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February 26, 2007

Via Hand Delivery

Ms. Reneé J. Jenkins
Director of Administration
Secretary of the Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215

RE: In the Matter of the Application of Oakwood Telephone Company to File Revisions to the General Rules and Regulations Language; PUCO Case No. 07-188-TP-ATA

Dear Ms. Jenkins:

Enclosed are an original and ten (10) copies of an Application, to be filed in connection with the above-referenced matter on behalf of Oakwood Telephone Company.

Thank you for your assistance. If you have any questions, please do not hesitate to call.

Very truly yours,



Carolyn S. Flahive

Enclosure

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician JAW Date Processed 2/26/07

Carolyn.Flahive@ThompsonHine.com Fax 614.469.3361 Phone 614.469.3294

dhj 537263.1

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Columbus, Ohio 43215-3435

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The Public Utilities Commission of Ohio
TELECOMMUNICATIONS APPLICATION FORM
for
Automatic Cases for ILECs Not Subject to Alternative Regulation
(Effective October 14, 2004)

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PUCO

In the Matter of the Application of Oakwood Telephone)

Company, P.U.C.O. No. 1)

Case No. 07 - 188 -TP - ATA

to file revisions to the General Rules and Regulations language.

Name of Company Oakwood Telephone Company

Address of Company 229 N. First Street, P.O. Box 278, Oakwood, OH 45873-0278

Company Web Address www.tdstelecom.com

Regulatory Contact Person(s) Carolyn Flahive Phone (614) 469-3294 Fax (614) 469-3361

Regulatory Contact Person's Email Address carolyn.flahive@thompsonhine.co m

Date TRF Docket No. 90 - 5031 -TP-TRF

Motion for protective order included with filing? ☐ Yes ☒ No

Motion for waiver(s) filed affecting this case? ☐ Yes ☒ No [Note: waiver(s) tolls any automatic timeframe]

NOTE: This form must accompany all automatic approval/notice applications filed by incumbent local exchange companies (ILECs) not subject to a qualifying alternative regulation plan when making an application pursuant to Case Nos. 84-944-TP-COI and 86-1144-TP-COI or 89-564-TP-COI.

I. Please indicate the reason for submitting this form (check one)

- ☐ 1 (AEC) Application For Approval Of A Customer Contract For Competitive Services
☐ a. Stand-Alone Contract (90-day approval, 7 copies)
☐ b. Pre-Approved Contract (0-day notice, 7 copies)
- ☐ 2 (ACO) ILEC Application for Change in Ownership Pursuant to 4905.402, Ohio Revised Code (30-day approval, 10 copies)
- ☐ 3 (ALD) Small, For-Profit, ILEC Application For A Limited Increase In Non-Basic Rates (60-day approval, 10 copies)
- ☒ 4 (ATA) Application For Tariff Amendment That Does Not Result In An Increase In Rates
☐ a. Large ILEC, Competitive Offerings Other Than Those Listed Under 5., Below (60-day approval, 7 copies)
☒ b. Small, for-profit ILECs (45-day approval, 10 copies)
- ☐ 5 (ZTA) Tariff Application Not For An Increase In Rates Involving Message Toll, Toll-Free Service, 900 And 900-Like Services, 500 Service, Calling Card, Prepaid Calling Card, Private Line, and Speed Dialing In Accordance With Waiver Granted in 99-563-TP-COI (5/11/2000 and 11/21/2002) (0-day notice, 7 copies)
- ☐ 6 (NFP) Small, not-for-profit ILEC tariff amendment
☐ a. Tariff Change Not Resulting In An Increase In Rates (0-day notice, 7 copies)
☐ b. Tariff Application Resulting In An Increase In Non-Basic Rates (45-day notice, 7 copies)
☐ c. Tariff Application Resulting In An Increase In Basic Rates (60-day notice, 10 copies)

THE FOLLOWING ARE TRF FILINGS ONLY, NOT NEW CASES (0-day notice, 3 copies)

- ☐ 7 Introduction or Extension of Promotional Offering (10-day notice, 3 copies)
- ☐ 8 New Price List Rate Within an Approved Rate Range for Existing Competitive Service

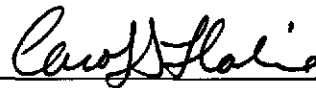
II. The following exhibits corresponding to the list of cases above, at a minimum, are required to be filed:

| | | |
|--------------------------|------------------|--|
| z | 3, 4, 5, 6 | Current Tariff Sheets (to be superseded), if applicable |
| z | 3, 4, 5, 6 | Proposed Tariff Sheets |
| x | 2, 3, 4, 5, 6 | Rationale or Explanation for Change |
| <input type="checkbox"/> | 1.a., 4.a. | Justification for Competitive Treatment |
| <input type="checkbox"/> | 1.a., 4.a. | Cost support for non-MTS service |
| <input type="checkbox"/> | 2, 3, 4, 5, 6, 8 | Customer Notice to customers affected by proposal, and statement as to the form and timing of the notice |
| <input type="checkbox"/> | 1 | Copy of Contract |

- III. Applicant is filing this application under the regulatory requirements established by the Commission in Case No. 89-564-TP-C01.
- IV. Applicant respectfully requests the Commission to permit the filing of the proposed tariff sheets, to become effective on the date shown on the proposed tariff sheets (which is a date no earlier than the day after the applicable automatic approval date), modified by any further revisions that have become effective prior to the effective date of the proposed schedule sheets.

Respectfully submitted,

Oakwood Telephone Company



Carolyn S. Flahive (0072404)
THOMPSON HINE LLP
10 West Broad Street
Columbus, Ohio 43215-3435
(614) 469-3200

VERIFICATION

I verify that all of the information submitted herein, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.

 2/23/07

*(Signature and Title)

(Date)

*Verification is required for every filing, and need not be notarized except for Applications for a Limited Increase in Rates (ALIs). The verification may be signed by an officer of the applicant, its counsel, or an authorized agent of the applicant, except for ALIs. ALI applications must be signed by an officer of the company and be notarized.

EXHIBIT A

EXISTING SCHEDULE SHEET

| <u>Tariff</u> | <u>Section</u> | <u>Sheet No.</u> |
|---------------|----------------|-------------------------|
| PUCO No. 3 | Section 1 | Seventh Revised Sheet 2 |
| PUCO No. 3 | Section 3 | Original Sheet 11.3 |

OAKWOOD TELEPHONE COMPANY

Section 1
Seventh Revised Sheet 2
Cancels Sixth Revised Sheet 2

P. U. C. O. NO. 3

LOCAL SERVICE GUARANTEE CREDIT

APPROVED

1. The Company will provide a one (1) month local service guarantee credit, which includes all recurring items of local service billed on the customer's current bill, when the Company fails to provide specified levels of customer service. This program provides for credits to all residential and single line business customer's bills when the Company does not meet the service standards outlined below:

- a. **Missed Service Installations:** If the Company fails to provide new install within 5 business days of receiving an application for new service, or by a requested date, when at least 5 business days notice has been given, the Company will waive 50% of all regulated non-recurring installation charges. If failure to install within 10 days, 100% waiver of charges

If the Company fails to meet an installation appointment, it shall waive 50% of regulated non-recurring install charges.

- b. **Missed Service Commitment:** The customer will be given a one (1) month local service credit if the Company fails to meet a commitment and has not notified the customer 24 hours prior to the agreed time and date. This would apply to such services as changes to custom calling features, provision of optional calling plans and other similar requests.

The credit will not apply if the customer could not be reached by telephone and a notice was left in a conspicuous place 24 hours prior to the commitment date and time, the customer did not make the meeting, or "out of service" conditions exist resulting from natural disasters, or circumstances beyond the control and knowledge of the Company.

- c. **Service Outages of More Than 24 Hours:** A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to restore basic exchange telephone service within 24 hours after the interruption was reported to or discovered by the Company. (T)

The credit will not apply if premise access is required and neither the customer nor a representative was available at the customer premise and the Company left a notice in a conspicuous place, or the customer had been disconnected for nonpayment of a bill or request for a cash deposit, or "out of service" conditions exist resulting from natural disasters, or circumstances beyond the control and knowledge of the Company. (T)

ISSUED: November 25, 2003

EFFECTIVE: January 12, 2004

IN ACCORDANCE WITH ORDER NO. 03-2333-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE - PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS**APPROVED****H. DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE**

(C)

12. A notice of disconnection for nonpayment shall state the following:

- a. 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 services;
- b. The earliest date when disconnection will occur;
- c. The reason(s) for disconnection and any actions which the subscriber which the subscriber must take in order to avoid the disconnection, including the total amount required to be paid (which shall not be greater than the past due balance);
- d. The total amount due to avoid disconnection of local service as defined in paragraph (1) of this rule, which must be listed separately from regulated toll and charges for unregulated services;
- e. The total amount due for toll charges and a statement that nonpayment of toll charges may result in the disconnection of toll service;
- f. The total amount due for non-regulated charges and a statement that nonpayment of such charges cannot result in the disconnection of local service or regulated toll service;
- g. The address and telephone number of the office of the telecommunications provider that the subscriber may contact in reference to the subscriber's account;
- h. The following statement:

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

Residential customers may call the Ohio consumers' counsel (OCC), toll free at 1-877-742-5622 from 8:30 a.m. to 5:30 p.m. weekdays, or visit the OCC website at www.pickocc.org; and
- i. A statement that an additional charge for reconnection may apply if service is disconnected. The statement shall also include a notice that payments to an unauthorized payment agent may result in the untimely or improper crediting of the subscriber's account.

(C)

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

EXHIBIT B

PROPOSED SCHEDULE SHEETS

| <u>Tariff</u> | <u>Section</u> | <u>Sheet No.</u> |
|---------------|----------------|--------------------------|
| PUCO No. 3 | Section 1 | Eighth Revised Sheet 2 |
| PUCO No. 3 | Section 3 | First Revised Sheet 11.3 |

P. U. C. O. NO. 3

LOCAL SERVICE GUARANTEE CREDIT

1. The Company will provide a one (1) month local service guarantee credit, which includes all recurring items of local service billed on the customer's current bill, when the Company fails to provide specified levels of customer service. This program provides for credits to all residential and single line business customer's bills when the Company does not meet the service standards outlined below:

- a. **Missed Service Installations:** If the Company fails to provide new install within 5 business days of receiving an application for new service, or by a requested date, when at least 5 business days notice has been given, the Company will waive 50% of all regulated non-recurring installation charges. If failure to install within 10 days, 100% waiver of charges

If the Company fails to meet an installation appointment, it shall waive 50% of regulated non-recurring install charges.

- b. **Missed Service Commitment:** The customer will be given a one (1) month local service credit if the Company fails to meet a commitment and has not notified the customer 24 hours prior to the agreed time and date. This would apply to such services as changes to custom calling features, provision of optional calling plans and other similar requests.

The credit will not apply if the customer could not be reached by telephone and a notice was left in a conspicuous place 24 hours prior to the commitment date and time, the customer did not make the meeting, or "out of service" conditions exist resulting from natural disasters, or circumstances beyond the control and knowledge of the Company.

- c. **Service Outages of More Than 24 Hours:** A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to restore basic exchange telephone service within 24 hours after the interruption was reported to or discovered by the Company.

The credit will not apply if premise access is required and neither the customer nor a representative was available at the customer premise and the Company left a notice in a conspicuous place, or the customer had been disconnected for nonpayment of a bill or request for a deposit, or "out of service" conditions exist resulting from natural disasters, or circumstances beyond the control and knowledge of the Company.

(T)

ISSUED: February 26, 2007

EFFECTIVE: April 13, 2007

IN ACCORDANCE WITH ORDER NO. 07- -TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE - PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

H. DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE

12. A notice of disconnection for nonpayment shall state the following:

- a. Failure to pay the amount required to the company or to one of its authorized agents by the date specified on the notice may result in the disconnection of local or toll services; (T)
- b. The earliest date when disconnection will occur;
- c. The reason(s) for disconnection and any actions which the subscriber must take in order to avoid the disconnection, including the total amount required to be paid (which shall not be greater than the past due balance); (T)
- d. The total amount due to avoid disconnection of local service as defined in paragraph (1) of this rule, which must be listed separately from regulated toll and charges for unregulated services;
- e. The total amount due for toll charges and a statement that nonpayment of toll charges may result in the disconnection of toll service;
- f. The total amount due for non-regulated charges and a statement that nonpayment of such charges cannot result in the disconnection of local service or regulated toll service;
- g. The address and telephone number of the office of the telecommunications provider that the subscriber may contact in reference to the subscriber's account;
- h. The following statement;
If your questions are not resolved after you have called (name of utility), customers may call the public utilities commission of Ohio (PUCO), toll free at 1-800-686-7826 or 1-614-466-3292 or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180 from 8:00 a.m. to 5:00 p.m. weekdays, or visit the PUCO website at www.puco.ohi.gov.

Residential customers may call the Ohio consumers' counsel (OCC), toll free at 1-877-742-5622 from 8:30 a.m. to 5:30 p.m. weekdays, or visit the OCC website at www.pickocc.org; and
- i. A statement that an additional charge for reconnection may apply if service is disconnected. The statement shall also include a notice that payments to an unauthorized payment agent may result in the untimely or improper crediting of the subscriber's account.

ISSUED: February 26, 2007

EFFECTIVE: April 13, 2007

IN ACCORDANCE WITH ORDER NO. 07- -TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

EXHIBIT C

The Applicant, **Oakwood Telephone Company**, hereby wants to revise the General Rules and Regulations language for Denial or Disconnection of Local or Toll Service and Local Service Guarantee Credit. The language will be more generic to account for the different ways in which a customer can pay their bill and/or make a deposit with the Company.

No other changes are being processed with the revisions to the General Rules and Regulations language. Consequently, the Company decided the requirement to send out a customer notice was not necessary for this tariff filing revision.