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April 12, 2007

Via Hand Delivery

Reneé J. Jenkins, Secretary  
The Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215

RE: In the Matter of the Application of The Vanlue Telephone Company to File Revisions to the General Rules and Regulations Language; PUCO Case No. 07-191-TP-ATA

Dear Ms. Jenkins:

Enclosed are an original and five (5) copies of final tariff sheets to be filed on behalf of The Vanlue Telephone Company in the above-captioned matter. Although filed today, the effective date for these revisions will be April 13, 2007. The TRF Number for The Vanlue Telephone Company is 90-5042-TP-TRF.

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

Very truly yours,



Carolyn S. Flahive

Enclosure

cc: Lisa Stewart

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 AV Date Processed 4/12/07

**P.U.C.O. NO. 8**  
**GENERAL RULES AND REGULATIONS**

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**LOCAL SERVICE GUARANTEE CREDIT**

**A. Description**

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:

1. **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.

2. **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.

3. **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.

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ISSUED: February 26, 2007

EFFECTIVE: April 13, 2007

IN ACCORDANCE WITH ORDER NO. 07-191-TP-ATA  
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO  
BY: JEFF JUNG, VICE - PRESIDENT  
VANLUE, OHIO

**P.U.C.O. NO. 8**  
**GENERAL RULES AND REGULATIONS**

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**PAYMENT FOR SERVICE AND FACILITIES**

**A. PAYMENT FOR SERVICE AND FACILITIES**

1. The Telephone Company will endeavor to mail its bills for telephone service on or before the same date each month. All bills for local service rendered; toll charges for all calls originated by the customer or accepted by him as "collect", "third number" or "special billed" calls; or miscellaneous charges for facilities or services are due upon presentation of the bill. If the bill is not paid within fifteen (15) calendar days following the date of the bill (the date the bill is mailed to the customer) the account will be considered delinquent and subject to a delayed payment charge of 10% of the amount due or \$0.25, whichever is greater. Bills are payable to the Company or to any of its duly authorized agents.

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VANLUE, OHIO

**P.U.C.O. NO. 6**  
**GENERAL RULES AND REGULATIONS**

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**PAYMENT FOR SERVICE AND FACILITIES (Continued)**

**B. Denial or disconnection of local and toll service (Continued)**

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

- a. Failure to pay the amount required to the company by the date specified on the notice may result in the disconnection of local or toll services; (C)
- 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 you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Vanlue Telephone Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or for TDD/TTY toll free at 1-800-686-1570 from 8:00 a.m. to 5:30 p.m. weekdays, or visit [www.puco.ohio.gov](http://www.puco.ohio.gov).

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit [www.pickocc.org](http://www.pickocc.org).

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