

SRF

QualStar Communications, Inc.
417 Wayne Avenue
Defiance, Ohio 43512

PUCO Tariff No. 1
Original Title Page

QUALSTAR COMMUNICATIONS, INC.

TARIFF FOR LOCAL TELECOMMUNICATIONS SERVICES

WITHIN THE STATE OF OHIO

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TARIFF DIVISION
Public Utilities Commission of Ohio

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This Tariff describes generally the regulations and rates applicable to the provision of Local Telecommunications Services between points within the State of Ohio. Service is provided by QualStar Communications, Inc. with principal offices at 417 Wayne Avenue, Defiance, Ohio 43512. This Tariff is on file with the Public Utilities Commission of Ohio as Case No. 00-612-TP-ACE. Copies may be inspected during normal business hours at the Company's principal place of business.

Issued Date: July 19, 2000

Effective Date:

In accordance with Finding and Order in Case No. 00-612-TP-ACE
Issued by the Public Utilities Commission of Ohio, dated July 19, 2000
Douglas C. DeWolfe, President, QualStar Communications, Inc.
417 Wayne Avenue, Defiance, Ohio 43512

COPY

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SECTION 1

DEFINITIONS

ACCESS LINE

A central office circuit or channel that provides access to the telephone network for local and long distance telephone services.

AIR LINE MEASUREMENT

The shortest distance between two points. A measurement for computation of mileage charges between termination points.

ANCILLARY DEVICES

All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

ANSWERING EQUIPMENT

Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

APPLICANT

Any person, partnership, corporation, or any combination thereof requesting service or action from the Company.

AUTHORIZED PROTECTIVE CONNECTING MODULE

A protective unit approved by the Company which is manufactured in accordance with the design set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

AUTHORIZED USER

A person, firm or corporation (other than the customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the Tariff and (1) on whose premise a station of the private line service is located or (2) who receives from or sends to the Customer over such private line or channel communications relating solely to the business of the Customer

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SECTION 1

DEFINITIONS (cont.)

BUILDING (Same)

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the Company's wires or cables can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

BUSINESS SERVICE

Telecommunications service furnished to Customers where the primary or obvious use is of a business, professional, institutional or otherwise occupational nature.

CALL

An attempted communication, whether completed or not.

CALLING AREA

See "Local Service Area."

CANCELLATION CHARGES

A charge applicable under certain conditions when the application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before the contract period is completed.

CENTRAL OFFICE

A switching unit in a telecommunications system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of exchange lines and trunks or trunks only. There may be more than one central office in a building or exchange.

CHANNEL

A path, or combination of paths, for communication between two or more stations or Company offices and furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by means of a single physical facility or route.

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SECTION 1

DEFINITIONS (cont.)

CIRCUIT

A channel used for the transmission of energy in the furnishing of telephone and other communication services further described as:

Two-wire circuit: A circuit using one transmission path, which may be one carrier pair or one pair (two wires) of metallic conductors.

Four-wire circuit: A circuit using two one-way transmission paths, which may be two carrier paths or two pairs (four wires) of metallic conductors

CLASS OF SERVICE

A description of telecommunications service furnished a Customer which denotes such characteristics such as nature of use (business or residence) or type of rate (flat or message rate). Classes of service are usually subdivided in grades, such as individual or multi-party line.

COMMISSION

The Public Utilities Commission of Ohio

COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable, when not connected to exchange telecommunication service, of two-way communication between Customer-provided terminal equipment.

COMPANY

QualStar Communications, Inc. ("QualStar")

COMPLEX SERVICE

The provision of a circuit requiring special treatment, special equipment or special engineering design.

CONDUIT

A tubular runway for cable facilities

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SECTION 1

DEFINITIONS (cont.)

CONNECTION

Denotes the establishment of telephone service. A move of existing service to a different premise requires a connection.

CONNECTION CHARGE

See "Service Charges."

CONSTRUCTION CHARGE

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the Tariff.

CONTINUOUS PROPERTY

The plot of ground, together with any building thereon, occupied by the Customer, which is not divided by public highways or separated by property occupied by others. Where a Customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property, provided local wire or cable facilities are used and the Customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

CONTRACT

The service agreement between a Customer and the Company under which service and facilities for communication between specified locations for designated periods and for the use of the Customer and its specifically named authorized users are furnished in accordance with the provisions of this Tariff.

CONTRACT PERIOD

The length of time for which a Customer is responsible for the charges associated with the services, facilities, and equipment under contract.

COST OR COST BASIS

Cost of equipment and materials provided or used plus the cost of installation including, but not limited to, engineering, labor, supervision, transportation, right-of-way, other items which are chargeable, and the actual expense incurred by the Company relating to the call-out of Company personnel.

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SECTION 1

DEFINITIONS (cont.)

CUSTOM CALLING SERVICES

Custom Calling Services provide for call features like Call Waiting and Call Forwarding and is furnished in connection with basic business and/or residential line service.

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)

Custom Local Area Signaling Services (CLASS) are enhanced services associated with Signal System Seven (SS7) technology. CLASS is furnished in connection with individual line service (private line).

CUSTOMER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this Tariff. The Customer is responsible for compliance with the rules and regulations of the Company, and is responsible for ensuring payment of the charges.

CUSTOMER PREMISES INSIDE WIRE

All wire within a Customer's premise, including connectors, jacks, and miscellaneous materials associated with the wire installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes house, riser, buried, and aerial cable.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices or apparatus and their associated wiring provided by a Customer, which may be connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

CUSTOMER TROUBLE REPORT

Any oral or written report from a Customer received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities. One report shall be counted for each oral or written report received even though several items are reported by one Customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

DEMARCATATION POINT

The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or inside wiring at a Customer's premise. The demarcation point is located on the Customer's side of the Company's protector or equivalent.

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SECTION 1
DEFINITIONS (cont.)

DETACHED ACCESS LINE

An additional circuit connected to an access line either directly or through a switching device that uses Company facilities.

DIRECT BURIAL

The installation of cables or conductors directly in the earth and not in conduit or duct.

DIRECT CONNECTION

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

DIRECT ELECTRICAL CONNECTION

The physical connection of electrical conductors in the communications path.

DIRECTORY

A book that typically lists each telephone Customer alphabetically, with his/her service location and telephone number.

DIRECTORY ASSISTANCE SERVICE

Directory assistance service is furnished to supplement the information available in the Company directory, and to furnish telephone numbers to users who are not able to find the listing in their directory.

DIRECTORY LISTING

The publication of the Company's directory and/or directory assistance records of information relative to a Customer's telephone number, by which telephone users are able to ascertain the telephone number of a desired party.

DISCONNECT NOTICE

The written notice sent to a Customer following billing, notifying the customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

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SECTION 1

DEFINITIONS (cont.)

DISCONNECTION OF SERVICE

An arrangement for a permanent interruption of telephone service, made at the request of the Customer, or initiated by the Company for violation of Tariff regulations by the Customer. A "final" bill would be rendered showing moneys owed to the Company net of any amounts to be refunded, such as deposits, as of the date the service was disconnected.

DROP WIRE

Wires used to connect the aerial, buried, or underground distribution facilities to the point where connection is made with a Customer's premise.

EMERGENCY NUMBER SERVICE

A telephone exchange communication service whereby a public safety answering point designated by the Customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement for answering and dispatching of public emergency telephone calls dialed to 911.

ENTRANCE FACILITIES

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

EXCHANGE

The area established by the Company for the administration of telecommunications service for which a separate local rate schedule is provided. The area usually embraces a town, or village and its environs, and consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

EXCHANGE AREA

The area within which the Company furnishes complete telephone service from one specific exchange at the exchange rates applicable within that area.

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SECTION 1

DEFINITIONS (cont.)

EXCHANGE SERVICE

Exchange service is a general term describing, as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the local exchange Tariff.

FACILITIES

All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Commission.

FLAT RATE SERVICE

A classification of exchange service furnished a customer for which a stipulated charge is made regardless of the amount of use.

GENERAL EXCHANGE SERVICES

Services furnished by the Company connected to or associated with primary local exchange service.

HARM

Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user as well as the calling or called party.

HIGH CAPACITY CIRCUIT (HI CAP)

Digital-data transmission service equal to, or in excess of T1 data rates (1.544 Mbits).

HOUSEHOLD

A household comprises all persons who occupy a dwelling unit. A dwelling unit is a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head of the household) and also any lodgers or employees who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

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SECTION 1
DEFINITIONS (cont.)

IDENTIFICATION NUMBER

An identifying number of a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the Federal Communications Commission's Part 68.

INDIVIDUAL LINE SERVICE

A classification of exchange service furnished under Tariff provisions which provides that only one exchange access line shall be served by the circuit connected.

INITIAL NONRECURRING CHARGE

A nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

INITIAL SERVICE PERIOD

The minimum period of time for which service is provided, which is typically one month unless otherwise specified in the Tariff

INTEREXCHANGE PRIVATE LINE

A communication path between two or more serving areas not connected for exchange telephone service.

INTERFACE

The junction or point of interconnection between two systems or equipment having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.

The point of interconnection between Company equipment and communications facilities on the premise of the Customer. Also referred to as demarcation point.

INTERFACE EQUIPMENT

Equipment provided by the Company at the interface location to accomplish the direct connection of facilities provided by the Company with facilities provided by other than the Company.

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SECTION 1
DEFINITIONS (cont.)

INTERLATA

Long distance message telecommunications service where point locations are in a different local access and transport area (LATA).

INTRALATA

Long distance message telecommunications service where service point locations are within the same local access and transport area (LATA).

INTRAEXCHANGE CHANNEL SERVICE

Channel connecting two or more "primary terminations" in the same exchange.

INTRAEXCHANGE SERVICE

Telecommunications service confined wholly within a single exchange.

JACK

A fixed socket designed to permit the establishment of a connection between the local exchange facilities and terminal equipment equipped with cords ending in plugs.

KEY EQUIPMENT

Switching keys located in the telephone base or other housing arranged to pick up or hold a line, or to communicate with other telephones in the Customer's communications system.

KEY SYSTEM LINE

A circuit connecting key system equipment with a central office.

KEY TELEPHONE SET

A telephone set equipped with keys or buttons in the housing.

KEY TELEPHONE SYSTEM

An arrangement of equipment in combination with telephone sets and associated keys, to connect those telephones to any one of a limited number of exchange, PBX, intercom or private lines. Line status indicating, signaling, holding or other features, are or may be incorporated.

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SECTION 1

DEFINITIONS (cont.)

LOCAL ACCESS AND TRANSPORT AREA (LATA)

Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company serving area which are grouped to serve common social, economic, and miscellaneous purposes.

LOCAL CALLING AREA

See "Local Service Area."

LOCAL CHANNEL

Applies to that portion of a channel that connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

LOCAL EXCHANGE SERVICE

Telecommunications service provided within an exchange for the purpose of establishing connections between Customer premise within the exchange, including connections between a Customer premise and a long distance service provider serving the exchange. Local exchange service may also be referred to as local exchange telephone service.

LOCAL MESSAGE

A communication between two or more exchange access lines within the local service area of the calling telephone.

LOCAL MESSAGE CHARGE

The charge that applies for a completed message that is made when the calling exchange access line and the called exchange access line are both within the same local calling area where a local message charge is applicable.

LOCAL SERVICE

The intercommunication (by means of facilities connected with the Company central office or offices and under the provisions of the Company) between exchange access lines located in the same exchange or in different serving area between which no toll rates apply.

LOCAL SERVICE AREA (LOCAL CALLING AREA)

The area within which telephone service is furnished customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under an extended area service arrangement.

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SECTION 1

DEFINITIONS (cont.)

LOCAL SERVICE CHARGE

The charge for furnishing facilities to enable a Customer to send or receive telecommunications within the local service area. This local service calling area may include one or more exchange areas.

LONG DISTANCE MESSAGE TELECOMMUNICATION SERVICE

Facilities furnished by means of wire, radio or a combination thereof for telecommunications between service points in different local service areas in accordance with the regulations and system of charges specified by the Company.

MAINTENANCE SERVICE CHARGE

A nonrecurring maintenance charge applied when service difficulty or trouble results from the use of Customer-provided equipment or inside wiring.

MESSAGE

A communication between two or more exchange access lines. Messages may be classified as local or toll.

MILEAGE

The measurement (airline, route, etc.) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

MINIMUM CONTRACT PERIOD

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

NETWORK CONTROL SIGNALING

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

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SECTION 1

DEFINITIONS (cont.)

NON-LISTED TELEPHONE NUMBER

A telephone number associated with an exchange access line for which no listing appears in the alphabetical section of a telephone directory. The number is listed in the information records and is given out upon request.

NONPUBLISHED TELEPHONE NUMBER

A telephone number associated with an exchange access line which, at the request of the Customer, is not listed in the telephone directory and is not made available to the general public by the Company.

NONRECURRING CHARGE

A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges

OFF PREMISE EXTENSION (OPX)

A telephone located in a different office or building from the main phone system.

ONE PARTY SERVICE

Any exchange access line designed for the provision of exchange service to one premise.

PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

PERSON

Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

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SECTION 1

DEFINITIONS (cont.)

PREMISE

The same premise consists of:

- (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.
- (b) the portion of the building occupied by the customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare or by space occupied by others.
- (c) the continuous property operated as a single farm whether or not intersected by a public road.

PREMISE WIRING

All wire within a Customer's premise, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes riser, buried and aerial cable.

PREASSIGNED NUMBER

A telephone number preassigned before service is actually established.

PREWIRING

Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

PRIMARY SERVICE

The initial provision of voice grade access between the Customer's premise and the switched telecommunications network. This includes the initial connection to a new Customer, the move of an existing Customer to a new premise, or the change of a telephone number.

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SECTION 1

DEFINITIONS (cont.)

PRIMARY TERMINATION

Applies to channels which extend beyond the continuous property of a Customer or the confines of a single building housing the first premises of more than one Customer. "Primary Termination" also denotes the first termination of such a channel at a station or private branch exchange on the continuous property of a customer. When more than one Customer's premise is located within the same building, the first termination of such a channel at that building constitutes a "primary termination." For purpose of this definition, the location of a "primary termination" for channel services associated with "switching system services" is considered to be at the "switching system services" serving central office. When the "switching system services" serving central office is not in the same exchange as the main location, the "mileage service area" center for the main location will be used in lieu of the "switching system services" serving central office.

PRIVATE BRANCH EXCHANGE

An arrangement of equipment situated on a customer's premises consisting of a switching apparatus with an attendant's telephone, telephones connected with the switchboard, and trunks connecting it with a central office. The Private Branch Exchange provides for intercommunications between these telephones, for communication with the general exchange network, and for long distance message telecommunications service.

PRIVATE BRANCH EXCHANGE LINE

A channel connecting the Private Branch Exchange (PBX) station or other terminal equipment with the PBX switching equipment.

PRIVATE BRANCH EXCHANGE TRUNKS

Trunks connecting a private branch exchange system with a central office for communication with the general exchange network and for long distance message telecommunications service.

PRIVATE LINE

A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office switching equipment.

PUBLIC THOROUGHFARE

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

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SECTION 1

DEFINITIONS (cont.)

PUBLISHED TELEPHONE NUMBER

A number which appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory, and which also appears in the information records for general public information.

RATE CENTER

A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

REFERENCE LISTING

The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

REGISTERED TERMINAL EQUIPMENT

Terminal equipment which is registered in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

RESIDENTIAL SERVICE

Telecommunications service furnished to Customers when the actual or obvious use is for domestic purposes.

ROTARY HUNTING SERVICE

A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

SERVICE CHARGE

A nonrecurring nonrefundable charge for work required to establish initial service or to make subsequent additions to, moves, or changes in that service.

SERVICE DROP

Facilities used to connect buried, aerial or underground distribution facilities to the point of entrance to the building where connection is made with the inside wires of a Customer's telephone.

SERVICE WIRE CENTER

A central office location where telephone feeder and distribution cables are terminated

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SECTION 1

DEFINITIONS (cont.)

SERVING CENTRAL OFFICE

The central office from which a Customer's telephone service is normally provided.

SIGNAL CONDITIONING EQUIPMENT

That equipment connected to a channel to condition signals generated by data terminal equipment.

SINGLE CHANNEL (Half Duplex)

A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

SPECIALIZED CUSTOMER PREMISE EQUIPMENT

Terminal equipment required by persons with impaired hearing, speech, vision or mobility.

STATION EQUIPMENT

Customer-owned or leased equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

SUPERSEDURE OF SERVICE

An Applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a Customer discontinuing that service when the Applicant is to take service on the premise where service is being rendered, and if a notice to that effect from both the Customer and the Applicant is presented to the Company, and if an arrangement, acceptable to the Company, is made to pay outstanding charges against the service. The Company may require such notice to be in writing.

SUPPLEMENTAL CONTRACT

A contract for service, equipment or facilities in addition to that provided for under the original contract.

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SECTION 1

DEFINITIONS (cont.)

SUSPENSION OF SERVICE

An arrangement made at the request of the Customer, or initiated by the Company, for temporarily interrupting service.

TARIFF

The schedule of the Company containing all rules and regulations, rates, and charges, stated separately by type or kind of service and the Customer class filed with the Commission.

TELECOMMUNICATION SERVICES

The various services offered by the Company as specified in this Tariff.

TELEPHONE COMPANY

See "Company."

TELEPHONE NUMBER

A numerical designation assigned to a Customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "central office designation."

TELEPHONE SOLICITATION

An unsolicited telephone call.

TEMPORARY DISCONNECTION

See "Suspension of Service."

TEMPORARY SERVICE

The provision of service definitely known to be required for a short period of time (generally less than twelve consecutive months) such as, but not limited to, service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

TERMINATION AGREEMENT

An agreement between the Company and the Customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the Customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

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SECTION 1

DEFINITIONS (cont.)

TERMINATION CHARGE

A charge made to liquidate a Customer's obligations for termination of service prior to the expiration of the initial contract period.

TERMINATION OF SERVICE

The discontinuance of service or facilities provided by the Company, either at the request of the Customer or by the Company under its regulations concerning cancellation for cause.

TIE LINE

A circuit connecting two switching systems (e.g., Private Branch Exchange and/or Automatic Call Distribution Systems) for the purpose of intercommunicating between the stations connected.

TOLL MESSAGE

A communication between two exchange access lines, the called access line being outside of the local or service area of the access line from which the message originates.

TOLL RATE

The initial period charge prescribed for a toll message usually based upon a minimum initial period and distance between serving area.

TOLL SERVICE

That part of the total telephone service rendered either by the Company or through the Company's access through which Interexchange Carriers provide long distance service between different local service areas in accordance with the rates and regulations specified by either the Company's or other Interexchange Carrier's Long Distance Message Telecommunications Tariffs.

TRUNK LINE

A telephone communication channel between a central office and a Private Branch Exchange, or a Key System for the common use of all calls or one class between its two terminals.

UNDERGROUND SERVICE CONNECTION

A drop wire or cable which is run underground from a pole line or an underground distributing cable.

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SECTION 1

DEFINITIONS (cont.)

VOICE GRADE FACILITY

A communications path typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz between two points comprised of any form or configuration of physical plant capable of transmitting and receiving these frequencies.

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

A service designed to meet the needs of customers who make or receive substantial volumes of long distance telephone calls. This service is only provided on an inward or outward basis.

WIRE CENTER

A central office location where telephone feeder and distribution cables are terminated.

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SECTION 2
RULES AND REGULATIONS

DEFINITIONS OF SYMBOLS

General

The following symbols will be utilized for all changes of material within the General Exchange Tariff:

- C** - Change in Regulation
- D** - Discontinued Rate, Regulation or Text
- E** - Correction of an error made prior to current revision of Tariff
- I** - Increase in Rate
- M** - Moved Rate, Regulation or Text from one page to another with no change in Rate, Regulation or Text.
- N** - New Rate, Regulation or Text
- R** - Reduction in Rate
- T** - Text Change, but no change in Rate or Regulation

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SECTION 2

RULES AND REGULATIONS (cont.)

2.1 GENERAL APPLICATION

- 2.1.1 The rules and regulations set out in this Tariff apply to the services and associated facilities furnished by the Company within its operating territory in the serving area listed in Section 3 of this Tariff.
- 2.1.2 Complete Tariffs containing all rates for Local Exchange Service will be kept at all times in the Company's local business office where they will be available for public inspection during regular business hours. Copies may be obtained at reproduction cost.
- 2.1.3 Failure on the part of any customer to observe these rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.
- 2.1.4 QualStar Communications, Inc. will comply with the Ohio Minimum Telephone Service Standards (MTSS).

2.2 ESTABLISHING SERVICE

2.2.1 Availability of Facilities

- A. The rates and charges quoted in this Tariff provide for the furnishing of service and facilities where suitable facilities are available
- B. The Company shall not be liable for failure to furnish service where facilities are not available.
- C. When service and facilities are provided in part by the Company and in part by other connecting companies the regulations of the Company apply to that portion of the service and facilities furnished by the Company.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE (cont.)

2.2.2 Application for Service

- A. Applications for service or requests or orders by the Customer for additional services or facilities may be made orally, or in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.
- B. An Applicant may be required to make an advance payment at the time the application is accepted, in cases where a deposit is not collected. The amount of the payment will be based on applicable Service Connection Charges and the first month's charges for Exchange Service. The provisions of this paragraph affect the initial payment only and regular monthly charges for service as well as billing and collection practices discussed within this Tariff are otherwise applicable.

2.2.3 Cancellation or Change in Application for Service

- A. Where the Customer cancels an application for service prior to the start of installation of service or of special construction no charge applies.
- B. Where installation of service has been started prior to the cancellation, a Cancellation Charge equal to the Service Order Charge may apply.
- C. When a Customer requests a change in location of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service prior to completion of the work involved, the Customer is also required to pay the amount of additional costs and expenses incurred by the Company in completing the work as changed.

SECTION 2
RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE (cont.)

2.2.4 Refusal of Service

A. Grounds for Refusal of Service:

1. The Company may refuse to serve an Applicant for any one of the following reasons:
 - a. The Applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be given.
 - b. In extraordinary circumstances where an Applicant's unlimited access to the network may result in substantial loss of revenue to the Company.
 - c. For refusal to make a deposit if the Applicant/Customer is required to make a deposit under the requirements outlined in this Tariff.

B. Applicant's Recourse

1. In the event the Company refuses to serve an Applicant, the Company will inform the Applicant of the reasons for its refusal.
2. In the event the Applicant believes the Company's refusal of service is unjustified, the Applicant may appeal the refusal with the *Consumer Division* at the Ohio Public Utilities Commission.

2.2.5 Transfer, Assignment, or Supersedure of Service

- A. Service previously furnished to one (1) Customer may be assumed by a qualified new Customer without lapse in the rendition of service at the exact premise where service is currently rendered.
- B. The Company may require written notice of a Customer's intent to assume existing service. Any and all outstanding charges incurred by the first Customer must be paid for by the Customer assuming the service.

SECTION 2

RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE (cont.)

2.2.6 **Minimum Service Periods**

Unless otherwise specified elsewhere in this Tariff, the minimum service period for all services offered in this Tariff is one (1) month beginning on and including the day following the establishment of service. The minimum service period relates to each applicable unit of service, either on the initial or subsequent installations. For purposes of administration, each month is considered to have thirty (30) days.

2.2.7 **Priority of Establishment of Service**

Applications for service in a particular exchange will be completed in the chronological order of their receipt to the extent practical and economical, and depending on the availability of facilities.

2.3 FURNISHING OF SERVICE

2.3.1 **Provision and Ownership of Service and Facilities**

Service and facilities furnished by the Company on the premise of a Customer or Authorized User are the property of the Company and are provided upon the condition that such service and facilities, except as expressly provided in this Tariff, must be installed, relocated, and maintained by the Company. Company employees and agents may enter said premise at any reasonable hour to install, to inspect, or to repair any part of the Company's facilities on the Customer's premise, or to remove such facilities which are no longer necessary for the provision of service.

2.3.2 **Company Facilities at Hazardous or Inaccessible Locations**

- A. Where service is to be established or maintained at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the Company may refuse to furnish such service and/or the Customer may be required to install and maintain the Company's facilities in a manner satisfactory to the Company. The Customer will reimburse the Company for any unusual costs involved.
- B. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, or damage by reason of the installation and maintenance of such service and/or facilities.

SECTION 2

RULES AND REGULATIONS (cont.)

2.3 FURNISHING OF SERVICE (cont.)

2.3.3 Protective Equipment

- A. Protective equipment is required when a hazardous electrical environment is present at a Customer's premise and when the estimated rise in ground potential is sufficient to cause damage to Company facilities or to endanger the safety of the Company's employees or Customers. The Customer must provide the protective equipment subject to Company specifications.
- B. Other special protective equipment and/or neutralizing transformers, isolating transformers, drain coils for use in providing service to Customer's premise where there are high ground potentials, even though not required, may be provided by the Customer, subject to specifications, or in accordance with the rates, terms and conditions otherwise noted in this Tariff.
- C. All equipment connected to the Company's facilities and the telecommunications network shall meet the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

2.3.4 Telephone Numbers

- A. Telephone numbers are the property of the Company and are assigned to the service furnished the Customer. The Company reserves the right to change such numbers and/or the central office name associated with such numbers assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.
- B. The Company shall list each Customer with directory assistance except those numbers not listed at the Customer's request.

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SECTION 2
RULES AND REGULATIONS (cont.)

2.3 FURNISHING OF SERVICE (cont.)

2.3.5 Classifications of Service

A. Basis for Classification

1. The determination as to whether Customer service should be classified as business or residence service is based on the character of the use to be made of the service and facilities. This consideration is, in all cases, the basis upon which the rates for any particular service are classified, and any indices of such character of use should be applied with this primary definition in mind.
2. The Company reserves the right to classify any local service furnished a Customer as business or residence service, in compliance with this Tariff.

B. Application of Business Rates

Business rates apply whenever the use of the service is primarily or substantially of a commercial, professional, institutional, or otherwise occupational nature, or where the listing required is such as to indicate business use.

C. Application of Residence Rates

Residence rates apply when the use of the service is of a domestic nature, provided that service is not used substantially for occupational purposes.

- D. Changes in classification between residence to business service may be made without change in telephone number if the Customer so desires.**

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SECTION 2. GENERAL RULES AND REGULATIONS (cont.)

2.3 FURNISHING OF SERVICE (cont.)

2.3.6 Installation, Maintenance, and Repair of Facilities

- A. All ordinary expense of installation, maintenance, and repairs of Company equipment and facilities, unless otherwise specified in this Tariff, is borne by the Company. Where special conditions or requirements of the Customer involve unusual construction or installation costs, the Customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft, 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, the Customer shall be required to pay the actual expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- B. The Customer shall not install, disconnect, rearrange, remove, or attempt to repair any facilities owned and furnished by the Company or permit others to do so, except upon the written consent of the Company or as otherwise specified in the Company's applicable Tariffs. The Company shall have the right to charge the Customer for losses experienced as a result of unauthorized tampering.
- C. The Customer may be billed the applicable Minimum Service Charge for each physical service call to the Customer's premise where off-hook condition is found. The Minimum Service Charge will be the minimum premise visit charge as listed in Sections 4 and 6 of this tariff.

2.3.7 Work Performed Outside Regular Working Hours

The rates and charges specified in this Tariff contemplate that all work in connection with furnishing or rearranging service will be performed during regular working hours. Whenever a Customer requests that work necessarily required in the furnishing or arranging of his service be performed outside the Company's regular working hours, or that work already started should be interrupted, the Customer may be required to pay the amount of additional costs the Company incurs as a result of the Customer's special requirements, in addition to the other rates and charges specified in this Tariff.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.4 USE OF SERVICE AND FACILITIES

2.4.1 Use of Service

- A. The Company may refuse to install or may terminate a Customer's service if it is located on premise that is public or semi-public in nature and is not used for the service's intended use.
- B. Services provided by the Company may not be resold by the Customer or used in any manner for which the Customer receives compensation from except as specified below:
 - 1. Services the company provides on a wholesale basis to other certified carriers.
 - 2. Wholesale services will be provided to other certified carriers on a contractual basis.
- C. The Customer is responsible for payment of all charges of the Company for all services ordered by the Customer, including those that are shared or resold as provided herein.

2.4.2 Accessories Provided by the Customer

No equipment, accessory, apparatus, circuit or device shall be attached to or connected with the Company facilities except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection, or to disconnect service. The Customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his/her premises because of the use of such attachments or connections.

2.4.3 Limit On Communication

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.4 USE OF SERVICE AND FACILITIES (cont.)

2.4.4 Unlawful, Abusive, or Fraudulent Use of Service

- A. The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service will be discontinued, after proper written notice, if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law. The Company shall in no event be liable for any damage resulting from any action taken or threatened pursuant to this Section.

- B. The Company may suspend or terminate telephone service, upon proper notice following the rules and regulations of the Commission's Minimum Telephone Service Standards in Rule 4901:1-5-19, to any person(s), firm or corporation who: uses or permits the use of foul, abusive, obscene or profane language over the facilities furnished by the Company; or impersonates or permits impersonation of any other individual with fraudulent or malicious intent; or uses or permits their telephone to be used to make calls whether anonymous or otherwise in any manner which could reasonably be expected to frighten, abuse, torment, or harass another; or uses the service in such a manner as to interfere in any way with the service of others. (proper notification procedures are listed in Section 2.5.1)

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

2.5.1 *Discontinuance of Service*

A. Non-payment Service Interruption

In the event of a proposed disconnection of local service, the following procedures shall apply:

1. A Subscriber's bill shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due.
2. The Company complying with the conditions set forth in this rule may disconnect service during normal business hours; however, no disconnection for past due bills may be made after twelve thirty p.m. on the day preceding a day that all services necessary for reconnection are not regularly performed or available. QualStar Communications, Inc. ("Company") will comply with the disconnection requirements as found in Case No. 95-790-TP-COI and the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-19.
3. No Local Service can be disconnected for non-payment of Local Service Charges unless the Company has given the affected Customer a written notice of the proposed disconnection postmarked at least seven (7) days before the proposed date of disconnection. The notice must include:
 - a. A statement that failure to pay the amount required at the Company's office or to one of its authorized agents by the date specified on the notice may result in the disconnection of local or toll optional service;
 - b. The earliest date when disconnection will occur.
 - c. The reasons for disconnection and any actions which the subscriber must take in order to avoid the disconnection, including the total amount required to be paid. This amount shall not be greater than the past due balance.
 - d. The total amount due to avoid disconnection of local or toll service.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont.)

2.5.1 Discontinuance of Service (cont.)

A. Non-payment Service Interruption (cont.)

- e. The total amount due for non-regulated charges and a statement that nonpayment of such charges cannot result in the disconnection of basic local service or regulated toll service.
- f. The address and telephone number of the office that the Subscriber may contact in reference to his account.
- g. A statement that the Commission staff is available to render assistance with unresolved complaints, and the then-current address and local / toll free telephone numbers and TDD/TTY numbers of the Commission's Public Interest Center; and
- h. A statement that an additional charge for reconnection may apply if service is disconnected. The statement shall also include a notice that payments to an unauthorized payment agent may result in the untimely or improper crediting of the Subscriber's account.

B. Disconnection With Notice

Telephone service may be disconnected after proper notice, per the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-19, for any of the following reasons:

- 1. Failure to pay a delinquent account for charges incurred for local service.
- 2. Violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment when a reasonable attempt has been made to notify the Customer and the Customer is provided with a reasonable opportunity to remedy the situation.
- 3. Failure to comply with deposit or guarantee arrangements where required.
- 4. Failure to pay the account of another Customer as guarantor thereof.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont.)

2.5.1 Discontinuance of Service (cont.)

B. Disconnection With Notice (cont.)

5. The Company must notify or attempt to notify the subscriber before service is disconnected when:

- a. the Subscriber has committed a fraudulent practice as set forth and defined in its tariff on file;
- b. a violation of or noncompliance with the Commission's then-current regulations governing service supplied by the Company;
- c. a violation or noncompliance with the Company's rules or tariffs on file with the Commission;
- d. a failure to comply with Municipal ordinances or other laws pertaining to telecommunications services; or
- e. a refusal by the Subscriber to permit the Company necessary access to its facilities or equipment.

C. Telephone service may be disconnected without notice under either of the following conditions:

1. When an emergency may threaten the health or safety of a person, or the Company's distribution system. If service is disconnected, the Company shall act promptly to assure restoration of service as soon as possible. Service shall be restored to a residence before it may be disconnected for any other reason;
2. In the event of a Subscriber's use of Telecommunications equipment in such a manner as to adversely affect the Company's equipment, its service to others, or the safety of the Company's employees or Subscribers; or
3. In the event of tampering with any facilities or equipment furnished and owned by the Company.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont.)

2.5.1 Discontinuance of Service (cont.)

D. Disconnection of Service other than Local Service

1. In addition to enforcing the Company's own billing, credit/deposit, and disconnection policies on regulated services provided by the Company, the Company may enter into formal contracts with toll providers that authorize the Company as a contractual agent for the purposes of enforcing the billing, credit/deposit and disconnection policies of the providers of service.
2. The Company is prohibited from disconnecting a Customer's local service for non-payment of charges incurred by the customer for toll service.
3. Partial payments by the Customer to the Company will be apportioned by the Company to the Company's regulated local service charges before being applied to any toll charges provided by the Toll Provider. In addition, charges will apply to all regulated services before being applied to charges for nonregulated services.
4. When the Company disconnects toll service for nonpayment of toll debt, whether owed to the Company or to another Toll Provider for which the Company has a contractual arrangement with, the method of toll disconnection:
 - a. must not function as a vehicle by which the nonpaying toll subscriber is denied access, through presubscription, to any other toll service provider besides the one whose provision of toll service has precipitated the toll disconnection;
 - b. must be available from the Company, by tariff, on a nondiscriminatory basis to all toll service providers; and
 - c. may consist of either a dePICing mechanism or else a selective toll blocking service.
5. Neither purchase of the toll service provider's accounts receivable by the Company, nor a requirement that the Company shall be the billing and collection agent for the toll service provider, shall be established as a necessary precondition imposed by the Company in connection with its tariffed disconnection services offered on a nondiscriminatory basis to all toll service providers.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont.)

2.5.1 Discontinuance of Service (cont.)

D. Disconnection of Service Other than Local Service (cont.)

6. The Company may disconnect its customer's local service for nonpayment of charges incurred for local service. Such disconnection must be conducted pursuant to all of the Commission's applicable minimum telephone service standards. All practices of the Company pertaining to either the provision of its own toll service, if any, or as a duly-authorized agent for another toll service provider shall also conform to the Commission's minimum telephone service standards.
 - a. Disconnection notices issued by the Company pursuant to Rule 4901:1-5-10 (K)(3), O.A.C., must inform the subscriber facing local service disconnection of the total amount which the subscriber would need to pay in order to avoid disconnection of local service. It must also inform the subscriber of the Company's legal obligation to provide "local only" service to customers whose local service charges are paid, even while their toll service is disconnected for nonpayment of outstanding toll debt.
7. Toll disconnection service offerings are available on a nondiscriminatory basis (including rates) to all toll service providers in areas where implementation of intraLATA equal access has already occurred. Options and non-recurring costs are as follows:
 - a. DePICing service is available for the toll provider to request the customer be unsubscribed to its toll service.
 - b. Selective, Company-Specific, Toll Blocking Service is available and is provided to toll providers requesting that the customer not be given access to any of the toll providers service plans.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont.)

2.5.2 Restoration of Service

- A. For restoration of a Customer's Telecommunications Service when service has been disconnected the following conditions are applicable. Service Charges are discussed in Section 3 of this Tariff.
- B. If the Customer's service has been terminated the Customer must reapply for telephone service as a new applicant before having service restored. Such application will be subject to applicable Service Charges.
- C. At its discretion, the Company may restore or re-establish service, which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. As directed in the Commission's MTSS document at Sec. 19(L), all charges to be paid prior to restoration include only past due amounts and not reconnection fees. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

2.6 CUSTOMER RELATIONS

2.6.1 General

- A. The Company will maintain a current set of maps showing the physical locations of its facilities and telephone exchange locations. Each central location will have available up-to-date maps or records of its immediate area, with such other information as may be necessary to enable the Company to advise applicants and others entitled to the information, as to the facilities available for serving that locality.
- B. Upon request for service by an Applicant or upon request for transfer of service by a Customer, the Company shall inform the Applicant or Customer of the Company's lowest priced alternatives available at the Customer's location. The Company shall provide this information beginning with the lowest priced alternative and giving full consideration to applicable service or equipment options and Installation Charges.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.1 General (cont.)

- C. The Company will post a notice in a conspicuous place in each business office of the Company where applications for service are received informing the public that copies of the rate schedules and rules relating to the services of the Company, as filed with the Commission, are available for inspection.
- D. The Company will provide to all new telephone utility Customers, at the time service is initiated, a pamphlet or information packet advising the Applicant of his or her rights as a Customer. This information shall inform the Customers concerning their right to request information relating to rates and services; bill payment policies; regulations in regard to termination of service; billing disputes; information about alternative payment plans; reconnection of service after involuntary termination; Customer complaints; supervisory review by the Company and registering a complaint with the Commission; Company business office hours, addresses and telephone numbers; deposits; statement of nondiscrimination; and availability of any special services such as readers or notices in Braille, as well as the telephone number of the teletypewriter for the deaf at the Commission.

2.6.2 Customer Complaints

- A. Upon complaint to the Company by a Customer either at the Company's office by letter or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof within ten (10) business days.
- B. In the event the complainant is dissatisfied with the Company's report, the Company will advise the complainant of the Commission complaint process, and inform the complainant that they may contact the Division at the Commission which is responsible for handling complaints.
- C. Upon receipt of a complaint, either by letter or by telephone, from the Commission on behalf of a Customer, the Company shall make a suitable investigation and advise the Commission within ten (10) days of the results thereof.
- D. The Company shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof, for a period of two years subsequent to the final settlement of the complaint. Complaints with reference to rates or charges, which require no further action by the Company, will not be recorded.
- E. QualStar Communications, Inc. will comply with the Customer Complaint regulations found in the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-05.

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SECTION 2
RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.3 Applicant or Customer Deposit

A. Definition of Applicant and Customer

For purposes of this subsection, an Applicant is defined as a person who applies for service for the first time or reapplies at a new or existing location after discontinuance of service. Customer is defined as someone who is currently receiving service or has received service in the past.

B. Establishment of Credit

1. The Company may require an Applicant, a presently disconnected Customer, or a former Customer to satisfactorily establish credit for the purpose of guaranteeing final payment for service. Such establishment of credit will not relieve the Customer from prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared telephone service. Credit history applies equally to both, without modification.

C. Interests on Deposits

1. The Company shall pay interest on deposits at a rate not to exceed the rate established by the Commission. Interest on deposits shall accrue annually and shall be credited annually, calculated to December 1 of each year for the time such deposit was held by the Company.
2. QualStar Communications, Inc. will comply with the Customer Deposit requirements as found in the Commission's Minimum Telephone Service Standards at 4901:1-17.

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417 Wayne Avenue, Defiance, Ohio 43512

SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.3 Applicant or Customer Deposit (cont.)

C. Deposit Required

1. The required initial deposit may not exceed one-twelfth the estimated charge for all service for the ensuing twelve months plus thirty (30) percent of the monthly estimated charge for a specified customer. Deposits held for less than 180 days shall not accrue interest. Interest on intrastate deposits held for 180 days or longer will be handled in accordance with Rule 4901:1-17-05 of the Ohio Administrative Code. (OAC)

D. Information Provided With Deposits

At the time a deposit is required, the Company shall provide written information about deposits to Applicants for, or Customers of, business or residential service. This information will include:

1. the circumstances under which the Company may require a deposit, or request an additional deposit;
2. how a deposit is calculated;
3. the amount of interest paid on a deposit and how this interest is calculated; and
4. the time frame and requirement for return of the deposit to the Customer.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.3 Applicant or Customer Deposit (cont.)

F. Records of Deposits

1. The Company will keep records to show:
 - a. The name and address of each depositor;
 - b. The amount and date of the deposit; and
 - c. Each transaction concerning the deposit.
2. The Company will issue a receipt of deposit to each Applicant or Customer from whom a deposit is received and will provide means whereby a depositor may establish his claim if the receipt is lost.
3. A record of each unclaimed deposit will be maintained for four (4) years, during which time the Company will make a reasonable effort to return the deposit.

G. Refund of Deposit:

1. If service is not connected or after disconnection of service, the Company will promptly and automatically refund the Customer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premise to another within the service area of the Company shall not be deemed a disconnection where refund of the deposit is concerned.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.4 Payment for Service

A Customer shall be responsible for the payment of all charges for services and equipment furnished the Customer, including charges for services originated and/or charges accepted at the Customer telephone. Failure to receive a bill or disconnect notice does not relieve the Customer of the responsibility for payment provided the Company has followed procedures for proper Customer notification. The services or facilities furnished by the Company may be suspended for failure of the Customer to pay any sum due as set forth under Sections concerning discontinuance of service. Billing of the Customer's service will comply with the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-16.

A. Billing and Charges

1. Subscriber bills for local services shall be rendered at regular intervals (monthly) and provide the following:
 - a. The Subscriber's name, address, telephone number, or account number;
 - b. The telephone numbers of the Company's business office to be contacted concerning the bill;
 - c. The beginning and ending dates of the billing period;
 - d. The current month's billing;
 - e. Any unpaid amounts from previous bills;
 - f. Any late payment charge;
 - g. Any nonrecurring, fractional, or non-basic service charges;
 - h. Any charges for non-regulated services or products and a statement that nonpayment of such charges may result in the disconnection or restriction of such services and such delinquencies may be subject to collection actions;
 - i. Any applicable taxes;
 - j. Any credits and charges applied to the account during the current billing period;
 - k. The total amount due and payable;
 - l. A statement as to how and where the bill may be paid;
 - m. An explanation of codes and abbreviations used; and
 - n. A statement that for unresolved inquiries, the Subscriber may wish to call the Public Utilities Commission of Ohio, including the current local and toll free telephone numbers of the Commission's public interest center and TDD/TTY number.

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SECTION 2
RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.4 Payment for Service (cont.)

A. Billing and Charges (cont.)

2. Charges for local services and facilities are payable monthly in advance.
3. A listing of current charges on a Subscriber's bill for local service must include an itemization of all charges, the type of service, and call characteristics. Subscriber's bills will conform to the requirements of 4901: 1-5-16, O.A.C.
4. A listing of current charges on a Subscriber's bill must include all interexchange services or toll calls which are either provided by the Company or by an IXC through billing arrangements with the Company.
5. A statement that nonpayment of toll charges may result in disconnection of toll service and may be subject to collection action.
6. The required detailed customer billing information required on a Customer's bill shall be retained by the Company for at least eighteen months.
7. The date the bill is due shall be clearly stated.
8. An itemized listing of the basic and optional services subscribed to, monthly rate of each service, and the amount of any security deposit being held by the Company will be included on each new Subscriber's first bill.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.4 Payment for Service (cont.)

B. Pro Rating of Charges

Charges for service normally furnished on a monthly basis (except those involving a minimum billing period) billed for periods in excess of, or less than, a billing month will be pro rated.

C. Suspended or Disconnected Service

1. Should service be suspended for nonpayment of charges, it will be restored only as provided for in this Tariff.
2. When service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Tariff.

D. Payment Arrangements

The Company may agree to a payment arrangement, whereby an outstanding bill will be paid after the due date of the bill, but before the due date of the next bill if a Customer so requests. Other payment arrangements may be agreed on depending upon individual circumstances. If the Customer does not fulfill the terms of such payment arrangements, the Company shall have the right to disconnect service.

- ###### E. QualStar Communications, Inc. will comply with the billing requirements as found in the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-16.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.5 Allowance for Interruptions

In the event a Customer's service is interrupted other than by the negligence or willful act of the Customer or for mechanical problems past the Company's facility connection point with the Customer, and it remains out of order for twenty-four (24) hours or longer after being reported to be out of order and after access to the premise is made available, appropriate adjustments or refunds shall be made to the Customer. If a service interruption exceeds twenty-four hours but is less than forty-eight hours, the adjustment shall be at least the pro-rate portion of the monthly charge for any and all local services rendered inoperative during the interruption. Any Subscriber who experiences a longer service interruption:

- A. In excess of 48 hours but less than 72 hours shall be provided with a credit equal to at least one third of one month's charges for any local services rendered inoperative.
- B. In excess of 72 hours but less than 96 hours shall be provided a credit equal to at least two-thirds of one month's charges for any local services rendered inoperable.
- C. In excess of 96 hours shall be provided a credit equal to at least one month's charges for any local services rendered inoperable.

QualStar Communications, Inc. will comply with the service interruption requirements as found in Case No. 95-790-TP-COI and the Commission's Minimum Telephone Service Standards in Rule 4901:1-5-18 and 4901:1-5-25.

2.6.6 Adjustment of Charges for Overbilling and Underbilling

If billings for Telecommunications Service are found to differ from the Company's lawful rates for the services being purchased by the Customer, or if the Company fails to bill the Customer for such services, a billing adjustment shall be calculated by the Company.

The backbilling for both overcharges and undercharges to the Customer shall not exceed twelve (12) months.

If such undercharges are one hundred dollars (\$100.00) or more, the Company shall offer the Customer a deferred payment plan option for the same length of time as that of the underbilling.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.7 Disputed Bills

- A. In the event of a dispute between a Customer and the Company regarding any bill for utility service, the Company shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the Customer and, in the event the dispute is not resolved, shall inform the Customer of the complaint procedures of the Commission.
- B. A Customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute. The Customer is obligated to pay any billings not disputed. Undisputed amounts are subject to discontinuance of service.
- C. Any Customer or Applicant for service requesting the opportunity to dispute any action or determination of the Company under the Customer service rules as set out in the Company's Tariff shall be given an opportunity for a supervisory review by the Company. If the Company is unable to provide a supervisory review immediately following the Customer's request for such review, arrangements for the review shall be made for the earliest possible date. Service shall not be disconnected pending completion of the review. If the Customer chooses not to participate in such review or to make arrangements for such review to take place within thirty (30) days after requesting it, the Company may disconnect service, providing notice has been issued under standard disconnect procedures. Any Customer who is dissatisfied with the review by the Company will be informed of their right to file a complaint and/or request a hearing before the Commission. The results of the supervisory review must be provided in writing to the Customer within ten (10) days of the review.
- D. QualStar Communications, Inc. will comply with the Billing Adjustment requirements as found in the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-18.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.7 LIABILITY OF THE COMPANY

2.7.1 Service Irregularities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the Company in failing to exercise reasonable supervision or to maintain proper standards of maintenance and operation, shall in no event exceed an amount of equivalent to the proportionate Local Service Charge to the Customer for the period of service during which such service irregularities occur and continue.

However, any such mistakes, mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in facilities furnished by the Company, which are caused or contributed to by the negligence or willful act of the Customer, Authorized User, or Joint User or which arise from the use of Customer provided premise equipment shall not result in the imposition of any liability whatsoever upon the Company.

2.7.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by those facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies furnishing a portion of such service.

2.7.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless by the Customer against: claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over Company facilities or the use thereof.

2.7.4 Defacement of Premise

The Company is not liable for any defacement or damage to the premise of a Customer resulting from the furnishing of service or the installation, attachment, or removal of the facilities furnished by the Company on such premise unless such damage is created by the Company's negligence or intentional actions.

SECTION 2

RULES AND REGULATIONS (cont.)

2.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

2.8.1 General

Arrangements will be developed on a case-by-case basis in response to bonafide requests from a Customer or Applicant to develop a competitive bid for a service offered under this Tariff. Rates quoted in response to such competitive requests may be different than those specified for the services in this Tariff. ICB rates will be offered to the Customer or Applicant in writing and on a non-discriminatory basis. ICB rates and/or contracts will be filed with the Commission.

2.9 TEMPORARY PROMOTIONAL PROGRAMS

2.9.1 General

The Company may from time to time engage in special promotions of limited duration of its service offerings designed to attract new customers or to increase existing customer awareness of a particular tariff offering. Waiver of any charges other than a nonrecurring charge shall be limited to 90 calendar days on a per customer basis during a 12-month period. Requests for promotional offerings will be presented to the Commission for its review in accordance with Case No. 95-845-TP-COI.

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SECTION 3

SERVICE DESCRIPTION

3.1 DESCRIPTION OF COMPANY

QualStar Communications, Inc. ("Company" or "QualStar") is a public utility providing telecommunications service in the areas covered by the interconnection arrangement and certificated to the Company by the Ohio Public Service Commission.

Headquarters for the Company are located at:

417 Wayne Avenue
Defiance, Ohio 43512

3.2 DESCRIPTION OF LOCAL SERVICE EXCHANGES

QualStar Communications, Inc. will provide local service in the following Ohio exchanges:

Ada, Alger, Archbold, Beaverdam, Bloomdale, Bluffton, Cairo, Cygnet, Defiance,	(N)
Deshler, Dunkirk, Elida, Florida, Gerald, Gomer, Green Springs, Grelton-Malinta,	(N)
Hamler, Holgate, Jewell, Lafayette, Liberty Center, Lima, Luckey, Lyons,	(N)
Metamora, Moline, Napoleon, Old Fort, Ottawa, Portage, Richfield Center,	(N)
Rising Sun, Stony Ridge, Stryker, Swanton, Van Wert, Venedocia,	(N)
Waterville, Wauseon, Waynesfield, Westminster, Woodville.	(N)

*Indicates exchanges where QualStar Communications, Inc. has local exchange customers.



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SECTION 3

SERVICE DESCRIPTION (cont.)

3.3 MAP OF LOCAL SERVING AREAS

Illustrated below are the counties in which QualStar Communications, Inc. will provide local services. The previous page indicates specific exchanges where services are available and planned for the future. Counties depicted on the map are Allen, Auglaize, Defiance, Fulton, Hancock, Hardin, Henry, Lucas, Putnam, Sandusky, Seneca, Van Wert, Williams, and Wood.

(N)
(N)
(N)

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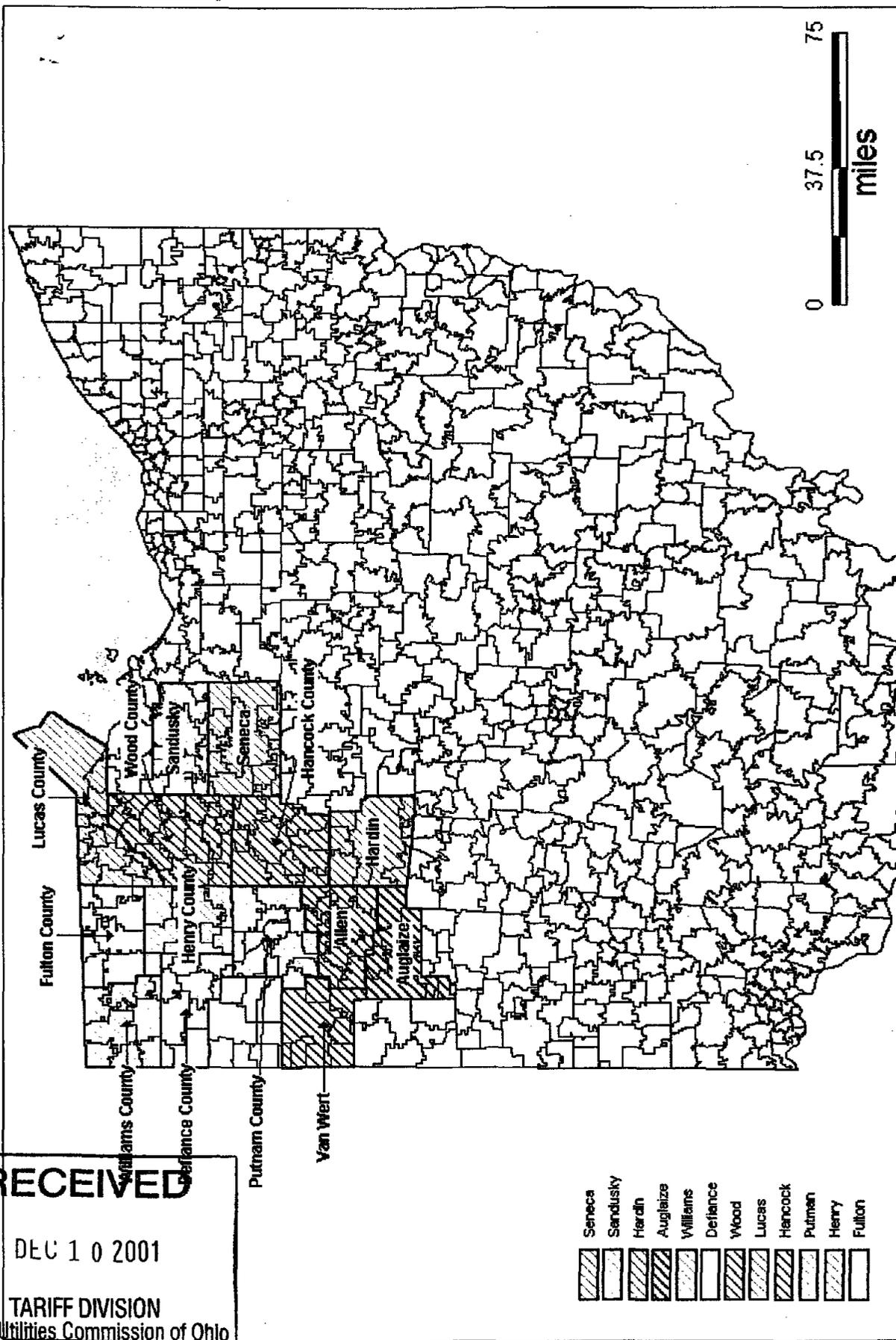
QualStar Communications, Inc. does not provide competitive local service under this tariff in Independent territories.

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Ohio Exchange Boundaries

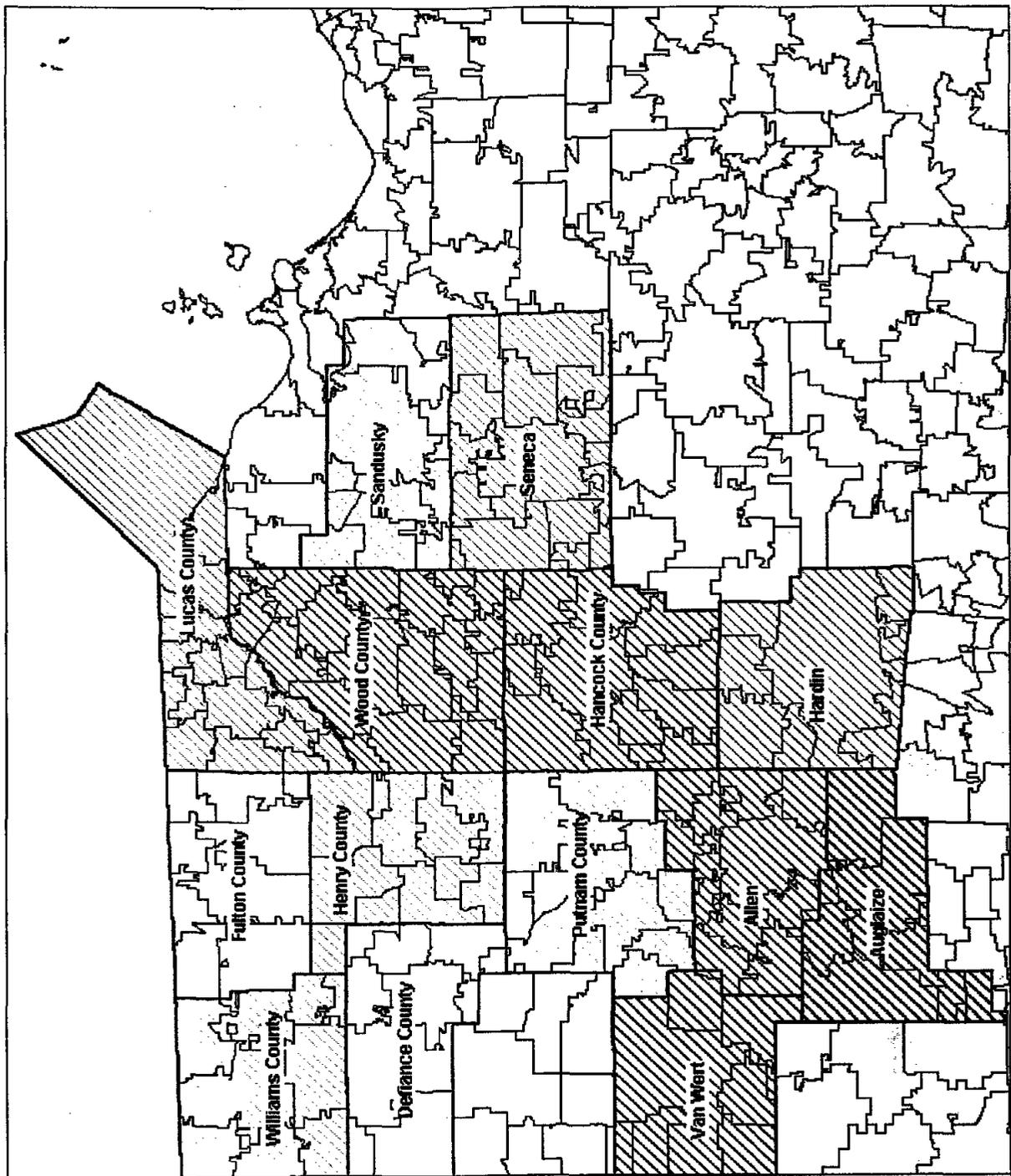


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Ohio Exchange Boundaries and Counties



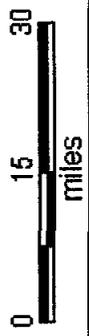
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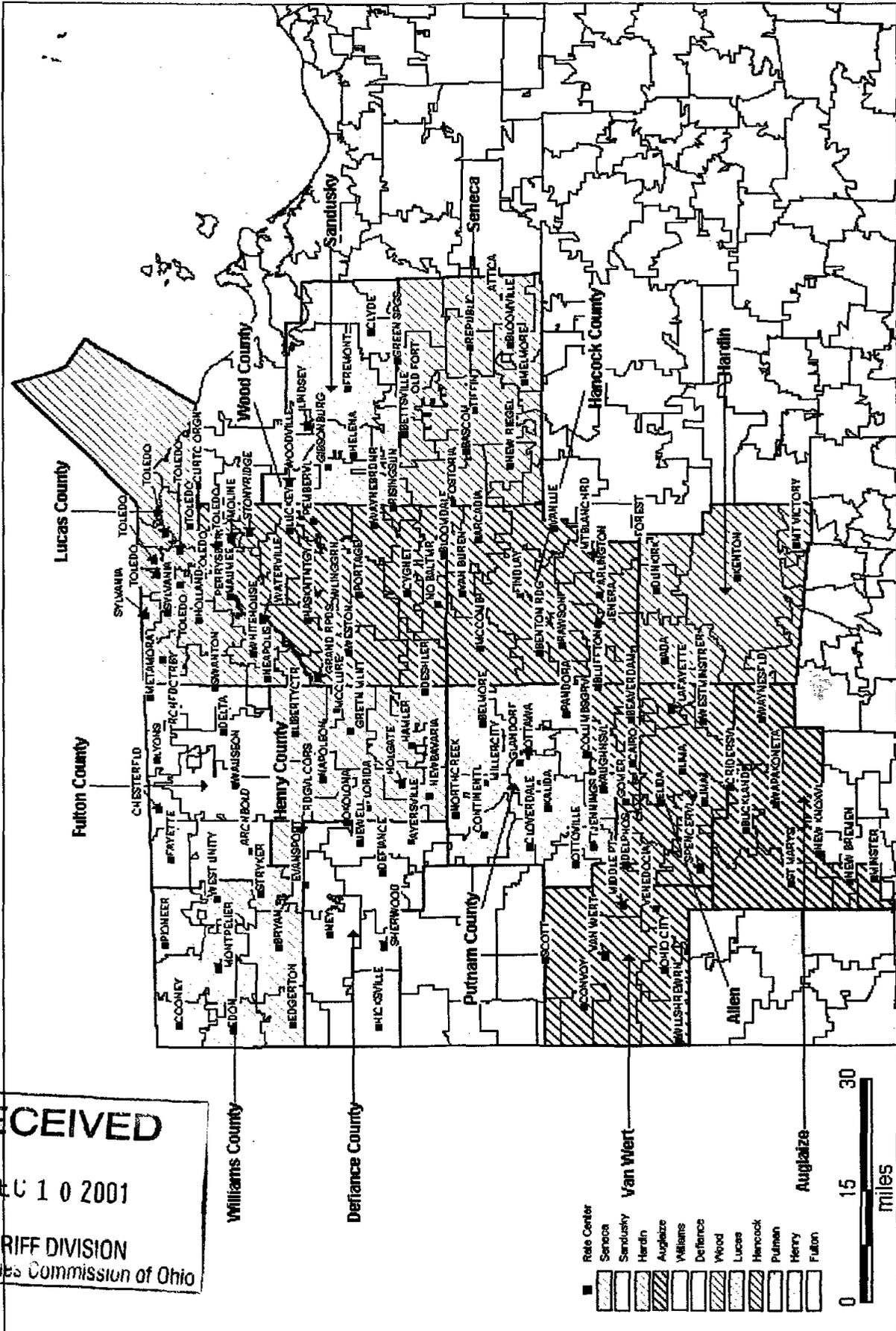
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- Seneca
- Sandusky
- Hardin
- Auglaize
- Williams
- Defiance
- Wood
- Lucas
- Hancock
- Putnam
- Henry
- Fulton



Ohio Exchange Boundaries and Rate Centers



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Rate Center
 Seneca
 Sandusky
 Hardin
 Auglaize
 Williams
 Defiance
 Wood
 Lucas
 Hancock
 Putnam
 Henry
 Fulton

0 15 30 miles

SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL CALLING AREAS

A. Local Calling Areas that allow Customers to make calls without incurring long distance charges will mirror the serving exchange area and local calling areas as provided by the Incumbent Local Exchange Carrier.

B. Local Calling Areas

<u>Exchange</u>	<u>Local Calling Area</u>	
Ada	Ada	(N)
Alger	Alger	(N)
Archbold	Archbold Stryker Wauseon Fayette	
Bloomdale	Arcadia Bloomdale Bowling Green Cygnet North Baltimore Portage	(N)
Bluffton	Beaverdam Bluffton Pandora	(N)
Cairo	Beaverdam Cairo Columbus Grove Gomer Lima Vaughnsville	(N)
Cygnet	Bloomdale Bowling Green Cygnet North Baltimore Portage Risingsun	(N)

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL CALLING AREAS

B. Local Calling Areas (cont.)

<u>Exchange</u>	<u>Local Calling Area</u>	
Defiance	Arthur Ayersville Defiance Evansport Jewell Ney	
Deshler	Belmore Deshler Grelton-Malinta Hamler McClure Weston	
Dunkirk	Ada Dunkirk	(N)
Elida	Elida Gomer Delphos Lima	(N)
Florida	Florida Grelton-Malinta Holgate Jewell Liberty Center Napoleon Okolona	
Gerald	Gerald Napoleon Liberty Center Okolona Ridgeville Corners	

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL CALLING AREAS

B. Local Calling Areas (cont.)

<u>Exchange</u>	<u>Local Calling Area</u>	
Gomer	Cairo Delphos Elida Ft. Jennings Gomer Kalida Lima Vaughnsville	(N)
Green Springs	Fremont Green Springs Old Fort Republic	(N)
Grelton-Malinta	Deshler Florida Grelton - Malinta Hamler Holgate Liberty Center McClure Napoleon Okolona	
Hamler	Belmore Deshler Hamler Holgate Leipsic Grelton-Malinta New Bavaria	
Holgate	Florida Grelton-Malinta Hamler Holgate Liberty Center Napoleon New Bavaria	

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL CALLING AREAS

B. Local Calling Areas (cont.)

<u>Exchange</u>	<u>Local Calling Area</u>	
Jewell	Ayersville Defiance Evansport Florida Jewell Okolona	
Lafayette	Ada Beaverdam Lafayette Lima Westminster	(N)
Liberty Center	Gerald Grand Rapids Grelton-Malinta Liberty Center Napoleon	
Lima	Beaverdam Buckland Cairo Cridersville Elida Gomer Lafayette Lima Spencerville Waynesfield Westminster Vaughnsville	(N)
Luckey	Luckey Stony Ridge Woodville	(N)

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL CALLING AREAS

B. Local Calling Areas (cont.)

<u>Exchange</u>	<u>Local Calling Area</u>	
Lyons	Lyons Wauseon	
Metamora	Richfield Center-Berkey Metamora Toledo	
Moline	Bowling Green Curtice-Oregon Genoa Moline Stony Ridge Toledo Woodville	(N)
Napoleon	Florida Gerald Grelton-Malinta Holgate Liberty Center Napoleon Okolona	
Old Fort	Bettsville Green Springs Fremont Old Fort Tiffin	(N)
Ottawa	Columbus Grove Continental Gilboa Glandorf Kalida Leipsic Miller City Ottawa Pandora	(N)

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL CALLING AREAS

B. Local Calling Areas (cont.)

<u>Exchange</u>	<u>Local Calling Area</u>	
Portage	Bloomdale Bowling Green Cygnet North Baltimore Portage	(N)
Richfield Center	Holland Maumee Metamora Perrysburg Richfield Center Swanton Sylvania Toledo Metro: (includes) Toledo Whitehouse	
Risingsun	Cygnet Fostoria Risingsun	(N)
Stony Ridge	Bowling Green Genoa Luckey Moline Pemberville Perrysburg Stony Ridge Toledo Woodville	(N)
Stryker	Archbold Stryker	

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL CALLING AREAS

B. Local Calling Areas (cont.)

<u>Exchange</u>	<u>Local Calling Area</u>	
Swanton	Delta Holland Metamora Maumee Neapolis Perrysburg Richfield Center – Berkey Swanton Toledo Metro: (includes) Toledo Wauseon Whitehouse	
Van Wert	Convoy Ohio City Scott Van Wert Venedocia Willshire - Wren	(N)
Venedocia	Delphos Spencerville Van Wert Venedocia	(N)
Waterville	Grand Rapids Holland Maumee Perrysburg Toledo Waterville Whitehouse	
Wauseon	Archbold Chesterfield Delta Fayette Lyons Wauseon	

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL CALLING AREAS

B. Local Calling Areas (cont.)

<u>Exchange</u>	<u>Local Calling Area</u>	
Waynesfield	Lima Waynesfield Westminster	(N)
Westminster	Alger Lafayette Lima Waynesfield Westminster	(N)
Woodville	Bowling Green Curtice - Oregon Elmore Fremont Genoa Gibsonburg Lindsey Luckey Moline Pemberville Perrysburg Port Clinton Stony Ridge Toledo Woodville	(N)

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.8 Direct Inward Dial Trunks (DID) (Rates listed in 4.1.8 and 6.1.8)

- A. DID service permits calls incoming to PBX or other CPE from the network to reach a specific line number without the assistance of an attendant. The service includes central office switching equipment necessary for in dialing from the network directly to station lines associated with the customer CPE. The service must be provided on all trunks in a group arranged for DID. One primary directory listing will be furnished, without charge, for each separate trunk group. The customer shall be responsible for providing interception to calls to vacant or non-working assigned DID number. DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers.

3.5.9 Trunk Hunting (Rates listed in 4.1.9 and 6.1.9)

- A. Trunk hunting is a combination of two or more individual lines connected to the same central office so that calls to the listed number overflow to the next available line if the listed number is available. The monthly rate for trunk hunting applies to each line in addition to the regular individual lines. Residential trunk hunting is limited to 10 telephone numbers. For groups of numbers greater than that business trunk hunting rates will apply.

3.5.10 Verification Service/Emergency Interrupt Service (Rates listed in 4.1.10 and 6.1.10)

- A. The Company furnishes Verification Service for the purpose of aiding Customers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local Customer line.
- B. A Customer-originated request for verification of a local number other than an emergency agency number is a chargeable verification request. No charge applies if the line is out of order.
- C. The Company furnishes Emergency Interrupt Service when a Customer who has originated a verification request to a line which has been found to be busy informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
- D. A Customer-originated request for emergency interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt Service.
- E. The Customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.10 Verification Service/Emergency Interrupt Service (cont.)

- F. No charge will apply if the requesting Customer states that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- G. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- H. If the number verified is not in use, or as a result of the interrupt the line is cleared, and, at the calling party's request, the operator completes the call, then charges for Operator Assisted Local Calls as defined in Section 4 and 6 of this Tariff will apply. The operator assist charge will apply in addition to the Verification and Emergency Interrupt Charges.

3.5.11 End User Access Line Charge (Rates listed in 4.1.6 and 6.1.6)

End User access charges are applied to local service to provide for the FCC (Federal Communications Commission) End User Common Line. Charges are accessed in addition to the basic rates for local service.

3.5.12 E911 Service (Rates listed in 4.1.7 and 6.1.7)

Enhanced 911 Service (E911) is a telephone exchange communications service whereby a Public Safety Answering Point (PSAP) may receive telephone calls dialed to the telephone number 911. A monthly charge applies per line or trunk for the provision of E911 in counties equipped with E911 service. The charges for E911 are in addition to the base rates for local service. Rates are dependent upon the location of the Customer as defined by the exchange territories of the Incumbent Local Exchange Carriers.

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.13 Directory Listings (Rates 4.1.11 and 6.1.11)

A. Provision of Directory Listings

1. For each Customer of Company provided Local Exchange Service, the Company will arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Company in the area at no additional charge.
2. At a Customer's option, the Company will arrange for additional listings at the rates set forth in this Tariff.
- 3.. Listings are regularly provided in connection with all classes of exchange service unless the Customer subscribes to Non-Published Number Service or non-listed Telephone Number Service.
4. Directory listings are provided to aid in the use of telephone service through the identification of Customers' telephone numbers.
5. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.

B. Primary Directory Listings

Number of Listings Provided Without Charge

Except as provided in this Tariff, one (1) primary listing is provided without extra charge for each main service or for the first number in a group, when two (2) or more main station lines are consecutively operated.

1. The Company provides for a single directory listing in the alphabetical (white) section of the directory published by the dominant exchange service provider in the Customer's exchange area and the local directory assistance database free of charge upon initiation of basic local exchange service. Rules and regulations governing the provisioning of directory listings apply as specified in the dominant local exchange tariffs.

SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.13 Directory Listings (cont.)

C. Additional Directory Listings

1. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
2. Additional listing charges are automatically discontinued upon termination of the main service.

D. Non-Published Telephone Number Service

1. Non-Published Telephone Number Service provides for the omission or deletion of a Customer's telephone number listing from the directory and is not provided upon request from a directory assistance operator.
2. In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing a non-published telephone number. Where such number is published in the directory, the Company's liability shall be limited to a refund of the Company's monthly charges applicable to Non-Published Telephone Number Service.
3. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request, or by the publication of a number of a non-published telephone number in the telephone directory, or disclosing of such number to any person.
4. The rate for Non-Published Telephone Number Service does not apply to:
 - a. additional service furnished to the same Customer who has other service listed in the directory at the same address.
 - b. a Customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the Customer is listed under the telephone number of the Private Branch Exchange, Centrex or Paystation Service furnished to such establishments.
 - c. service which is installed for a temporary period.

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.13 Directory Listings (cont.)

D. Non-Published Telephone Number Service (cont.)

5. A Customer residing in an E911 Service district forfeits the privacy afforded by Non-Published Telephone Number Service to the extent that the Customer's name, telephone number and the address associated with the service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

E. Non-listed Telephone Number Service

1. A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.
2. A Service Connection Charge applies to the establishment of change of non-listed telephone numbers.

F. Liability for Directory Listing Service

1. The liability, if any, of the Company for any error or omission of a directory listing during the effective life of the directory in which the error or omission is made from the white pages will be the equivalent of not less or more than three (3) months local service charges. Such credit shall not apply in cases where the Subscriber has provided such listing information after the deadline for directory publication. The Subscriber shall be given the option of taking the credit or pursuing other remedies.

G. Non-Recurring Charges

1. Non-recurring charges apply for additional and changes in directory listings. For all orders to establish or change non-published or non-listed numbers a non-recurring charge applies.
2. When directory listings are ordered at the same time as the initial installation of local access line service, no additional non-recurring charges will be applied for the directory listing(s).

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.14 Local Directory Assistance Service (Rates listed in 4.1.12 and 6.1.12)

- A. Local directory assistance service is furnished to Customers who request assistance in determining directory information.
- B. No charge applies to visually handicapped or physically handicapped individuals who present a certificate signed by a physician or issued by an agency recognized by the State having the authority to certify the existence of such handicaps.
- C. No credit will be given for any unused portion of the call allowance. No credit will be given for requested listings that are unpublished or unlisted. No credit will be given for requested listings that are not found in the Company's directory assistance records.
- D. Call allowances are not transferable between separately billed accounts of the same Customer.

3.5.15 Traditional Local Operator Service (Rates listed in 4.1.13 and 6.1.13)

- A. Operator Assisted Charges
 - 1. All types of Local Exchange Service have local calling areas as specified in Section 4 of this Tariff which are the areas that can be called on a flat rate basis (no charge for individual calls) or on a local coin call rate basis.
 - 2. Local dial call: The call must be dialed and completed without the assistance of an operator and must be billed to the originating telephone when a charge is applied.
 - 3. Operator dialed: The Customer places the call without dialing the designated number, although the capability to do it himself exists. The Customer will dial "0" for local calls and then requests the operator to dial to a called station or person.

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.15 Traditional Local Operator Service (cont.)

4. Service Charges do not apply for the following Operator Assisted Local calls:
 - a. Calls to designated Company numbers for official telephone business;
 - b. Emergency calls to recognizable authorized civil agencies;
 - c. Those cases where an operator provides assistance to:
 1. Re-establish a call that has been interrupted after the calling party has been reached;
 2. Reach the calling telephone number where Company-provided facility problems prevent customer dial completion;
 3. Place a sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.16 Call Management Services (Rates listed in 4.1.14 and 6.1.14)

A. Call Management features are detailed below for both business and residential customers available to Subscribers of basic line services. Listed below are descriptions of each service. Rates are found in Sections 4 and 6.

1. Anonymous Call Rejection

Anonymous Call Rejection allows Subscribers to automatically stop certain calls from ringing their phones. Calls would be those that the calling party did not send the calling number and would have been shown as "private" on the Caller ID unit. The calling party will hear a recording, "We're sorry, the party you've reached is not accepting private calls. To make your call, hang up and dial *82 (cancels anonymous call) and redial." The caller is only able to reach the Customer without restricting the transmission of the calling number.

2. Call Forwarding Busy Line

Call Forwarding Busy Line allows calls to be transferred automatically to a pre-designated telephone number when the line is busy.

3. Call Forwarding Don't Answer

Call Forwarding Don't Answer allows calls to be transferred automatically to a pre-designated telephone number when the line is unanswered.

4. Call Forwarding Multi-Path

Call Forwarding Multi-path allows the Customer to specify the number of simultaneous calls to transfer automatically to the forwarding number.

5. Call Forwarding Variable

Call Forwarding Variable enables a Customer to automatically divert all incoming calls to another telephone number.

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.16 Call Management Services (cont.)

6. Calling Number Delivery (Caller ID Basic)

Calling Number Delivery will enable the Customer to receive the time, the date and calling number on an incoming call. The number will be delivered to the called party's CPE in the interval between the first and second ring. Call blocking may be utilized as described in 6.4.1 (8).

7. Calling Name and Number (Caller ID Deluxe) –

Calling Name and Number Delivery will enable the Customer to receive the name of the caller, the time, the date and the calling number on an incoming call. The name and number will be delivered to the called party's CPR in the interval between the first and second ring. The displayed name is the name associated with the calling party number. Call blocking may be utilized as described in 6.4.1 (8).

8. Calling Number Delivery Blocking (Call Block)

Calling Number Delivery Blocking will allow the calling party to suppress a directory number such that the called party with Calling Number Delivery does not receive the information. The called party will receive a "private" message instead of the calling party's directory number.

Two options for Calling Number Delivery Blocking are available:

a. Per call Blocking

Customers utilize an activation code on a per call basis to prevent the disclosure of the calling party's directory number. Use of the activation code prevent the number display on the ensuing call only and does not prevent the calling number from display on subsequent calls. The activation code must be utilized on each call.

b. Subscription per line Blocking

Subscription per line blocking is applicable on all outgoing calls placed from the Subscriber's line. (Non-recurring charges will be applied as follows for Subscriber's requesting the blocking service after initial enrollment period)

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.16 Call Management Services (cont.)

9. Call Return

Call return allows a Customer to have a call set up performed the calling party of the last incoming call, whether or not it was answered. Call Return is also available on a per call basis. This feature is available on a universal basis to Customers and can be utilized by Customers on a per attempt basis. Customers also have the option to subscribe to the feature on a monthly basis at a flat rate with no per/attempt charges added. When offered on a universal basis, the Customer may request removal of access to this feature at no additional charge.

10. Call Return Blocking

Call return blocking prohibits a customer who subscribes to Call Return from returning a call by activating the Call Return code. This feature and the options are detailed in Section 6.4.1. (8).

11. Call Waiting

Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered.

12. Customer Control of Call Forwarding

Customer Control of Call Forwarding allows the Customer to activate and deactivate Call Forwarding features.

13. Customer-Originated Trace (Call Tracing)

Customer-Originated Trace is an optional service, available upon Customer request, that allows the Customer to initiate a trace of the last incoming call. The customer must dial a company-designated code before another call or call-waiting tone is received by the Customer. A recording will indicate if the trace was successful. If the Customer desires for the retention of the trace record, the Customer must contact the Company within five business days. Call trace is available where facilities permit. The results of the trace may not be provided directly to the Customer initiating the trace.

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.16 Call Management Services (cont.)

14. Preferred Call Forwarding

Preferred Call Forwarding allows the Customer to forward calls from a list of up to six (6) telephone numbers. Forwarded calls are limited to just the telephone numbers on the list.

15. Remote Access to Call Forwarding Variable

Remote Access to Call Forwarding Variable allows the capability of activating and deactivating Call Forwarding features from locations other than the base telephone.

16. Remote Call Forwarding

Remote Call Forwarding allows the Customer to establish a local presence in distant areas.

17. Repeat Dialing

Repeat Dialing dials the last outgoing number and continues dialing a number where the line is busy or there is no answer. Repeat Dialing is also available on a per use or per month basis. This service may also be used to recall a party after the conversation has been terminated. This service is offered universally or on a Subscription method. Customers utilizing the service on a universal basis will pay a per call fee. Customers subscribing to a monthly service will be charged a per month fee and the feature may be used in unlimited manner. Where offered on a universal basis, the Customer may request removal of the feature at no additional cost.

18. Selective Call Acceptance

Selective Call Acceptance provides the customer with a method to accept calls from certain numbers only. The customer selects it's incoming call acceptance list and all incoming calls are checked against the list.

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.16 Call Management Services (cont.)

19. Selective Call Rejection

Selective Call Rejection provides the Customer with a method of blocking calls from certain numbers. The Customer may set up a pre-determined group of numbers or place them in the rejection list after receiving a call.

20. Distinctive Ring

This feature allows one (1) or two (2) additional telephone number(s) with a distinctive ring to be added to the existing line. If the Customer is using the phone and one of the selected numbers designated for distinctive ringing comes through, a distinctive call waiting signal is received.

21. Speed Calling (8)

Speed Calling 8 enables Customer to call a list of up to eight (8) preselected telephone numbers by dialing a two (2) digit code.

22. Speed Calling (30)

Speed Calling 30 enables a Customer to call a list of up to thirty (30) preselected telephone numbers by dialing a two (2) digit code.

23. Three Way Calling

Three Way Calling allows a Customer to add a third party to an a simultaneous conference between parties at multiple locations.

24. Direct Inward Dialing for PBX Systems –

Direct Inward Dialing feature transmits the dialed digits for all incoming calls allowing the Customer or Company provided PBX equipment to route incoming calls directly to individual stations corresponding to each individual DID telephone number.

25. Direct Outward Dial for PBX Systems

Direct Outward Dial feature transmits the dialed digits for all outbound external calls allowing outbound calls to be placed without attendant assistance.

SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.16 Call Management Services (cont.)

B. Feature Bundling

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C. Non-Recurring Charges for Call Management Features

1. Non-recurring rates apply to both Residential and Business Customers. The non-recurring charge applies per feature with the exception of Distinctive Ring and Speed Dial features which are rated separately.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.6 TOLL RESTRICTION SERVICE

3.6.1 General Rules (Rates listed in 4.3 and 6.3)

- A. Toll Restriction Service is an optional service that prevents the origination or unauthorized toll calls from a Customer's line, by means of blocking at the Company's Central Office.
- B. This arrangement denies all outgoing call starting with the digit "1" or "0".
- C. All local calls will be permitted from the Customer's line.
- D. All local calls to directory assistance will be permitted, except those that require 1+ or 0+ dialing.
- E. This service will not block all toll calls a Customer might make or receive, such as collect calls and /or long distance calls placed by dialing digits other than "1".
- F. The Customer accepts full responsibility for denial of access to the toll network.
- G. The Customer accepts full responsibility for collect calls and/or long distance calls placed by dialing digits other than "1" or "0".
- H. The Customer holds the Company harmless from any and all liabilities and/or damages which may be alleged or incurred by the use of toll restriction, acceptance of collect calls, and/or long distance calls placed by dialing digits other than "1" or "0".
- I. This services is available only where facilities permit.

3.6.2 DePIC Service (Rates listed in 4.4 and 4.6)

- A. DePICing service is available for the toll provider to request the customer by unsubscribed to its toll service
- B. Selective, Company-Specific, Toll Blocking Service is available and is provided to toll providers requesting that the Customer not be given access to any of the toll providers service plans.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES

3.7.1 Dry Pair Two-Way Circuit (Rates listed in 4.2.1 and 6.2.1)

A. Description

1. Dry Pair service provides for a two-wire metallic circuit to be used for alarm circuits. This type of circuit is known in the telephony industry as a dry pair or a DC (direct current) loop. The design and physical make-up of this circuit is only available in circumstances determined upon ordering and consultation with QualStar personnel.
2. Dry pair circuits are priced according to the location of the two distant end points and on the number of central office locations involved in the circuit path.

B. Rate Categories

1. Channel Termination. The Channel Termination rate category provides for the charges for the communications path between a customer-designated premises and the serving wire center of that premise. One Channel Termination charge applies per customer-designated premises at which the channel is terminated. If both customer-designated premises are served from the same central office, channel termination charges will be based on airline miles between the two customer-designated premises.
2. Channel Mileage. The channel mileage rate category provides for the charges of the transmission facilities between serving wire center or central offices serving each customer-designated premise. Channel mileage is applied as specified in Sections 4 and 6.

3.7.2 Voice Grade Service (Rates listed in 4.2.2 and 6.2.2)

A. Description

1. A voice grade channel is a channel which provides voice frequency transmission capability in the normal frequency range of 300 to 3,000 Hz and may be terminated via two-wire (2W) or four-wire (4W). The voice grade service is commonly referred to as dial-up service.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES

3.7.2 Voice Grade Service (cont.)

B. Optional Features and Functions

1. Central Office Bridging Capability

The Company offers bridging for data services. Voice bridging will be available at such time the Company provides voice services.

2. C-Type Conditioning

C-Type conditioning is provided for the additional control of a attenuation distortion and envelope delay distortion on data services. The attenuation distortion specifications for C-Type conditioning are delineated in Technical Reference TR-TSY-0003335.

3. Improved Return Loss

On effective four (4) wire transmission at four (4) wire point of termination (applicable to each two (2) wire port), improved return loss provides for a fixed 600 ohm impedance, variable level range and simplex reversal. Company equipment is required at the Customer premise where this option is ordered.

4. Other Features and Options

The Company will provide other features and options as requested by the Customer and as facilities permit. Other features and options will be priced as ICB (Individual Case Basis) or added to this tariff accordingly.

C. Rate Categories

1. Channel Termination. The Channel Termination rate category provides for the charges of the communications path between a customer-designated premises and the serving wire center of that premise. One Channel Termination charge applies per customer-designated premises at which the channel is terminated.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.2 Voice Grade Service (cont.)

C. Rate Categories (cont.)

2. Channel Mileage. The channel mileage rate category provides for the charges of the transmission facilities between serving wire center or central offices serving each customer-designated premise

3.7.3 Digital Data Service (Rates listed in 4.2.3 and 6.2.3)

A Description

1. Digital Data Service provided Customers simultaneous two-way transmission of digital signals at synchronous speeds of 2.4 – 19.2 Kbps or 56 Kbps or 64 Kbps.

B. Service Options

1. Two-point service consists of two digital local facilities and if applicable, mileage between the serving wire centers associated with each Customer Premise.
2. Multi-point service consists of three or more digital local facilities and if applicable, mileage between the serving wire centers associated with the end points of the Customer premise. Multi-point service is only available where facilities permit.

C. Responsibility of the Customer

1. Digital terminating equipment must be provided by the Customer to connect the Company facilities to the Customer-provided equipment. Digital terminating equipment must comply with industry standards. Digital terminating equipment may be a Digital Service Unit/Channel Service Unit (DSU/CSU) or similar equipment.
2. The Customer will be responsible for notifying the Company of the type of digital terminating equipment used, if requested by the Company.
3. The Customer is responsible for testing and clearance of trouble conditions on any terminal equipment unless the Customer has contracted with the Company for the service. The Company will provide maintenance services as ICB.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES

3.7.3 Digital Data Service (cont.)

C. Responsibility of the Customer (cont.)

4. The Company will assess a service charge for visits to the Customer premise when a service trouble report is a result from the Customer's use of the Customer-owned premise equipment.
5. If premise equipment is provided by the Company, the Customer may not rearrange, disconnect, remove or attempt repairs without the consent of the Company.
6. The Company will be responsible for furnishing and maintaining Digital Data Service from the Company's closest point of presence to the Customer's premise where the service interfaces with the Customer's digital terminating equipment.
7. The Company will provide Digital Data Service in compliance with the industry standard availability and performance standards.
8. The Company is not responsible for the installation or maintenance of Customer-owned equipment, unless the Customer contracts the Company under an ICB arrangement.
9. The Company is not responsible for Customer-owned equipment if changes, modifications, upgrades or procedures used to provision Digital Data Service are made.

D. Rate Categories

1. Digital Data Service Loop – Channel Termination

Digital Data Service is furnished between the Customer Premise and the Customer's Serving Wire Center, classified as the digital data service loop.

2. Special Construction

Special Construction charges may apply in circumstances where facilities are needed to provision the service. Special Construction is a contracted service provided as ICB.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.3 Digital Data Service (cont.)

D. Rate Categories (cont.)

3. Data Amplification

For 56 Kbps service it may be necessary for the Company to provide data amplification. The need for amplification is determined by the physical route of the circuit facility.

4. Digital Data Service Mileage

Mileage calculated by airline miles is applied if more than one serving wire center (or Central Office) is involved with the provision of service.

3.7.4 High Capacity Service (Rates listed in 4.2.4 and 6.2.4)

A. Description

1. High Capacity Service provides for the simultaneous two-way transmission of isochronous digital speeds of 1.544 Mbps or 44.736 Mbps between two Customer premise locations.

B. Responsibility of the Customer

1. Digital terminating equipment must be provided by the Customer to connect the Company facilities to the Customer-provided equipment. Digital terminating equipment must comply with industry standards. Digital terminating equipment may be a Digital Service Unit/Channel Service Unit (DSU/CSU) or similar equipment.
2. The Customer will be responsible for notifying the Company of the type of digital terminating equipment used, if requested by the Company.
3. The Customer is responsible for testing and clearance of trouble conditions on any terminal equipment unless the Customer has contracted with the Company for the service. The Company will provide maintenance services as ICB.
4. The Company will assess a service charge for visits to the Customer premise when a service trouble report is a result from the Customer's use of the Customer-owned premise equipment.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES

3.7.4 High Capacity Service (cont.)

- B. Responsibility of the Customer (cont.)
5. If premise equipment is provided by the Company, the Customer may not rearrange, disconnect, remove or attempt repairs without the consent of the Company.
- C. Responsibility of the Company
1. The Company will be responsible for furnishing and maintaining Digital Data Service from the Company's closest point of presence to the Customer's premise where the service interfaces with the Customer's digital terminating equipment.
 2. The Company will provide Digital Data Service in compliance with the industry standard availability and performance standards.
 3. The Company is not responsible for the installation or maintenance of Customer-owned equipment, unless the Customer contracts with the Company under an ICB arrangement.
 4. The Company is not responsible for Customer-owned equipment if changes, modifications, upgrades or procedures used to provision Digital Data Service are made.
- C. Rate Categories
1. High Capacity Loop – Channel Termination
High Capacity loop service is provided between the Customer's premise and the serving wire center of the premise.
 2. High Capacity Mileage
Mileage calculated by airline miles is applied if more than one serving wire center (or Central Office) is involved with the provision of service.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.4 High Capacity Service (cont.)

D. Rate Categories (cont.)

3. Channel Multiplexing

a. DS-3 to DS-1

An arrangement that converts a 44.746 Mbps channel to 28 DS-1 channels.

b. DS-1 to DS-0

An arrangement that converts a 1.544 Mbps channel to 24 channels for use with dial up digital data services.

c. DS-0 to subrate

An arrangement that converts a 64 Kbps channel to subrates of up to twenty (20) 2.4 Kbps, ten (10) 4.8 Kbps, or five (5) 9.6 Kbps channels.

d. Clear Channel Capability

Clear Channel Capability is an arrangement that alters a 1.544 Kbps signal with unconstrained information bits. This arrangement requires the Customer to provide the signal at the Customer interface conforming to B8ZS line code.

3.7.5 Basic Rate Interface (BRI) (Rate listed in 4.2.5 and 6.2.5)

A. Description

1. BRI is provided as part of ISDN (Integrated Services Digital Network)
2. BRI provides the customer two B-channels with transmission speeds up to 64 Kbps each and one 16 Kbps D-channel.
3. The service provides switched communications paths providing the Customer with a variety of options in configuring the service to include voice, video and data.
4. BRI service delivers three distinct channels to the Customer premise – Two B channels and one D channel as described in B. above.

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SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.5 Basic Rate Interface (BRI) (cont.)

A. Description (cont.)

5. The B channels are capable of carrying circuit-switched data at speeds up to 6 Kbps.
6. The D channel carries signaling at 16 Kbps for call control features.
7. The Customer is responsible for providing BRI compatible equipment at the Customer premise .
8. BRI service is only available where facilities, hardware and software exist.
9. Customers are responsible for premise terminal equipment that interfaces with the Company's facilities at the NID (Network Interface Device).
10. Two primary numbers will be included with BRI service, one for each B channel.

B. Service Capabilities

1. Full capabilities of BRI services allow customers to configure the service to combine voice, video and data functionality. BRI service will be offered initially only for the transmission of data services. This tariff will be modified as necessary when voice services are offered by the Company.
2. Customers shall subscribe to one of the standard service capability packages established by the North American ISDN Users' Forum. Each capability package not only specifies the interface configuration, but also the features and capabilities of the interface.

C. Service Capability Packages

1. Service Capability Packages can be designed for the integration of voice and data services. Packages that offer voice capabilities will be added to this tariff when such services become available from the Company.
2. Until voice services are added, the Customer will receive each B channel configured for circuit-switched data services.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.5 Basic Rate Interface (BRI) (cont.)

C. Service Capabilities Packages (cont.)

- a. Package 1 – provides one B channel for circuit-switched data. No voice capabilities are provided. Calling number identification can be provided with data service.
- b. Package 2 – provides two B channels configured for circuit-switched data. No voice capabilities are provided. The data capabilities include calling number identification.

D. Application of Rates

1. BRI is offered on an unlimited use basis. All applicable state and federal charges will apply.
2. Service Capability Package rates are applied on a per package basis.
3. When voice services are available from the Company, basis residential and business local service rates will apply in addition to the BRI monthly rates.

3.7.6 Primary Rate Interface (ISDN-PRI) (Rates listed in 4.2.6 and 6.2.6)

A. Description

1. ISDN-PRI ("PRI") is a high speed end-to-end digital switched service that can carry simultaneous voice, video and data services.
2. Customer Premise Equipment (CPE) controls whether traffic on PRI service is inward, outward or a combination of both.
3. Standard PRI service consists of up to twenty-three (23) B-channels and one D-channel at a total speed of 1.544 Mbps.
4. The D-channel is used for signaling and the B-channels handle the voice, video and data services.

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SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.6 Primary Rate Interface (ISDN-PRI) (cont.)

B. Application of Rates

1. Local usage charges for circuit switched voice and circuit switched data apply for local service calls. Calls will be subject to usage charges for the services provisioned on the channels.
2. A PRI service change charge applies for changes or additions of one or more channels to existing trunk groups on each PRI service, per occasion, per trunk group.
3. Local usage charges for circuit switched data and voice apply.

C. Service Elements

1. Local Channel Termination – provides the Company's Central Office termination.
2. Local Channel – Local distribution channel between the Company's Central Office and the Customer premise.
3. PRI D Channel - The D Channel may be specified as a backup D channel for an existing D channel that provides control functions for PRI connectivity.

3.7.7 DS-1 Data Link Services (DS1-DLS) (Rates listed in 4.2.7 and 6.2.7)

A. Description

1. DS1-DLS is a digital switched data communications service primarily for use by ISPs or ESPs. This service provides the Customer twenty-four (24) digital terminations via a single DS-1 signal.
2. The service is provided only where facilities exist.
3. DS1-DLS is for the transmission of digital signals only.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.7 DS-1 Data Line Services (DS1-DLS) (cont.)

A. Description (cont.)

4. The Customer is responsible for providing the appropriate premise equipment that is compatible with the DS1-DLS service.
5. DS1-DLS is furnished only for one-way transmission of digital signals at 1.544 Mbps between a serving wire center and Customer premise within the same exchange.
6. DS1-DLS does not give the Customer access to local exchange and/or toll network.

B. Responsibility of the Customer

1. The Customer must provide appropriate digital terminating equipment at the Customer location that connects to the Company's DS1-DLS service. The DSU/CSU must comply with industry standard specifications.
2. The Customer will be responsible for all installation and maintenance of the digital terminating equipment at the Customer premise unless otherwise contracted for by the Company as ICB.
3. The Customer will be responsible for premise visits by the Company to the Customer's location when trouble reports indicate the problem is resident within the Customer premise equipment.
4. Service is provided for a minimum service period of six months. A termination charge applies when the Customer terminates service prior to the minimum service period.

C. Responsibility of the Company

1. The Company is limited to furnishing and maintaining service to the interface point on the Customer premise where provision is made to connect to the appropriate Customer provided termination equipment.
2. Because the Company is not responsible for Customer-provided equipment, liability is not assumed by the Company for the through transmission of signals generated by Customer equipment of the reception of signals received by Customer equipment.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.7 DS-1 Data Link Service (DS-1-DLS) (cont.)

D. Application of Rates

1. Rates are applied on the basis of a primary line and a secondary line.
2. The primary facility consists of one pilot telephone number, one serving wire center termination and one 24 channel DS-1 facility.
3. The secondary facility consists of one serving wire center termination, a 24 channel DS-1 facility, and rotary hunting with the primary facility and all other secondary facilities.

3.7.8 Digital Loop Service (Rates listed in 4.2.8 and 6.2.8)

A. Description

1. Digital Loop Service is a non-switched private line facility consisting of two loops that connect within the same serving wire center.
2. The two loops are connected by the Company at its serving wire center to provide a complete Customer premise to premise transmission path.
3. Loops are furnished on a two-wire or four-wire basis over non-loaded metallic cable facilities.
4. Loops are designed for the transmission of digital signals.
5. Digital loop service requires the Customer to obtain premise equipment compatible with the digital loop service.
6. Provision of digital loop service is dependent upon facilities available.
7. The Company will determine availability and suitability of facilities to provision Digital Loop Service.
8. Digital Loop Service is only available where the Customer's location is within the provisioning parameters of the service. Consultation will be held with the Customer prior to ordering of service to determine feasibility.
9. Suitable facilities are determined by the physical route of the loops and not the distance from customer locations.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.8 Digital Loop Service (cont.)

A. Description (cont.)

10. In general, the sum of individual loop lengths cannot exceed a distance of approximately 18,000 feet.
11. Digital Loop Service is only used for symmetrical transmissions, meaning the send and receive directions of transmission have the same data signaling rate.
12. Digital Loop Service may be configured as either two-wire or four-wire service. Customer premise equipment must have the appropriate interface for the configuration.
13. Interconnection of Digital Loop Service is point-to-point. Point-to-multi point service is not supported by the Company.
14. Minimum service interval for Digital Loop Service is six months.
15. The Customer is responsible for payment of premise visit charge if the Company is dispatched to the Customer premise on a trouble call and the service difficulty is found to be caused by the Customer equipment.

B. Responsibility of the Customer

1. The Customer is responsible for the terminating equipment at the Customer premise and the operation of the equipment with current digital loop standards.
2. The Customer is responsible for any necessary installation and maintenance of Customer premise equipment.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.8 Digital Loop Service (cont.)

C. Responsibility of the Company

1. The Company is responsible for furnishing loop facilities suitable for Digital Loop Service.
2. The Company is not responsible for the installation on on-going operation or maintenance of terminal equipment at the Customer premise.
3. The Company will provide acceptance testing with the Customer at the time of service installation.

C. Application of Rates

1. Digital Loop Service will be charged on a monthly recurring rate basis determined by service configuration of two-wire or four-wire facilities.
2. Digital Loop Service will be charged based on the number of loops provided. (This is dependent upon Customer being collocated in a Central Office where the service is provided.)
3. Non-recurring charges will apply per loop installed.

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SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES

4.1 LOCAL EXCHANGE SERVICES

4.1.1 Service Ordering Charge

	<u>MIN</u>	<u>MAX</u>
Connection of new or additional Central Office lines, per service order:		
Business, Initial Order	\$ 5.00	\$150.00
Residential, Initial Order	\$ 5.00	\$100.00
Business, Subsequent Order	\$ 5.00	\$100.00
Residential, Subsequent Order	\$ 5.00	\$ 75.00
Moves or changes in existing service and equipment or addition of new or additional service and equipment other than central office lines, per service order:		
Business	\$ 5.00	\$ 85.00
Residential	\$ 5.00	\$ 65.00

4.1.2 Customer Premise Visit Charge

For premise visit associated with
installation of service or other services
requiring a technician premise visit:

Business and Residential, per visit		
First 15 minutes	\$ 6.00	\$ 85.00
Each additional 15 minutes	\$ 2.00	\$ 45.00

4.1.3 Returned Check Charge

Business, per occurrence	\$ 3.00	\$ 45.00
Residential, per occurrence	\$ 3.00	\$ 45.00

4.1.4 Restoration of Service Charge

Business, per occurrence	\$ 5.00	\$ 65.00
Residential, per occurrence	\$ 5.00	\$ 55.00

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SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES

4.1 LOCAL EXCHANGE SERVICES (cont.)

	<u>MIN</u>	<u>MAX</u>
4.1.5 Basic Local Service		
Monthly Recurring Flat Rate:		
Business	\$15.00	\$100.00
Residential	\$ 5.00	\$ 65.00
Non-Recurring Charges		
Business	\$10.00	\$175.00
Residential	\$ 5.00	\$100.00
4.1.6 End User Access Line Charge		
Monthly Recurring Rate:		
Single line Business/Residential	\$ 2.00	\$ 7.50
Multiline Business/Residential	\$ 3.00	\$ 10.00
ISDN – BRI, per facility	\$ 3.00	\$ 10.00
ISDN – PRI, per facility	\$ 15.00	\$ 35.00
4.1.7 E911 Charge		
Monthly Recurring Rate:		
Business/Residential Per line/trunk	\$ 0.15	\$ 1.00
4.1.8 Direct Inward Dial Trunks (DID)		
Monthly Recurring Charges:		
Central Office line termination, Per trunk	\$ 7.50	\$ 75.00
Initial Group of 20 numbers	\$ 0.75	\$ 25.00
Additional Groups of 20 numbers	\$ 0.75	\$ 25.00
Non-recurring Charges:		
Central Office line termination, Per trunk	\$ 45.00	\$ 475.00
Initial Group of 20 numbers	\$ 65.00	\$ 375.00
Additional Groups of 20 numbers	\$ 5.00	\$ 100.00

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MINIMUM/MAXIMUM PRICING SCHEDULES

4.1 LOCAL EXCHANGE SERVICES (cont.)

4.1.9 **Trunk Hunting**

	<u>MIN</u>	<u>MAX</u>
Monthly Recurring Charges:		
Business	\$ 1.50	\$ 55.00
Residential	\$ 1.50	\$ 55.00

4.1.10 **Verification Service/Emergency Interrupt Service**

Non-Recurring Charges:

Business each verification request:	\$ 0.15	\$ 2.50
Residential, ea. verificat. request:	\$ 0.15	\$ 2.50
Business, each interrupt request	\$ 0.15	\$ 2.50
Residential ea. interrupt request	\$ 0.15	\$ 2.50

4.1.11 **Directory Listings (Reference 3.5.13)**

Monthly Recurring Charges:

Business, Primary Listing:	\$ 1.00	\$ 5.00
Residential, Primary Listing:	\$ 1.00	\$ 5.00
Business, additional listing	\$ 0.55	\$ 10.00
Residential, additional listing	\$ 0.35	\$ 8.50
Non-Published Telephone Number	\$ 0.35	\$ 6.00
Non-listed Telephone Number	\$ 0.35	\$ 6.00

Non-Recurring Charges:

Business and Residential	\$ 5.00	\$ 35.00
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4.1.12 **Local Directory Assistance Charges**

Per Call Rates:

Business Customer Direct Dials:	\$ 0.15	\$ 3.50
Residential, Customer Direct Dials:	\$ 0.15	\$ 3.50
Business, Operator Placed Calls:	\$ 0.25	\$ 3.50
Residential, Operator Placed Calls:	\$ 0.25	\$ 3.50

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4.1 LOCAL EXCHANGE SERVICES (cont.)

	<u>MIN</u>	<u>MAX</u>
4.1.13 Traditional Local Operator Service		
Per Call Occurrence:		
Station to Station – Customer dialed or Operator Assisted (Calls other and person to person, calls billed collect or to a third party)	\$ 0.35	\$ 5.50
Person-to-Person – calls completed with the assistance of an operator to a particular person, rather than a station, department or PBX	\$ 0.55	\$ 10.00
4.1.14 Call Management Services		
Anonymous Call Rejection Per month	\$ 1.00	\$ 7.50
Call Forwarding Busy Line Per month	\$ 1.00	\$ 9.50
Call Forwarding Don't Answer Per month	\$ 1.00	\$ 9.50
Call Forwarding Multi-Path Per month	\$ 1.00	\$ 12.50
Call Forwarding Variable Per month	\$ 1.00	\$ 9.50
Calling Number Delivery Caller ID Basic Per month	\$ 1.50	\$ 15.50
Calling Name and Number Caller ID Deluxe Per month	\$ 2.00	\$ 25.00
Calling Number Delivery Blocking		
Per Call Blocking	\$ 0.50	\$ 2.00
Subscription per line blocking	\$ 0.50	\$ 8.00

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MINIMUM/MAXIMUM PRICING SCHEDULES

4.1 LOCAL EXCHANGE SERVICES (cont.)

4.1.14 Call Management Services (cont.)

	<u>MIN</u>	<u>MAX</u>
Call Return		
Per attempt	\$ 0.35	\$ 2.50
Per Month	\$ 1.00	\$ 8.00
Call Return Blocking		
No Charge		
Call Waiting		
Per Month	\$ 1.00	\$ 9.00
Customer Control of Forwarding		
Per Month	\$ 0.35	\$ 7.00
Customer-Originated Trace		
Per Each Successful Trace	\$ 0.35	\$ 6.00
Preferred Call Forwarding		
Per Month	\$ 0.75	\$ 9.00
Remote Access to Call Forwarding Variable		
Per Month	\$ 1.00	\$ 9.00
Remote Call Forwarding		
Per Month	\$ 5.00	\$ 75.00
Repeat Dialing		
Per Call	\$ 0.15	\$ 3.50
Per Month	\$ 1.00	\$ 9.00
Selective Call Acceptance		
Per Month	\$ 1.00	\$ 12.00

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MINIMUM/MAXIMUM PRICING SCHEDULES (cont.)

4.1 LOCAL EXCHANGE SERVICES (cont.)

4.1.14 Call Management Services (cont.)

	<u>MIN</u>	<u>MAX</u>
Selective Call Rejection		
Per Month	\$ 1.00	\$ 12.00
Distinctive Ring		
1 st Ring, per month	\$ 1.00	\$ 15.00
2 nd Ring, per month	\$ 0.75	\$ 12.00
Speed Calling		
Speed Call 8, per month	\$ 1.00	\$ 12.00
Speed Call 30, per month	\$ 2.00	\$ 18.00
Three Way Calling		
Per Use	\$ 0.35	\$ 3.50
Per Month	\$ 1.00	\$ 9.00
Direct Inward Dialing for PBX Systems		
Per Month	\$ 8.00	\$ 45.00
Non-Recurring	\$ 8.00	\$ 50.00
Direct Outward Dialing for PBX Systems		
Per Month	\$ 8.00	\$ 45.00
Non-Recurring	\$ 8.00	\$ 45.00
Non-Recurring Charges for All Call Management Services (except as specifically noted)		
Feature Install	\$ 1.50	\$ 15.00
Distinctive Ring	\$ 5.00	\$ 35.00
Speed Dial – 8 or 30	\$ 3.50	\$ 25.00

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SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES (cont.)

4.2 PRIVATE LINE SERVICES

MIN MAX

4.2.1. Dry Pair Two-Way Circuit

Per Channel:

First Mile or fraction thereof	\$ 3.50	\$ 17.50
Each add. ¼ mile or fraction	\$ 0.50	\$ 10.00

Between two points within same exchange

Between contiguous wire centers	\$ 8.00	\$ 45.00
Between non-contiguous center	\$ 10.00	\$ 70.00

(Local Channel Mileage is based upon airline miles between the channel terminals)

4.2.2. Voice Grade Service

Channel Termination, per termination

Two-Wire termination	\$ 25.00	\$ 80.00
Four-Wire termination	\$ 35.00	\$100.00

Channel Mileage

Fixed Rate	\$ 15.00	\$ 75.00
Per Mile	\$ 0.75	\$ 4.50

Non-Recurring	\$ 60.00	\$350.00
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Bridging Service

Per Month	\$ 1.00	\$ 10.00
Non-Recurring	\$ 25.00	\$150.00

C-Type Conditioning

Per point of termination	\$ 1.00	\$ 10.00
Non-Recurring	\$ 10.00	\$ 75.00

Improved Return Loss

Per point of termination – 2 Wire	\$ 0.75	\$ 10.00
Per point of termination – 4 Wire	\$ 0.75	\$ 10.00
Non-Recurring	\$ 20.00	\$ 150.00

Other Features and Options

Reserved for Future Use

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MINIMUM/MAXIMUM PRICING SCHEDULES (cont.)

4.2 PRIVATE LINE SERVICES

	<u>MIN</u>	<u>MAX</u>
4.2.3 Digital Data Service		
Per Termination/Per Month:		
Digital Data Channel Termination (All speeds 2.4.....64 Kbps)	\$ 45.00	\$250.00
Non-Recurring	\$ 75.00	\$550.00
Per Mile/Per month (All speeds):		
Fixed	\$ 25.00	\$150.00
Per Mile	\$ 0.45	\$ 10.00
Per Month:		
Data Amplification	\$ 25.00	\$150.00
4.2.4 High Capacity Service		
Per Termination/Per Month:		
1.544 Mbps	\$ 75.00	\$400.00
44.736 Mbps		
Within SWC	\$450.00	\$2,250.00
0-3 Miles from SWC	\$750.00	\$4,000.00
Over 3 Miles from SWC	\$1,000.00	\$5,500.00
Non-Recurring:		
1.544 Mbps	\$ 100.00	\$ 750.00
44.736 Mbps	\$ 200.00	\$1,000.00
Channel Mileage, Per Month:		
1.544 Mbps		
Fixed	\$ 75.00	\$ 300.00
Per Mile	\$ 7.00	\$ 50.00
55.736 Mbps		
Fixed	\$250.00	\$1,500.00
Per Mile	\$ 50.00	\$ 550.00
Channel Multiplexing		
DS-3 to DS-1, per month	\$100.00	\$1,250.00
Non-Recurring	\$ 25.00	\$ 350.00

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MINIMUM/MAXIMUM PRICING SCHEDULES (cont.)

4.2 PRIVATE LINE SERVICES (cont.)

4.2.4 High Capacity Service (cont.)

Channel Multiplexing (cont.)

	<u>MIN</u>	<u>MAX</u>
DS-1 to DS-0, per month	\$ 150.00	\$ 950.00
Non-Recurring	\$ 65.00	\$ 350.00
DS-0 to Subrate, per month	ICB	ICB
Non-Recurring	ICB	ICB

Clear Channel Capabiity

Per Month	\$ 3.00	\$ 75.00
Non-Recurring	\$ 75.00	\$ 650.00

4.2.5 Basic Rate Interface (BRI)

Service Capability Packages, per month

Package 1	\$ 10.00	\$ 100.00
Package 2	\$ 10.00	\$ 100.00

Non-Recurring	\$ 65.00	\$ 400.00
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Circuit Switched Data Usage

Unlimited Use	\$ 25.00	\$ 250.00
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Distance Extension, if required	\$ 10.00	\$ 75.00
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Applicable End User Common Line and Presubscribed Interexchange Inventory Carrier Charge (PICC) are charged in addition to above monthly rates.

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SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES (cont.)

4.2 PRIVATE LINE SERVICES (cont.)

	<u>MIN</u>	<u>MAX</u>
4.2.6 Primary Rate Interface (ISDN-PRI)		
Local Channel Termination		
Per Month	\$ 15.00	\$ 85.00
Local Channel		
Per Month	\$ 100.00	\$ 950.00
Non-Recurring	\$ 250.00	\$1,000.00
PRI D Channel		
Per Month	\$ 15.00	\$ 125.00
Non-Recurring	\$ 40.00	\$ 200.00
Local Data Usage		
Unlimited Use, per month	\$ 10.00	\$ 100.00
Non-Recurring	\$ 5.00	\$ 65.00
4.2.7 DS-1 Data Link Service (DS1-DLS)		
Primary Link Facility		
Per Month	\$ 200.00	\$ 950.00
Non-Recurring	\$ 150.00	\$ 875.00
Secondary Link Facility		
Per Month	\$ 200.00	\$ 950.00
Non-Recurring	\$ 100.00	\$ 750.00
4.2.8 Digital Loop Service		
Two Wire Loops		
One Loop	\$ 5.00	\$ 175.00
Two Loops	\$ 15.00	\$ 300.00
Non-Recurring (One and Two Loops)	\$ 60.00	\$ 275.00
Four Wire Loops		
One Loop	\$ 10.00	\$ 275.00
Two Loops	\$ 25.00	\$ 550.00
Non-Recurring (One and Two Loops)	\$ 75.00	\$ 300.00

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 417 Wayne Avenue, Defiance, Ohio 43512

SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES (cont.)

4.3 TOLL RESTRICTION SERVICE

4.3.1 Toll Restriction Service

	<u>MIN</u>	<u>MAX</u>
Business		
Per Month	\$ 1.00	\$ 9.00
Non-Recurring	\$ 3.00	\$ 40.00
Residential		
Per Month	\$ 1.00	\$ 85.00
Non-Recurring	\$ 3.00	\$ 65.00

4.3.2 DePIC Service

DePIC		
Non-Recurring	\$ 1.00	\$ 8.00
Selective Blocking	\$ 1.00	\$ 8.00

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SECTION 6

CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET

Business Residential

6.1.1. Service Ordering Charge

Connection of new or additional
Central Office lines, per service order:

Initial Order	\$ 55.00	\$ 42.00
Subsequent Order	\$ 25.00	\$ 20.00

Moves or changes in existing service and equipment or addition of new or additional service and equipment other than central office lines, per service order:	\$ 37.50	\$ 25.50
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6.1.2 Customer Premise Visit Charge

For premise visit associated with
installation of service or other services
requiring a technician premise visit:

Business and Residential, per visit		
First 15 minutes	\$ 37.50	\$ 37.50
Each additional 15 minutes	\$ 25.50	\$ 25.50

6.1.3 Returned Check Charge

Per occurrence	\$ 30.00	\$ 30.00
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6.1.4 Restoration of Service Charge

Per occurrence	\$ 42.50	\$ 33.50
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SECTION 6

CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>
6.1.5 Basic Local Service		
Monthly Recurring Flat Rate:	\$ 65.75	\$ 34.50
Non-Recurring Charges	\$118.00	\$ 56.50
6.1.6 End User Access Line Charge		
Monthly Recurring Rate:		
Single line Business/Residential	\$ 3.50	\$ 3.50
Multiline Business/Residential	\$ 5.97	\$ 5.97
ISDN – BRI, per facility	\$ 5.97	\$ 5.97
ISDN – PRI, per facility	\$ 29.85	\$ 29.85
6.1.7 E911 Charge		
Monthly Recurring Rate:		
Per line/trunk	\$ 0.32	\$ 0.32
6.1.8 Direct Inward Dial Trunks (DID)		
Monthly Recurring Charges:		
Central Office line termination, Per trunk	\$ 52.50	
Initial Group of 20 numbers	\$ 7.50	
Additional Groups of 20 numbers	\$ 5.50	
Non-recurring Charges:		
Central Office line termination, Per trunk	\$ 285.50	
Initial Group of 20 numbers	\$ 265.50	
Additional Groups of 20 numbers	\$ 48.75	

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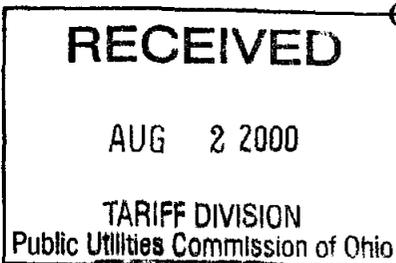
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SECTION 6

CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>
6.1.9 Hunting		
Monthly Recurring Charges:	\$ 24.75	\$ 24.75
6.1.10 Verification Service/Emergency Interrupt Service		
Non-Recurring Charges:		
Each Verification Request	\$ 1.32	\$ 1.32
Each Interrupt Request	\$ 1.63	\$ 1.63
6.1.11 Directory Listings		
Monthly Recurring Charges:		
Primary Listing:	\$ 1.00	\$ 1.00
Additional listing	\$ 4.32	\$ 1.98
Non-Published Telephone Number	\$ 2.47	\$ 2.47
Non-listed Telephone Number	\$ 1.62	\$ 1.62
Non-Recurring Charges:		
Business and Residential	\$ 20.00	\$ 15.00
6.1.12 Directory Assistance Charges		
Per Call Rates:		
Customer Direct Dials:	\$ 0.30	\$ 0.30
Operator Placed Calls:	\$ 1.53	\$ 1.53



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SECTION 6

CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>
6.1.13 Traditional Local Operator Service		
Per Call Occurrence:		
Station to Station – Customer dialed or Operator Assisted (Calls other and person to person, calls billed collect or to a third party)	\$ 1.84	\$ 1.84
Person-to-Person – calls completed with the assistance of an operator to a particular person, rather than a station, department or PBX	\$ 4.50	\$ 4.50
6.1.14 Call Management Services		
Anonymous Call Rejection Per month	\$ 3.00	\$ 2.00
Call Forwarding Busy Line Per month	\$ 3.00	\$ 2.00
Call Forwarding Don't Answer Per month	\$ 3.00	\$ 2.00
Call Forwarding Multi-Path Per month	\$ 5.00	\$ 3.00
Call Forwarding Variable Per month	\$ 5.00	\$ 3.00
Calling Number Delivery Caller ID Basic Per month	\$ 5.00	\$ 3.00
Calling Name and Number Caller ID Deluxe Per month	\$ 12.00	\$ 6.00
Calling Number Delivery Blocking Per Call Blocking	no charge	no charge
Subscription per line blocking	no charge	no charge

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SECTION 6
CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>
Call Return		
Per attempt	\$ 1.35	\$ 1.35
Per Month	\$ 6.00	\$ 3.00
Call Return Blocking	no charge	no charge
Call Waiting		
Per Month	\$ 3.00	\$ 2.00
Customer Control of Forwarding		
Per Month	\$ 6.00	\$ 3.00
Customer-Originated Trace		
Per Each Successful Trace	\$ 1.50	\$ 1.50
Preferred Call Forwarding		
Per Month	\$ 6.00	\$ 3.00
Remote Access to Call Forwarding Variable		
Per Month	\$ 6.00	\$ 3.00
Remote Call Forwarding		
Per Month	\$ 15.00	\$ 10.00
Repeat Dialing		
Per Call	\$ 1.00	\$ 1.00
Per Month	\$ 5.00	\$ 2.00
Selective Call Acceptance		
Per Month	\$ 6.00	\$ 3.00

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SECTION 6
CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET

Business Residential

6.1.1. Service Ordering Charge

Connection of New or Additional
Central Office Lines, Per Service Order

Initial Order	\$ 55.00	\$ 42.00
Subsequent Order	\$ 25.00	\$ 20.00

Moves or changes in existing service and equipment or addition of new or additional service and equipment other than central office lines, Per Service Order	\$ 37.50	\$ 25.50
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6.1.2 Customer Premise Visit Charge

For premise visit associated with
installation of service or other services
requiring a technician premise visit

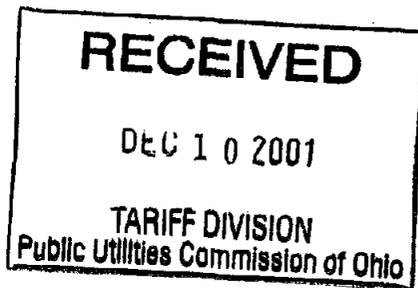
Business and Residential, Per Visit		
First 15 Minutes	\$ 37.50	\$ 37.50
Each Additional 15 Minutes	\$ 25.50	\$ 25.50

6.1.3 Returned Check Charge

Per Occurrence	\$ 30.00	\$ 30.00
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6.1.4 Restoration of Service Charge

Per Occurrence	\$ 42.50	\$ 33.50
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SECTION 6
CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>
6.1.5 Basic Local Service		
Monthly Recurring Flat Rate	Reserved for Future Use	
NRC	Reserved for Future Use	
6.1.6 End User Access Line Charge		
Monthly Recurring Rate		
Single Line Business/Residential	Reserved for Future Use	
Multi-Line Business/Residential	Reserved for Future Use	
ISDN – BRI, Per Facility	Reserved for Future Use	
ISDN – PRI, Per Facility	Reserved for Future Use	
6.1.7 E911 Charge		
Monthly Recurring Rate		
Per Line/Trunk	\$ 0.32	\$ 0.32
6.1.8 Direct Inward Dial Trunks (DID)		
Monthly Recurring Charges		
Central Office Line Termination, Per Trunk	Reserved for Future Use	
Initial Group of 20 Numbers	Reserved for Future Use	
Additional Groups of 20 Numbers	Reserved for Future Use	
NRC		
Central Office Line Termination, Per Trunk	Reserved for Future Use	
Initial Group of 20 Numbers	Reserved for Future Use	
Additional Groups of 20 Numbers	Reserved for Future Use	

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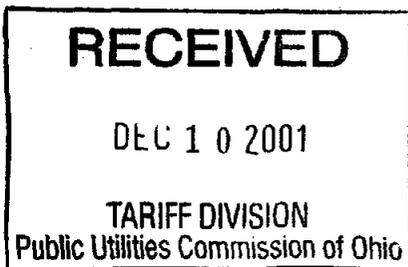
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SECTION 6
CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>
6.1.9 Hunting		
Monthly Recurring Charges		Reserved for Future Use
6.1.10 Verification Service/Emergency Interrupt Service		
NRC Charges		
Each Verification Request		Reserved for Future Use
Each Interrupt Request		Reserved for Future Use
6.1.11 Directory Listings		
Monthly Recurring Charges		
Primary Listing	\$ 1.00	\$ 1.00
Additional listing	\$ 4.32	\$ 1.98
Non-Published Telephone Number	\$ 2.47	\$ 2.47
Non-listed Telephone Number	\$ 1.62	\$ 1.62
NRC Business and Residential	\$ 20.00	\$ 15.00
6.1.12 Directory Assistance Charges		
Per Call Rates		

Customer Direct Dials:	Reserved for Future Use
Operator Placed Calls:	Reserved for Future Use



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SECTION 6
CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>
6.1.13 Traditional Local Operator Service		
Per Call Occurrence		
Station to Station – Customer dialed or Operator Assisted (Calls other and Person to Person, calls billed collect or to a third party)		Reserved for Future Use
Person-to-Person – calls completed with the assistance of an operator to a particular person, rather than a station, department or PBX		Reserved for Future Use
6.1.14 Call Management Services		
Anonymous Call Rejection, Per Month		Reserved for Future Use
Call Forwarding Busy Line, Per Month		Reserved for Future Use
Call Forwarding Don't Answer, Per Month		Reserved for Future Use
Call Forwarding Multi-Path, Per Month		Reserved for Future Use
Call Forwarding Variable, Per Month		Reserved for Future Use
Calling Number Delivery Caller ID Basic, Per Month		Reserved for Future Use
Calling Name and Number Caller ID Deluxe, Per Month		Reserved for Future Use
Calling Number Delivery Blocking Per Call Blocking		No Charge
Subscription Per Line Blocking		No Charge



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SECTION 6

CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>
Call Return		
Per Attempt		Reserved for Future Use
Per Month		Reserved for Future Use
Call Return Blocking	No Charge	
Call Waiting, Per Month	Reserved for Future Use	
Customer Control of Forwarding, Per Month	Reserved for Future Use	
Customer-Originated Trace, Per Each Successful Trace		Reserved for Future Use
Preferred Call Forwarding, Per Month	Reserved for Future Use	
Remote Access to Call Forwarding Variable, Per Month		Reserved for Future Use
Remote Call Forwarding, Per Month	Reserved for Future Use	
Repeat Dialing, Per Call	Reserved for Future Use	
Per Month	Reserved for Future Use	
Selective Call Acceptance, Per Month	Reserved for Future Use	

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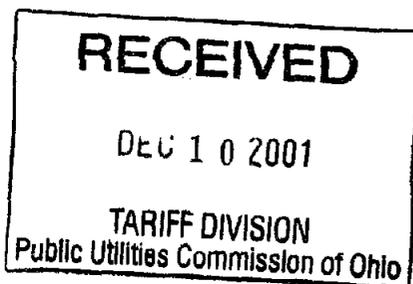
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SECTION 6
CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>
Selective Call Rejection, Per Month	Reserved for Future Use	
Distinctive Ring, 1 st Ring, Per Month	Reserved for Future Use	
2 nd Ring, Per Month	Reserved for Future Use	
Speed Calling, Speed Call 8, Per Month	Reserved for Future Use	
Speed Call 30, Per Month	Reserved for Future Use	
Three Way Calling, Per Use	Reserved for Future Use	
Per Month	Reserved for Future Use	
Direct Inward Dialing for PBX Systems, Per Month	Reserved for Future Use	
NRC	Reserved for Future Use	
Direct Outward Dialing for PBX Systems Per Month	Reserved for Future Use	
NRC	Reserved for Future Use	
NRC Charges for All Call Management Services (except as specifically noted)		
Feature Install	Reserved for Future Use	
Each additional feature	Reserved for Future Use	
Distinctive Ring	Reserved for Future Use	
Speed Dial - 8 or 30	Reserved for Future Use	



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SECTION 6
CURRENT PRICE SCHEDULE

6.2 PRIVATE LINE SERVICES RATE SHEET

6.2.1 Dry Pair Two-Way Circuit

Per Channel

First Mile or fraction thereof
Each add. 1/4 mile or fraction

Reserved for Future Use
Reserved for Future Use

Between two points within same exchange

Between contiguous wire centers
Between non-contiguous center

Reserved for Future Use
Reserved for Future Use

(Local Channel Mileage is based upon airline miles between the channel terminals)

6.2.2 Voice Grade Service

Channel Termination, Per Termination

Two-Wire Termination
Four-Wire Termination

Reserved for Future Use
Reserved for Future Use

Channel Mileage

Fixed Rate
Per Mile

Reserved for Future Use
Reserved for Future Use

NRC

Reserved for Future Use

Bridging Service

Per Month
NRC

Reserved for Future Use
Reserved for Future Use

C-Type Conditioning

Per Point of Termination
NRC

Reserved for Future Use
Reserved for Future Use

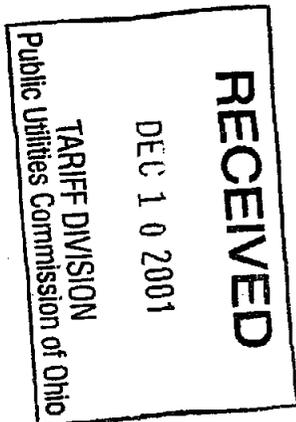
Improved Return Loss

Per Point of Termination - 2 Wire
Per Point of Termination - 4 Wire
NRC

Reserved for Future Use
Reserved for Future Use
Reserved for Future Use

Other Features and Options

Reserved for Future Use



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SECTION 6

CURRENT PRICE SCHEDULE

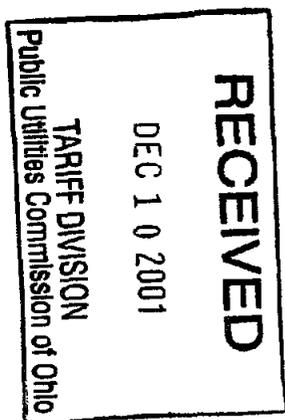
6.2 PRIVATE LINE SERVICES RATE SHEET

6.2.3 Digital Data Service

Per Termination/Per Month Digital Data Channel Termination (All speeds 2.4.....64 Kbps)	Reserved for Future Use
NRC	Reserved for Future Use
Per Mile/Per Month (All speeds) Fixed Per Mile	Reserved for Future Use Reserved for Future Use
Per Month Data Amplification	Reserved for Future Use
NRC	Reserved for Future Use

6.2.4 High Capacity Service

Per Termination/Per Month 1.544 Mbps 44.736 Mbps Within SWC 0-3 Miles from SWC Over 3 Miles from SWC	Reserved for Future Use Reserved for Future Use Reserved for Future Use Reserved for Future Use Reserved for Future Use
NRC 1.544 Mbps 44.736 Mbps	Reserved for Future Use Reserved for Future Use
Channel Mileage 1.545 Mbps, Per Month Fixed Per Mile 44.736 Mbps, Per Month Fixed Per Mile	 Reserved for Future Use Reserved for Future Use Reserved for Future Use Reserved for Future Use
Channel Multiplexing DS-3 to DS-1, Per Month NRC	 Reserved for Future Use Reserved for Future Use



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SECTION 6
CURRENT PRICE SCHEDULE

6.2 PRIVATE LINE SERVICES RATE SHEET

6.2.4 High Capacity Service (cont.)

Channel Multiplexing (cont.)

DS-1 to DS-0, Per Month
NRC Reserved for Future Use
Reserved for Future Use

DS-0 to Subrate, Per Month
NRC Reserved for Future Use
Reserved for Future Use

Clear Channel Capability, Per Month
NRC Reserved for Future Use
Reserved for Future Use

6.2.5 Basic Rate Interface (BRI)

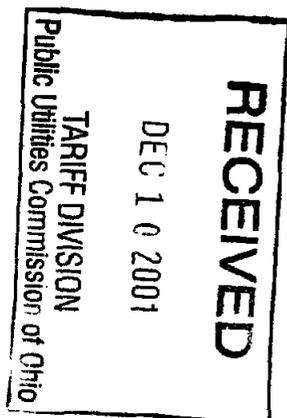
Service Capability Packages, Per Month
Package 1 Reserved for Future Use
Package 2 Reserved for Future Use

NRC Reserved for Future Use

Circuit Switched Data Usage
Unlimited Use Reserved for Future Use

Distance Extension, if required Reserved for Future Use

Applicable End User Common Line and Presubscribed Interexchange Inventory
Carrier Charge (PICC) are charged in addition to above monthly rates.



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SECTION 6

CURRENT PRICE SCHEDULE

6.2 PRIVATE LINE SERVICES RATE SHEET

6.2.6 Primary Rate Interface (ISDN-PRI)

1.544 (Local Channel) Intraexchange Primary Rate Access Line

	<u>Monthly Rate</u>	<u>NRC</u>	<u>NRC Add'l</u>
Month to Month	\$257.45	\$ 265.00	\$ 110.00
12-23 months	\$244.15	\$ 165.00	\$ 110.00
24-35 months	\$230.85	\$ 110.00	\$ 110.00
36-59 months	\$206.15	\$ 0.00	\$ 0.00
60-84 months	\$179.55	\$ 0.00	\$ 0.00

Primary Rate Interface - One Way, Per ISDN-PRI Primary Rate Access Line

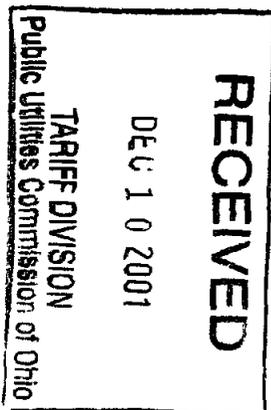
	<u>Monthly Rate</u>	<u>NRC</u>
Month to Month	\$550.05	\$ 265.00
12-23 months	\$522.50	\$ 165.00
24-35 months	\$486.40	\$ 20.00
36-59 months	\$439.85	\$ 0.00
60-84 months	\$380.95	\$ 0.00

Primary Rate Interface - Two Way, Per ISDN-PRI Primary Rate Access Line

	<u>Monthly Rate</u>	<u>NRC</u>
Month to Month	\$793.25	\$ 265.00
12-23 months	\$712.50	\$ 165.00
24-35 months	\$666.90	\$ 20.00
36-59 months	\$620.35	\$ 0.00
60-84 months	\$570.95	\$ 0.00

B-Channel Charge, Each Channel

	<u>Monthly Rate</u>	<u>NRC</u>
Month to Month	\$14.25	\$ 5.00
12-23 months	\$11.40	\$ 5.00
24-35 months	\$9.50	\$ 5.00
36-59 months	\$9.50	\$ 0.00
60-84 months	\$9.50	\$ 0.00



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SECTION 6

CURRENT PRICE SCHEDULE

6.2 PRIVATE LINE SERVICES RATE SHEET

6.2.6 Primary Rate Interface (ISDN-PRI)

Initial D-Channel

	<u>Monthly Rate</u>	<u>NRC</u>
Month to Month	\$14.25	\$ 5.00
12-23 months	\$11.40	\$ 5.00
24-35 months	\$9.50	\$ 5.00
36-59 months	\$9.50	\$ 0.00
60-84 months	\$9.50	\$ 0.00

D-Channel Backup

<u>Monthly Rate</u>	<u>NRC</u>
\$47.50	\$ 20.00

Service Change Charge, Per Primary rate Access Line

	<u>NRC</u>
For termination change at the same premises, physical, Per PRI interface	\$ 165.00
For termination change at the same premises, programming, Per PRI interface	\$ 35.00

Premise Visit Charge, Per Primary Rate Access Line
or for Inside Move

\$ 125.00

6.2.7 DS-1 Data Link Service (DS1-DLS)

Primary Link Facility
Per Month
NRC

Reserved for Future Use

Secondary Link Facility
Per Month
NRC

Reserved for Future Use
Reserved for Future Use

6.2.8 Digital Loop Service

Two Wire Loops
One Loop
Two Loops
NRC (One and Two Loops)

Reserved for Future Use
Reserved for Future Use
Reserved for Future Use

Four Wire Loops
One Loop
Two Loops
NRC (One and Two Loops)

Reserved for Future Use
Reserved for Future Use
Reserved for Future Use

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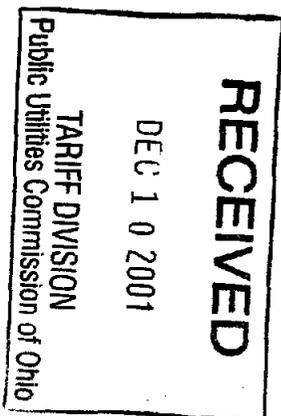
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SECTION 6
CURRENT PRICE SCHEDULE

6.3 TOLL RESTRICTION SERVICE

	<u>Business</u>	<u>Residential</u>
6.3.1 Toll Restriction Service		
Per Month		Reserved for Future Use
NRC		Reserved for Future Use
6.3.2 De-PIC Service		
De-PIC, Per Change		Reserved for Future Use
Selective Blocking, Per Month		Reserved for Future Use



Issued Date: July 19, 2000

Effective Date: December 10, 2001

In accordance with Finding and Order in Case No. 00-612-TP-ACE
Issued by the Public Utilities Commission of Ohio, dated July 19, 2000
Douglas C. DeWolfe, President, QualStar Communications, Inc.
417 Wayne Avenue, Defiance, Ohio 43512

TELEPHONE SERVICE REQUIREMENTS FORM
Pursuant to Case Nos. 99-998-TP-COI and 99-563-TP-COI

The provider affirms that it is in compliance with Commission directives concerning the following checked items, and that this represents an up-to-date listing of applicable "generic" service requirements. The provider understands that this in no way supersedes the context of the applicable Commission orders described below. Unless otherwise specified, this language replaces the need for related language to be contained in the provider's tariff.

A. MANDATORY REQUIREMENTS FOR BASIC LOCAL EXCHANGE AND CTS PROVIDERS (unless otherwise noted):

1. SALES TAX (See also Case No. 87-1010-TP-UNC)

Certain telecommunication services, as defined in the Ohio Revised Code, are subject to state sales tax at the prevailing tax rates, if the services originate, or terminate in Ohio, or both, and are charged to a subscriber's telephone number or account in Ohio.

2. MTSS TARIFF REQUIREMENTS

The provider attests that its tariffs include:

provider-specific language addressing the deposit method (as cited in 4901:1-5-13) adopted by the company and approved by the Commission;

Toll Caps (choose one):

language addressing the provider-specific parameters of toll caps approved by the Commission, OR

not applicable since the provider has not chosen to incorporate toll caps.

language regarding establishment of service, including requirements to establish creditworthiness, as cited in 4901:1-5-13;

language regarding residential service guarantors, as cited in 4901:1-5-14;

language regarding subscriber bills, as cited in 4901:1-5-15;

language regarding subscriber billing adjustments for local exchange service, as cited in 4901:1-5-16; and,

- x language regarding denial or disconnection of local and/or toll service, including the requirements for the reconnection of local and/or toll service, as cited in 4901:1-5-17.

Check the boxes below to attest that the provider shall adhere to the following criteria when the provider implements cancellation of service policies and/or requests an advance payment:

- x Cancellation of Service:

When a customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below:

Where the company has notified a customer or prospective customer of the possibility that special expenses may be incurred in connection with provisioning the customer's service, and then the company does incur such expenses. Expenses could include special construction, or where special arrangements of facilities or equipment have begun before the company received a cancellation notice. The charge will be equal to the costs actually incurred, less net salvage;

- x Advance Payment:

Advance Payment means a payment that may be required by the company as a means of being compensated for extraordinary expenses, including, but not limited to, special construction costs associated with a particular service installation.

3. **SURCHARGES**

The company shall not assess separately any taxes, fees or surcharges, other than government-approved sales taxes imposed directly on the end users, without seeking Commission approval under the appropriate procedures required by the Commission. Generally, the Commission will not grant the inclusion of gross receipts tax as a separate item on the bill unless special circumstances so warrant and the Commission

specifically approves same. The company shall not place a separate line item on a customer's bill without sending notice to all customers informing them of the new line item charges in accordance with Commission-adopted notice procedures.

The customer is responsible for the payment of all state, local and E9-1-1 taxes, surcharges, utility fees, or other similar fees for which the end user is directly responsible and that may be levied by a governing body or bodies in conjunction with or as a result of a service furnished under a tariff on file with the Public Utilities Commission of Ohio. These charges may appear as separate line items on the customer's bill, as opposed to being included in the rates contained in a tariff. Any such line item charges will be reflected in the company's tariff.

[x] 4. **1+ INTRALATA PRESUBSCRIPTION - Basic Local Exchange Providers Only** (See Also Case No. 95-845-TP-COI, Guideline X.)

a. General

IntraLATA Presubscription is a procedure whereby a subscriber designates to the Telephone Company the carrier which the subscriber wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. IntraLATA presubscription does not prevent a subscriber who has presubscribed to an intraLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

IntraLATA Presubscription will become effective upon the initial offering of certified local exchange service.

b. IntraLATA Presubscription Options

Option A: Subscriber may select the Telephone Company as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option B: Subscriber may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option C: Subscriber may select a carrier other than the Telephone Company or the subscriber's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option D; Subscriber may select no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the subscriber to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

c. Rules and Regulations

Subscribers of record will retain their current dialing arrangements until they request that their dialing arrangements be changed.

Subscribers of record or new subscribers may select either Options A, B, C, or D for intraLATA Presubscription.

Subscribers may change their selected Option and/or their presubscribed intraLATA toll carrier at any time subject to charges specified in Paragraph E, below.

d. IntraLATA Presubscription Procedures

New subscribers will be asked to select an intraLATA toll carrier(s) at the time the subscriber places an order to establish local exchange service with the Telephone Company. The Telephone Company will process the subscriber's order for intraLATA service. The selected carrier(s) will confirm their respective subscribers' verbal selection by third-party verification or return written confirmation notices. All new subscribers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new subscriber is unable to make a selection at the time the new subscriber places an order to establish local exchange service, the Telephone Company will read a random listing of all available intraLATA carriers to aid the subscriber in selection. If selection is still not possible, the Telephone Company will inform the subscriber that he/she will be given 90 calendar days in which to inform the Telephone Company of an intraLATA toll carrier presubscription selection free of charge. Until the subscriber informs the Telephone Company of his/her choice for intraLATA toll carrier, the subscriber will not have a presubscribed intraLATA toll carrier, but rather will be

required to dial a carrier access code to route all intraLATA toll calls to the carrier(s) of choice. Subscribers who inform the Telephone Company of a choice for intraLATA toll presubscription within the 90-day period will not be assessed a service charge for the initial subscriber request.

Subscribers of record may initiate an intraLATA presubscription change at any time subject to the charges specified in e.ii. below. If a customer of record inquires of the Telephone Company of the carriers available for intraLATA toll presubscription, the Telephone Company will read a random listing of all available intraLATA carriers to aid the subscriber in selection.

e. IntraLATA Presubscription Charges

i. Application of Charges

After a subscriber's initial selection for a presubscribed intraLATA toll carrier and as detailed in Paragraph D above, for any change thereafter, an IntraLATA Presubscription Change Charge, as set forth in Paragraph E.2. will apply.

ii. Nonrecurring Charges IntraLATA Presubscription Change Charge

Per business or residence line, trunk, or port:

--	Initial line, trunk, or port	\$5.00
--	Additional line, trunk, or port	\$1.50

B. REQUIREMENTS FOR PROVISION OF CERTAIN SERVICES, OR WHERE CERTAIN CONDITIONS OF SERVICE ARE UTILIZED (check all applicable):

1. **DISCOUNTS FOR PERSONS WITH COMMUNICATION DISABILITIES AND THE TELECOMMUNICATION RELAY SERVICE**

Applicable to all telephone companies offering message toll service (MTS)
(See also Case Nos. 87-206-TP-COI and 91-113-TP-COI):

- a. For purposes of these requirements, the definition of disabled refers to those persons with communication disabilities, including those hearing-disabled, deaf, deaf/blind, and speech-disabled persons who

have a disability that prevents them from communicating over the telephone without the aid of a telecommunications device for the communicatively disabled.

- b. Residential disabled customers or disabled members of a customer's household, upon written application and upon certification of their disabled status, which is evidenced by either a certificate from a physician, health care official, state agency, or a diploma from an accredited educational institution for the disabled, are eligible to receive a discount off their MTS rates, and, if they utilize telebraille devices, they are eligible to receive free access to local and intrastate long distance directory assistance. Additionally, TDD lines maintained by non-profit organizations and governmental agencies, upon written application and verification that such lines are maintained for the benefit of the disabled, are eligible to receive a discount off their MTS rates.
- c. Upon receipt of the appropriate application, and certification or verification of a person with a communication disability, one of the following discounts shall be made available for the benefit of the disabled person:
 - i. Off the basic MTS, current, price list day rates: a 40 percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 8:00 a.m. and 4:59 p.m. Monday through Friday; a 60 percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 5:00 p.m. and 10:59 p.m. Sunday through Friday, and New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas; and a 70 percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 11:00 p.m. and 7:59 a.m. any day, 8:00 a.m. and 4:59 p.m. Sunday, and all day Saturday; or
 - ii. Off the basic MTS, current, price list day rates: no less than a straight 70 percent discount shall be made available on a 24 hour a day basis; or
 - iii. For MTS which is offered similar to the mileage-banded rate structure established in the Commission's April 9, 1985 Opinion and Order in Case No. 84-944-TP-COI, with the traditional day, evening, and night/weekend discounts: the "evening" discount off the intrastate, interexchange, customer-dialed,

station-to-station calls placed during the "day" period Monday through Friday; and the "night/ weekend" discount off the intrastate, interexchange, customer-dialed, station-to-station calls placed during the "evening" period Sunday through Friday, and on New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas. Furthermore, the "night/ weekend" discount plus an additional discount equivalent to no less than ten percent of the company's current, price list, "day" rates for basic MTS shall be made available for intrastate, interexchange, customer-dialed, station-to-station calls placed during the "night/weekend" period any day, the "day" period Sunday, and all day Saturday.

- d. All MTS calls placed through the telecommunication relay service (TRS) are eligible to receive a discount off the MTS rates. The rate discounts are the same as those set forth in paragraph 1.c. preceding. The discount shall not apply to sponsor charges associated with calls placed to pay-per-call services, such as 900, 976, or 900-like calls.

2. EMERGENCY SERVICES CALLING PLAN

Applicable to all CLECs and CTSs offering MTS (See also Case Nos. 85-1466-TP-COI and 89-54-TP-COI):

Message toll telephone calls to governmental emergency service agencies, as set forth in (a) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (b) following, are offered at no charge to customers:

- a. Governmental fire fighting, Ohio State Highway Patrol, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) 24-hour basis, 365 days a year, including holidays.
- b. An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both, and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency service agency in order to seek assistance for such an emergency.

□ 3. **ALTERNATIVE OPERATOR SERVICES**

The following applies to the provision of alternative operator services (AOS) including Inmate Facility Services. (See, also, Case No. 88-560-TP-COI, December 30, 1991 Supplemental Opinion and Order and February 27, 1992 Entry on Rehearing):

Preceding the maximum operator-assisted surcharges set forth in the text of the proposed tariff, as well as preceding the operator-assisted surcharges set forth in the price list attached to the proposed tariff, the service provider must insert a statement which specifies whether the rates as set forth apply to the provider's provision of traditional operator services, alternative operator services (AOS), or both.

(A) Definitions

- (1) AOS are those services provided by the provider in which the customer and the end user are totally separate entities. The provider contracts with the customer to provide the AOS; however, the provider does not directly contract with the end user to provide the services even though it is the end user who actually pays for the processing of the operator-assisted calls. These do not include coin-sent calls.
- (2) Traditional operator services are those services provided by the provider in which the end user has a customer relationship with the provider, the provider contracts with the customer/end user to provide the services, and the customer/end user pays for the actual processing of the operator-assisted calls.

(B) AOS Service Parameters

- (1) Local operator-assisted calls:
For local operator-assisted calls, both live and automated, the AOS provider shall not charge the billed party more than the ILEC's price list rates for traditional local operator-assisted calls in the same exchange. This requirement includes both the local usage rate (either flat-rate per call or a minute-of-use rate per call) and applicable operator surcharges. The minutes-of-use rate for a local call shall be no higher than the rates for MTS identified in paragraph (B)(2), below.

Mileage Band	Initial Minute	Each Additional Minute
1 - 10	.32	.16
11 - 22	.40	.22
23 - 55	.48	.28
56 - 124	.57	.37
125 - end	.58	.39

or;

\$0.36 per minute of use

- (3) For intraLATA and interLATA, intrastate toll service calls, each AOS provider's maximum operator-assisted rates shall be no more than:
- (a) \$1.70 for customer-dialed calling card calls;
 - (b) \$2.50 for operator-handled calls; and
 - (c) \$4.80 for person-to-person calls.
- (4) Notice of any change in the rates stated above, whether it be upward or downward, must be maintained in the company's tariff (via its web-site or its tariff on file with the Commission), on or before the effective date.

(C) Secured Inmate Facilities:

The following provisions apply to those operator service providers (OSPs) providing service to a secured inmate facility where the originating caller does not have access to other OSPs for the call from the secured inmate facility.

- (1) Local operator-assisted calls:
For local operator-assisted calls, the AOS provider serving secured inmate facilities shall not charge the billed party more than the ILEC price list rates for a local operator-assisted call in the same exchange.
- (2) IntraLATA and interLATA intrastate toll service calls:
For intraLATA and interLATA intrastate toll service calls, the AOS provider serving secured inmate facilities shall not charge the billed party more than the ILEC price list rates for

an intraLATA intrastate call. This requirement includes both the rates for message toll service and operator surcharges.

- (D) The AOS providers shall not charge end users surcharges in addition to the price list rates for MTS and operator-assisted surcharges set forth in the AOS providers' tariffs. This restriction means that no surcharges, including but not limited to, bill rendering charges and any additional surcharge which a host facility may request the AOS provider to bill an end user, may be levied by the AOS provider on the end user. Any surcharges imposed by a host facility are to be billed separately by the host facility.
- (E) AOS and secured inmate facility services are not subject to either Tier 1 or Tier 2 regulatory treatment, but rather will remain subject to the provisions of these rules and the applicable provisions adopted by the Commission in Case No. 88-560-TP-COI.

x 4. **LIMITATION OF LIABILITY**

The following is applicable to all telephone companies that choose to include in their tariffs language which may limit their liability (See also Case No. 85-1406-AU-COI):

Approval of limitation of liability 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 courts responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

x 5. **TERMINATION LIABILITY**

The following is applicable to all telephone companies who choose to include in their tariffs language which imposes early termination liability on a customer for termination of service prior to the designated term of service:

Inclusion of early termination liability by the company in its tariff or a contract does not constitute a determination by the Commission that the termination liability imposed by the company is approved or sanctioned by the Commission. Customers shall be free to pursue whatever legal remedies they may have should a dispute arise.

X 6. **SERVICE CONNECTION ASSISTANCE (SCA)**

The following is applicable to all LECs that offer local service to residential customers:

SCA is targeted to help defray the one-time, up-front costs of connecting to the local exchange network for qualified customers. It provides a waiver of the deposit requirement, full or partial waiver of the service connection charges.

X 7. **LOCAL NUMBER PORTABILITY and NUMBER POOLING**

See Case No. 95-845-TP-COI Guideline XIV, FCC Dockets 95-116 and 99-200. NOTE: LNP and number pooling are required of all facilities-based LECs, regardless of size, and CMRS where currently rolled-out by the FCC or as a result of a bona fide request unless granted an extension, exemption, or waiver by the Commission or the FCC.

8. **TARIFFING AND DISCONNECTION PROCEDURES FOR SERVICE PACKAGES OR BUNDLES**

Applicable to all LECs packaging or bundling regulated local services with toll service and/or unregulated services. See Rule 4901:1-6-21(C), Ohio Administrative Code.

Option 1

Tariffing

Under option 1, LECs that package or bundle regulated local services with toll and/or unregulated services shall tariff only the regulated components of a package or bundle of services either as a package at a separate, single rate for the regulated components or individually at individual tariffed rates. The unregulated services and any rate(s) associated with the unregulated service components of any package or bundle of services shall not be tariffed.

Disconnection Procedures

Under option 1, if a customer fails to submit timely payment sufficient to cover the amount of the regulated charges, the LEC may discontinue the provision of the regulated services in compliance with Rule 4901:1-5-17, Ohio Administrative Code.

Staff Notice

Under option 1, LECs shall keep the Director of the Consumer Services Division and the Chief of Telecommunications of the Utilities Department informed and up-to-date on all current offers to consumers that bundle regulated local services with unregulated services at a single packaged rate, different from the rate shown in the tariff for the regulated components of the package. The notice to staff shall identify the regulated and unregulated services included and the packaged rate (the combined tariffed and untariffed rate).

 Option 2**Tariffing**

Under option 2, LECs shall tariff the entire package or bundle of services including both regulated local services and toll and/or unregulated services for a single combined packaged rate (including any amount attributable to the unregulated components). The LEC shall clearly identify the services within the package and denote which services are unregulated.

Disconnection Procedures

Under option 2, if a customer fails to submit timely payment sufficient to cover the entire amount of the regulated and unregulated bundled packaged rate, the LEC 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. For purposes of this rule, the rate for basic local exchange service shall be the tariffed rate for stand-alone basic local exchange service. In the event a CLEC does not offer basic local exchange service on a stand-alone basis, the CLEC shall identify an amount in the tariff for the basic local exchange service component of the package. In no event shall this amount exceed the packaged rate. Further, if the customer loses services included in the package due to non-payment or partial payment pursuant to this rule, the customer shall be entitled to add, change, or discontinue any regulated services provided according to the LEC's normal procedures for adding, changing or discontinuing such services.

Disconnection Notice

Under option 2, the LEC shall, in its notice of disconnection for non-payment, state the total amount due to avoid discontinuance of the package, as well as the total amount due to avoid discontinuance of the basic local exchange service component of the package.