or repair any apparatus, or wiring (other than inside wiring) of the Telephone Company, except in the case of service furnished at hazardous locations and then only upon the written consent of the Telephone Company.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

Reserved for Future Use

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS (cont'd.)

F. Special Promotions

(C)

The Company will comply with the PUCO Minimum Telephone Service Standards regarding Special Promotions.

(D)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS

G. BASIC TELEPHONE ASSISTANCE

1. SERVICE CONNECTION ASSISTANCE

A. General

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

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

B. Regulations

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

- (a) Home Energy Assistance Programs (HEAP);
- (b) Supplemental Security Income (SSI) under Title XVI of the Social Security Act; (M)
- (c) Food Stamps; (M)
- (d) Federal public housing assistance, or Section 8; or (M)
- (e) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid). (M)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

GENERAL REGULATIONS

G. BASIC TELEPHONE ASSISTANCE (cont'd.)

1. SERVICE CONNECTION ASSISTANCE (cont'd.)

B. Regulations (cont'd.)

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

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

DIRECTORY LISTINGS (cont'd.)

B. Primary Listings (cont.)

3. Dual Name Listings (cont.)

- d. Dual name listings are available only for residential customers. (T)
- e. A secondary service order charge as specified elsewhere in this tariff applies for: (T)
 - (1) Changing a primary single name listing to a primary dual name directory listing.
 - (2) Changing the primary or additional dual name directory listing once established.
 - (3) Changing an additional dual name listing to a primary dual name listing.
- f. No non-recurring charge applies when the dual name listing is established with the initial establishment of service or when a change in an existing listing is required on an order for which service charges are otherwise applicable.

C. Regular Additional Listings

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- 1. Residential additional listings are listings in addition to the primary listing furnished in connection with residence service and may be the names of members of the customer's family or of other persons residing in the customer's household. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent guests residing in a hotel or club.

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

DIRECTORY LISTINGS (cont'd.)

C. Regular Additional Listings (Concl'd)

2. The monthly rate for each regular additional listing is:

Residential Listing \$ 1.30

3. The charge at the rate quoted in the paragraph above dates from the day following the posting of information records. Information records are posted on the day following the Telephone Company's receipt of the order for additional listing, unless the customer specifies that the posting shall be made as of the delivery date of the directory in which the listing first appears.

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D. Special Types of Additional Listings

1. Duplicate Listings

Duplicate listings; i.e., listings of nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangements of names, are permitted when, in the opinion of the Telephone Company, they are not desired to secure a preferential position in the directory or for advertising purposes. The regular additional listing rate quoted in the paragraph above applies for each duplicate listing.

2. Alternate Listings

a. Alternate listings; i.e., listings which refer calling persons to another telephone number at night and on Sundays and holidays, or in case no answer is received on the call to the primary number, are permitted for customers to all classes of service. The regular additional listing rate quoted in the paragraph above applies for each alternate listing.

b. Where two or more alternate listings are furnished under one directory note or caption heading, the additional listing rate shall apply to each listing under the note or caption, but no charge shall be made for the note or caption itself.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

MINIMUM TELEPHONE SERVICE STANDARDS

(C)

The Chillicothe Telephone Company will comply with PUCO Minimum Telephone Service Standards set forth in Chapter 4901:1-5 of the Ohio Administrative Code (O.A.C.).

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

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RETURNED CHECK HANDLING CHARGES

	Nonrecurring Charge
Charges per check returned (Non Specific)	\$ 9.00

A \$9.00 nonrecurring returned check charge will be charged to the customer for each occasion a check, draft, or electronic funds transfer item is presented for payment for service by a subscriber and is not accepted by the institution upon which it is drawn. In addition, the Company will pass thru to the customer any charges that the Company's bank charges the Company for returned checks. A non-sufficient funds payment is considered by the company as payment not being made on the account. The NSF payment and nonrecurring returned check charges plus any additional bank charges must be paid in full with cash or cashiers check. An additional charge for reconnection may apply if service is disconnected as a result of a NSF payment.

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THE CHILLICOTHE
TELEPHONE COMPANY

Section 12
Second Revised Sheet No. 1
Cancels First Revised Sheet No. 1

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

RESERVED FOR FUTURE USE

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INFORMATION AND REFERRAL SERVICE-211

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GENERAL

- A. In the Order of June 21, 2001 in Case No. 93-1799-TP-COI, the Public Utilities Commission of Ohio ("P.U.C.O.") locally assigned the three digit 211 abbreviated dialing code to the Approved Information and Referral Service Provider for use in providing community information and referral services to the public by way of voice grade facilities. The P.U.C.O. ordered incumbent local exchange carriers in each local calling area to make the 211 abbreviated dialing code available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "211 Service").
- B. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
- C. The 211 Service is not available for the following classes of service:
 - 1. Hotel/motel/hospital service
 - 2. Inmate service
 - 3. 1+ and 0+ calling
 - 4. 0- operated assisted calling
 - 5. 101XXXXX calling

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

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

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INFORMATION AND REFERRAL SERVICE-211

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

(M)

B. The Approved Information and Referral Service Provider's written application to establish 211 Service in a Company local exchange shall include the following:

1. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated in an exchange, then the Approved Information and Referral Service Provider shall make a new application.
2. A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.
3. For network sizing and protection: an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
4. An acknowledgement of the possibility that the Commission's assignment of the 211 abbreviated dialing code may be recalled at any time.

C. Local Calling for Company Subscribers

1. The Company, in cooperation with the Approved Information and Referral Service Provider, shall assure that all 211 Service calls are local in nature and do not generate extended local calling (ELCSP), intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
2. When the Approved Information and Referral Service Provider makes application for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider shall supply the Company with a seven (7) or ten (10) digit telephone number that terminates within the Company local exchange or one of the local exchange's EAS exchanges. The Company's exchange facilities will translate the dialed 211 dialing code into the telephone number the Approved Information and Referral Service Provider provides once 211 Service is established in the local exchange.

(M)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INFORMATION AND REFERRAL SERVICE-211

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

(M)

- C. Local Calling for Company Subscribers (Cont'd.)
 - 3. When the Approved Information and Referral Service Provider makes application for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange or one of the local exchange's EAS exchanges, then the Approved Information and Referral Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscriber's 211 Service calls remain local in nature.
- D. The customer obligations and indemnification language of Section 2, B, 2 of this tariff are fully applicable to Approved Information and Referral Service Providers ordering 211 Information and Referral Service under this section of the tariff.
- E. The Approved Information and Referral Service Provider shall develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
- F. The Approved Information and Referral Service Provider must be prepared to receive all calls to the 211 Service during normal business hours. To this end, the Approved Information and Referral Service Provider agrees to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
- G. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any services offered by the Company. For each line subscribed to by the Approved Information and Referral Service Provider, there will be one path available.

(M)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INFORMATION AND REFERRAL SERVICE-211

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

(M)

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

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INFORMATION AND REFERRAL SERVICE-211

(M)

OBLIGATIONS OF THE COMPANY

- A. The Company shall provision the 211 Service within thirty (30) days of the Company's receipt of the Approved Information and Referral Service Provider's completed application(s) for service.
- B. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
- C. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.
- D. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

LIABILITY

- A. The Telephone Company's liability with respect to 211 Service shall be limited to the terms set forth in Section 2, B. of this tariff.
- B. The Commission's local assignment and the Approved Information and Referral Service Provider's use of the 211 abbreviated dialing code are subject to preemption by the Federal Communications Commission. The Company shall not be liable to the Approved Information and Referral Service Provider for any damages the Approved Information and Referral Service Provider may incur that result from a national assignment of the 211 abbreviated dialing code.

(M)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INFORMATION AND REFERRAL SERVICE-211

OTHER TERMS AND CONDITIONS

- A. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service as described in the Exchange Rate Tariff.
- B. The 211 Service is provided solely for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 Service by the Company shall not be interrupted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.
- C. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
- D. The Telephone Company reserves the right to discontinue service in accordance with Section 2, D. 7 of this tariff.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

INFORMATION AND REFERRAL SERVICE-211

(M)

RATES AND CHARGES

- A. Subject to other terms and conditions of this tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
- B. The Approved Information and Referral Service Provider shall pay a nonrecurring Central Office Charge for each Company host central office out of which 211 Service is established.
- C. The Approved Information and Referral Service Provider shall pay a nonrecurring Central Office Change Charge when it makes application to change the telephone number into which the 211 abbreviated dialing code is translated. The Central Office Change Charge shall be applied on a per telephone number, per host central office basis.
- D. Applicable service order charges as specified in Section 7 of this tariff will apply in addition to the rates listed below.
- E. Rates (2)

	Nonrecurring Charge	
	Current	Maximum
Central Office Charge (Per host Central Office)	\$100.00	\$200.00
Central Office Change Charge (see D above.)	\$ 11.25	\$ 22.50

(2) Denotes Tier 1 Non-core service.

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non Core services are capped at current rates until September 24, 2006. After September 24, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-1253-TP-ALT effective September 24, 2004.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

ONE CALL NOTIFICATION - 811

GENERAL

- A. 811 Dialing Code (811) is a three digit local dialing arrangement for telephone voice transmission to certified "One Call" notification systems entities as a toll free call. On March 14, 2005 the Federal Communications Commission (FCC) in CC Docket No. 92-105 assigned 811 as the dialing code for nationwide access to One Call Notification Systems. In an Order on February 14, 2007, in Case No. 05-1306-AU-COI, the PUCO ordered that all local exchange companies in Ohio shall take whatever actions may be prudent and necessary in order to offer and provide 811 service throughout their Ohio service areas.
- B. B.811 Service is available from The Chillicothe Telephone Company within the Company service area only. All 811 abbreviated dialing code calls must be local in nature and will not result in any intraLATA toll, interLATA long distance, or pay-per-call charges to Company subscribers.
- C. The 811 abbreviated dialing code is not available for the following classes of services: Hotel/hospital service, Inmate service, 1+, 0+, and 0- operator assisted calls, or 101XXXX calling.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

ONE CALL NOTIFICATION - 811

OBLIGATIONS OF THE APPROVED "ONE CALL" NOTIFICATION SYSTEMS
PROVIDER

(M)

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

(M)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

ONE CALL NOTIFICATION - 811

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

(M)

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

(M)

TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

ONE CALL NOTIFICATION - 811

(M)

OBLIGATIONS OF THE COMPANY

- A. The Company will establish the 811 Service within ninety (90) days after receipt of the 811 Provider's completed application for service or the effective date of this Tariff, whichever is later.
- B. When an 811 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 811 Service call, the quality of the call or any features that may otherwise be provided with the 811 Service.
- C. The Company will route 811 calls originating from end users on the Company's local exchange network whether they purchase service directly from the Company or from another provider reselling company service. Otherwise, the Company is not responsible for establishing 811 Service for calls originating from other telecommunications providers.
- D. The Company does not undertake to answer and forward 811 Service calls but furnishes the use of its facilities to enable the 811 Provider to respond to such calls at the 811 Provider established call centers.
- E. The rates charged for 811 Service, if applicable, do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 811 Provider must conduct such operational tests as, in the judgment of the 811 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 811 Provider must promptly notify the Company in the event the Company's facilities are not functioning properly.

LIABILITY

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

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GENERAL EXCHANGE TARIFF

ONE CALL NOTIFICATION - 811

(M)

LIABILITY

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

OTHER TERMS AND CONDITIONS

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

(M)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

ONE CALL NOTIFICATION - 811

(M)

RATES AND CHARGES

- A. A Central Office Charge applies for each Company host central office out of which the 811 Provider orders 811 Service, as follows:
1. When a Company exchange is served by more than one host central office, a Central Office Charge is applicable for each host central office in that exchange.
 2. If the 811 Provider establishes 811 Service in multiple Company exchanges serviced by the same host central office, only one Central Office Charge applies.
- B. A Number Change Charge applies when the 811 Provider establishes service or applies to change the telephone number into which the 811 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
- C. Applicable service order charges as specified in Section 7 of this tariff will apply in addition to the rates listed below.
- D. Rates:

	Nonrecurring Charge
Central Office Charge (2) (Per host Central Office)	Current \$300.00
Central Office Change Charge (2)	\$ 11.25
Number Change Charge (1)	\$ 17.20

- (1) Denotes Tier 1 Core service.
(2) Denotes Tier 1 Non-core service.

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non Core services are capped at current rates until September 24, 2006. After September 24, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-1253-TP-ALT effective September 24, 2004.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

	(M)
	(D)
HORIZON VALUE PACK	(T)
A. DESCRIPTION	
Available to residential customers only.	(T)
The package includes the following:	
Basic Local Exchange Service	
Touch Call	(D)
Caller ID Name & Number	
Call Waiting	
Call Forwarding	
Speed Dialing (30 #)	
Three Party Conference with Transfer	(D)
B. TERMS AND CONDITIONS	(T)
This package is not available in conjunction with any other discounts including employee concessions, Lifeline assistance, or any other packaged or bundled service on the same line.	
Additional features may be purchased at regular tariff rates. In the event the customer wishes to order additional class or custom calling features, the multi-feature discount may still apply. Other calling features cannot be substituted for those listed as included in the bundle.	
Additional bundle upgrades may be available as noted elsewhere in this tariff.	(D)
All applicable non-recurring charges will apply.	
If a customer fails to submit timely payment sufficient to cover the entire amount of the regulated and unregulated bundled package rate, the Company may discontinue the provision of any regulated and unregulated services, other than basic local exchange service, if payment is sufficient to cover the rate for basic local exchange service.	
Horizon Value Pack is only available to residential customers where services and facilities exist.	
This package can only be purchased in conjunction with certain non-regulated and/or detariffed services.	(T)
	(M)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

BUNDLED SERVICE PACKAGES

PACKAGE UPGRADES

(M)

A. DESCRIPTION

(T)

Customers who subscribe to a Horizon Value Pack bundled service package may upgrade their package as follows:

1. Incoming Call Control may be added to any bundle for \$3.00 per month.

(D)

B. TERMS AND CONDITIONS

Upgrades or discounts to bundled services, as indicated above, are not available in conjunction with any other offer or discount. Other services or features cannot be substituted for those listed above.

The Company reserves the right to withdraw bundle upgrade options at any time (upon Commission approval).

(D)

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS

A. General Provision

Customer-provided terminal equipment and communications systems may be used with the facilities furnished by the Telephone Company for exchange and long distance message telecommunications service as specified in this section.

B. General Regulations

1. Responsibility of the Customer

- a. Customers wishing to provide their own telephone terminal equipment may do so under provisions of the rules and regulations set forth by the FCC Registration Program. The terms of this program provide that customer-provided equipment must be either registered or grand fathered in order to be directly connected to the network.
- b. Where telecommunications service is available under this tariff for use in connection with customer-provided equipment, the operating characteristics of such equipment shall not interfere with the rendering of any of the services offered by the Telephone Company.
- c. Such use shall not: endanger the safety of Telephone Company employees or the public; damage or require change in or alteration of the equipment; interfere with the proper functioning of such equipment or facilities; impair the operation of the Telephone Company's telecommunications system; or otherwise injure or interfere with the public's use of the Telephone Company's services.
- d. Upon notice from the Telephone Company that customer-provided equipment is causing or is likely to cause such hazard damage, injury or interference, the customer shall make such change as shall be necessary to remove, eliminate, or prevent the same.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS

2. Responsibility of the Telephone Company

- a. The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. Message telecommunications service as provided by the Telephone Company is not represented to be, nor is it necessarily, adapted to the use of customer-provided equipment and where such equipment is connected to the Telephone Company facilities. The Telephone Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided facilities.
- b. The Telephone Company shall not be responsible to the customer or otherwise if changes in the criteria contained in this section or in any of the facilities, operations or procedures of the Telephone Company render any customer-provided equipment obsolete or require modification or alteration of such equipment so as to render it compatible with the facilities of the Telephone Company or otherwise affect its use or performance.

3. Violation of Regulations

Where any customer-provided facilities are used with exchange and long distance message telecommunications service in violation of any of the provisions of this section, the Telephone Company will take such immediate action as it deems appropriate, including, at its option upon exercise of reasonable discretion, disconnection of the service, for the protection of the Telephone Company's facilities and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within 10 days, following written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in either temporary denial or

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS

B. General Regulations (concl'd.)

3. Violation of Regulations (concl'd.)

termination of such customer's service in accordance with the provisions of Section 2, Sheet 9, Paragraph D.7 of this tariff until such time as the customer complies with the provisions of this tariff.

4. Network Control Signaling

Satisfactory performance of the Telephone Company's telecommunications network requires continuing functional compatibility of the Telephone Company's facilities. In the furnishing of telecommunications service, to assure such continuing compatibility, network control signaling shall be performed by equipment furnished, installed and maintained by the Telephone Company.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS

- C. Customer-provided equipment may be connected to Chillicothe Telephone Company facilities, subject to the following regulations:
1. Method of Connection – Equipment must be connected to the Telephone Company demarcation point with ease of disconnection so as to serve as a test point between the Telephone Company network and customer wiring and equipment.
 2. Coupler – If a coupler is required it may be provided by either the customer or the Telephone Company.
 3. Initial Inspection of Equipment – Employees of the Telephone Company must be permitted to inspect the equipment prior to installation if so requested.
 4. Customer-Provided Coupler – The customer may use its own coupler providing it meets with the Code of Federal Regulations.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS

- (M)
5. Maintenance – Customer-provided equipment must not be detrimental to the service of the Telephone Company provided to other customers. Connection of customer-provided equipment is permitted with the understanding that generally accepted telephone-industry standards of installation and maintenance will be observed by the customer.

The customer is required to satisfy himself that trouble is not in his own equipment before requesting assistance from the Telephone Company. A charge will be made if a telephone technician is sent to clear trouble that results from customer-provided equipment or its associated customer-provided wiring.

6. Periodic Inspection – Employees of the Telephone Company shall be allowed to inspect customer-provided equipment periodically.
7. Unreported Customer-Provided Equipment – A Telephone Company employee who discovers previously unreported customer-provided equipment shall be allowed to, and shall, inspect the installation to see if it meets the requirements and standards contained herein. If it does not meet such requirements and standards, the equipment shall be disconnected or a coupler of the proper type installed, depending on the wishes of the customer. If changes in the installation are necessary, they shall be described and explained to the customer. Information about the equipment shall be turned in for the Telephone Company's billing and plant records.

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

CONNECTIONS WITH CERTAIN EQUIPMENT PROVIDED BY CUSTOMERS			(M)
D. Rates and Charges:	Non-Recurring Charge	Per Month	
1. Customer-provided equipment			
Initial or periodic inspection of equipment – if requested	37.50	-0-	
Repair trip made-trouble found to be in customer-provided equipment	37.50	-0-	

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TARIFF P.U.C.O. NO. 12
GENERAL EXCHANGE TARIFF

TOUCH CALLING SERVICE

(M)

A. General

Touch calling service is provided for the origination of telephone calls through the use of pushbutton rather than a rotary dial.

(D)

B. Rates (1)

- The following rates apply for pushbutton telephone residential service associated with lines equipped for touch calling service and are in addition to the monthly and nonrecurring rates and charges applicable for the associated service and facilities elsewhere in this tariff provided for:

	Monthly	
	Current	Maximum
Touch calling residential access line	\$ 2.20	\$ 2.20
(individual or party)		

- The following rates apply for pushbutton telephone business service associated with lines equipped for touch calling service and are in addition to the monthly and nonrecurring rates and charges applicable for the associated service and facilities elsewhere in this tariff provided for:

	Monthly	
	Current	Maximum
Touch calling business access line	\$ 2.20	\$ 2.20
(individual or party)		

(1) Denotes Tier 1 Core service.

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non Core services are capped at current rates until September 24, 2006. After September 24, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-1253-TP-ALT effective September 24, 2004.

(M)

Issued: April 1, 2008

Effective: April 1, 2008

Issued by William McKell, President
In accordance with the Public Utilities Commission of Ohio
Case filed April 1, 2008 in Case No. 08-381-TP-ATA