

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 2
Original Sheet No. 55

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.9 Provision and Ownership of Telephone Numbers

Telephone numbers are assigned to the Company by the North American Numbering Plan Administrator (NANPA) and are assigned by the Company to the service furnished the customer. The customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company, nor to the continuance of service through any particular central office. Notwithstanding the above, the customer number is portable to another carrier pursuant to federal and state rules and regulations. The Company reserves the right to change such numbers and/or the central office designation associated with such numbers assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

2.4.10 Installation, Maintenance and Repairs

- a. All ordinary expense of installation, maintenance and repairs, 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 negligence or willful act of the customer or other persons authorized to use the service and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the 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 customer premises hardwired equipment or facilities furnished by the Company or permit others to do so, except in the case of service furnished at hazardous locations and then only upon the written consent of the Company or as otherwise specified in the Company's applicable tariffs.
- c. When equipment or facilities of the customer are connected to equipment or facilities of the Company under provisions of this tariff or a contract, it is contemplated that when trouble develops, the customer will make appropriate tests of his equipment or facilities to determine whether such trouble is in his own or the Company's equipment or facilities before reporting an out-of-service condition to the Company. Where the trouble is reported to the Company and the Company determines that the trouble is in the customer's equipment or facilities, the customer shall upon demand reimburse the Company for the expense incurred by it because of the customer's erroneous determination and report.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.2 New Construction (Continued)

a. Residential (Continued)

(3) Buried Distribution Plant

- (a) In areas where the Telephone Company's distribution plant is generally of a buried nature and where it is not precluded by city ordinance or other statute from doing so, entrance facilities to a customer's newly constructed premises will be provided via buried facilities.
- (b) In those instances where the customer's newly constructed premises is located away from the Telephone Company's main distribution facilities, the Telephone Company will provide, free of charge, the first 250 feet of buried entrance facilities. Additional facilities will be provided at a rate of \$.45 per foot.
- (c) In other facilities (i.e. natural gas, electricity, sprinkling system, CATV, etc.) have already been installed and concealed at the time of installation of telephone facilities, location and marking of all other facilities shall be accomplished prior to the installation of buried telephone facilities. Locations and marking shall be the customer's or the customer's agent's responsibility, except that the Telephone Company shall cooperate with the customer to obtain any marking, if desired.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.3 Moves and Changes

a. Residential

(1) General

(a) Those regulations contained in Section 5.1.1 preceding shall apply to Moves and Changes, as applicable.

(2) Aerial Distribution Plant

(a) If the customer or his designated agent requests that existing aerial facilities be moved to accommodate construction, moving, etc. a charge of \$17.40 will apply to the first cable span of facilities moved. If more than one cable span of facilities must be moved, charges will be based on time and materials.

(b) If a customer requests that his Point of Interface (i.e. protector) be moved from one location on a building to another location on that same building, charges as outlined in paragraph (a) above shall apply.

(3) Buried Distribution Plant

(a) If a customer or his designated agent requests that existing buried entrance facilities be moved to accommodate construction, etc. a charge of \$.30 per foot of facilities moved will apply, with a minimum charge of \$40.10.

(b) If a customer requests that his Point of Interface (i.e. protector) be moved from one location on a building to another location on that same building, charges as outlined in paragraph (a) above shall apply.

(c) Buried distribution plant facilities serving the general exchange area will only be moved at the discretion of the Telephone Company.

MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.1 900/976 Services Call Blocking Service (Continued)

b. Regulations (Continued)

- (9) The Sponsor, or its billing agent, must certify to the Company that adequate notification was furnished to the customer of possible blocking of their "dial-it" type services prior to the Company implementing Sponsor Requested Call Blocking.

Sponsor requested blocking of "dial-it" type services will be removed by the Company only upon notification from the Sponsor or its billing Sand Collection agent, or upon proof by the customer of payment or other satisfactory resolution of the account.

c. Rates and Charges

- (1) Sponsor Requested Call Blocking. The following rates and charges are applicable to Sponsor Requested Call Blocking.

	<u>Nonrecurring Charge</u>
(a) Residence Service Call Blocking, per request, per line	*
(b) Business Service Call Blocking, per request, per individual line or trunk line	*

- (2) Residence and Business Customer Requested Call Blocking

The following rates and charges are applicable for the establishment of Residence or Business Requested Call Blocking.

The Secondary Service Ordering Charge as set forth in Section 4 of this Tariff is applicable to nonresidential customers' initial requests (after the sixty-day free enrollment period has expired) and subsequent requests, and residential customers' subsequent request.

* The Secondary Service Ordering Charge as set forth in Section 4 of this Tariff is applicable to each line blocked per occasion for Sponsor Requested Call Blocking.

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 9
Original Sheet No. 119

MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.1 900/976 Services Call Blocking Service (Continued)

c. Rates and Charges (Continued)
(2) (Continued)

Nonrecurring
Charge

(a) Residence Service Call Blocking,
per subsequent request, each
additional line.

*

(b) Business Service
Call Blocking, per request, each
additional line.

*

(3) Removal of Call Blocking Service will be provided at no charge.

* The Secondary Service Ordering Charge as set forth in Section 4 of this Tariff is applicable to each line blocked per occasion for Call Blocking.

9.10.2 Toll Restriction Service

a. General

Toll Restriction Service is a central office service arrangement whereby calls dialed over residence and business individual lines, to other than the local toll free service area, receive a recorded restriction announcement.

b. Regulations

(1) Toll Restriction Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.

(2) Toll Restriction Service will not allow 1+, 0+, 0-, 101XXXX, 1+, 1+NPA+555+1212, 411 (when charges apply) and 900 calls.

(3) The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any non toll free number for any purpose.

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GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 9
Original Sheet No. 121

MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.2 Toll Restriction Service (Continued)

c. Rates (Continued)

(1) (Continued)

	<u>Monthly Rate</u>	<u>Installation Charge</u>
(b) <u>Option 2</u> - Includes Option 1 and any local or long distance zero plus (0+) or zero minus (0-) call. If 911 service is not available in an exchange, zero minus (0-) calls will be restricted to Operator Assisted Local Calls and calls to governmental emergency service agencies.		
Residence, per line equipped	\$2.00	
Business, per line equipped	\$2.00	

** The installation charge applies in addition to all other Servicing Charges when this service is ordered in conjunction with other services. The installation charge does not apply when a customer elects to change Toll Restriction Service options. If service is installed subsequent to the initial access line installation, a secondary service order charge applies, as found in Section 4 of this tariff.

9.10.3 Billed Number Screening Service

a. General

Billed Number Screening Service is available to subscribers of the Company's local exchange services. This service is intended to prevent the charging of collect and/or third number billed calls to a customer's telephone number.

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 9
Original Sheet No. 124

MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.4 Selective Class of Call Screening Service (Originating Line Screening) (Continued)

c. Rates

- (1) The following rates and charges apply to the Company's provision of Selective Class of Call Screening Service and are in addition to all other customer charges as specified elsewhere in the Company's tariffs.

	<u>Monthly Rate</u>	<u>Installation Charge**</u>
Residence, per line equipped	*	
Business, per line equipped	*	

* CenturyTel of Ohio, Inc. concurs in the rate for Selective Call Screening as provided by the Ohio Bell Telephone Company Tariff, P.U.C.O. No. 1, Exchange and Network Services Tariff, paragraph 2.1.D.1.1., as it now exists or as it may be changed from time to time. CenturyTel of Ohio, Inc. reserves the right to cancel such concurrence when, in its opinion, it is in the best interest of the Company or its subscribers to do so.

** A Secondary Service Order charge applies as shown in Section 4 of this tariff. No installation charges apply for this service when ordered on an Initial Service Order.

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PACKAGED SERVICES

17.1 SIMPLE CHOICE™ ONE ¹ AND SIMPLE CHOICE™ TWO ¹

17.1.1 DESCRIPTION

Simple Choice™ One ¹ and Simple Choice™ Two ¹ are a package of features available to residential. Simple Choice™ One ¹ includes the features specified following and a flat rate access line. Simple Choice™ Two ¹ includes two flat rate access lines. Customers subscribing to Simple Choice™ One ¹ and Simple Choice™ Two ¹ are entitled to unlimited use of the service/features specified.

17.1.2 FEATURES

Following are the eligible call features. All features may be not be available in all areas:

- Caller ID Number Only
- Caller ID
- Call Waiting
- Cancel Call Waiting
- Call Waiting ID
- Call Waiting Deluxe
- Call Forwarding
- Call Forward No Answer
- Call Forward Busy
- Call Forward Remote Access
- Call Transfer
- 3-Way Calling
- Distinctive Ring/Personal Ring
- Busy Redial *66
- Call Return *69
- Anonymous Call Reject *77
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Enhanced Long Distance Alert
- Speed Call 8 or 30
- Home Intercom
- Long Distance Alert
- Message Waiting Indicator

¹ Grandfathered to existing customers at their present location.

PACKAGED SERVICES

17.1 SIMPLE CHOICE™ ONE ¹ AND SIMPLE CHOICE™ TWO ¹ (Continued)

17.1.3 TERMS AND CONDITIONS

- a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this tariff shall apply.
- b. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™ One ¹ and Simple Choice™ Two ¹. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
- c. Customers subscribing to the Simple Choice™ Two ¹ may select different features for each line. All lines must be billed to the same account and located at the same premise.
- d. Simple Choice™ One ¹ and Simple Choice™ Two ¹ features must be activated by the customer before they can be used without incurring usage charges.
- e. All recurring charges applicable to an access line apply to Simple Choice™ One ¹ and Simple Choice™ Two ¹. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
- f. If access line rates for residence and business service, as listed elsewhere in this tariff, increase, Simple Choice™ One ¹ and Simple Choice™ Two ¹ rates may also increase (upon Commission approval).

17.1.4 RATES

	<u>Monthly Rate</u>
a. Residence	
Simple Choice™One ¹	\$24.95
Simple Choice™Two ¹	\$44.95

¹ Grandfathered to existing customers at their present location.

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 17
Original Sheet No. 167

PACKAGED SERVICES)

17.1 SIMPLE CHOICE™ ONE ¹ AND SIMPLE CHOICE™ TWO ¹ (Continued)

17.1.4 RATES (Continued)

	<u>Monthly Rate</u>
c. One Party-Church	
Simple Choice™One ¹	\$24.95
Simple Choice™Two ¹	\$44.95

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™ One ¹ and Simple Choice™ Two ¹. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 4.

17.2 VOICE MAIL COMPLEMENTARY SERVICES PACKAGE

17.2.1. DESCRIPTION

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

Call Forward No Answer
Call Forward Busy
or, Call Forward Busy/No Answer
Message Waiting Indication - Audible or Visual

17.2.2 TERMS AND CONDITIONS

- a. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.
- b. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.
- c. This package is available only to individual line residence.

¹ Grandfathered to existing customers at their present location.

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 17
Original Sheet No. 168

PACKAGED SERVICES

17.2 VOICE MAIL COMPLEMENTARY SERVICES PACKAGE (Continued)

17.2.3 RATES

	<u>Monthly Rate Per Line*</u>
Residence	\$2.00

This package can only be purchased with deregulated and/or detariffed services.

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PACKAGED SERVICES (Continued)

17.3 SIMPLE CHOICE™

17.3.1 DESCRIPTION

Simple Choice™ is a package of features available to residential customers. Simple Choice™ includes the features specified following and a flat rate access line with touch calling. Customers subscribing to Simple Choice™ are entitled to unlimited use of the service/features specified.

17.3.2 FEATURES

Following are the eligible call features. All features may not be available in all areas:

- Caller ID Number Only
- Caller ID
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Call Waiting Display Deluxe
- Call Forwarding
- Call Forward No Answer
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward Remote Access
- Call Transfer
- Call Return *69
- Privacy Protector (where available)
- VIP Alert
- Distinctive Ring
- Home Intercom
- Busy Redial *66
- Message Waiting Indicator
- Anonymous Call Reject *77
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Long Distance Alert
- Speed Call 8 or Speed Call 30
- 3- Way Calling
- Voice Mail (where available) *

*Voice Mail is not regulated by the Public Utilities Commission of Ohio.

PACKAGED SERVICES (Continued)

17.3 SIMPLE CHOICE™ (Cont'd)

17.3.3 TERMS AND CONDITIONS

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this tariff shall apply
2. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™/Business Assist Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Simple Choice™ features must be activated by the customer before they can be used without incurring usage charges.
4. All recurring charges applicable to an access line apply to Simple Choice™. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
5. If access line rates for residence and business service, as listed elsewhere in this tariff, increase, Simple Choice™ rates may also increase, upon filing and with required customer notification.

GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 17
Original Sheet No. 171

PACKAGED SERVICES (Continued)

17.3 SIMPLE CHOICE™ (Cont'd)

17.3.4 RATES

	<u>Monthly Rate</u> <u>Simple Choice™</u>	
Residence – All Exchanges	\$29.95 *	---

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 3.

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GENERAL CUSTOMER SERVICES TARIFF
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 17
Original Sheet No. 172

PACKAGED SERVICES (Continued)

17.4. SELECT PAK⁽¹⁾

17.4.1 DESCRIPTION

Select Pak consists of the following features only. Charges for other services offered by CenturyTel, such as access lines, are in addition to this package rate.

Customers who subscribe to Select Pak may choose any or all of the following services (where available):

Caller ID
Call Waiting
Call Waiting ID
Call Forwarding
3-Way Calling

17.4.2 RATES

	<u>Select Pak Per Line</u>	
Monthly Rate Residence	\$13.95	---

(1) Grandfathered to existing customers at existing locations.

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