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February 20, 2008

Ms. Renee Jenkins, Executive Secretary  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, OH 43266-0573

Re: Sterling Telecom, Inc.  
Case No. 08-0092-TP-ACE  
90-93449-TP-TRF  
Application/Tariff Revisions 1<sup>st</sup> and 2<sup>nd</sup> Data Request

RECEIVED-DOCKETING DIV  
2008 FEB 21 AM 10:21  
PUCO

Dear Ms. Jenkins:

In accordance with the request of staff members, Robbin Russell and Amy Weinrich, enclosed herewith for filing with the Commission please find an original and seven (7) copies of the above-referenced corporation's amendments to the *Application of Sterling Telecom, Inc. to Apply for CLEC Certification*.

Amended Exhibit A-1	CLEC Tariff – pages 1, 3, 12, 14, 20-23, 25, 26, 31-33, 39, 40, 40.1, 47-51
Amended Exhibit G-3	Sample Bill and Disconnection Notice
Amended Exhibit H	Information regarding Ohio Pricing

Also enclosed is a duplicate of the letter. Please date-stamp the enclosed duplicate letter and return same to me in the enclosed postage-paid envelope.

Should you have any questions concerning this matter, please contact me at (269) 381-8844 or [pcrocker@earlylennon.com](mailto:pcrocker@earlylennon.com)

Very truly yours,

EARLY, LENNON, CROCKER & BARTOSIEWICZ, P.L.C.

Patrick D. Crocker

PDC/pas

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 AMP Date Processed 2/21/08

## **AMENDED EXHIBIT A-1**

### **Tariff Revisions**

Page 1	Check Sheet	amended to include Original Page 40.1
Page 3	Table of Contents	added Section 3.6 Service Connection Assistance
Page 12	Section 2.1.4.3	recommended language added
Page 14	Section 2.1.6.1	removed requested language
Page 14	Section 2.1.6.2	removed requested language
Page 20	Section 2.5.2	recommended language added
Page 21	Section 2.5.2.4	section deleted, following section renumbered
Page 22	Section 2.5.4	PUCO hours changed
Page 23	Section 2.5.6	recommended language added
Page 25	Section 2.7.2	section deleted
Page 26	Section 2.9	recommended language added
Pages 40-40.1	Section 3.6	added new Service Connection Assistance language
Pages 31-33	Section 3.1	clarification of business and residential rates
Pages 47-50	Section 7 (Pricelist)	clarification of business and residential rates
Page 51	Section 7.6	Telephone Service Assistance language removed

## LOCAL EXCHANGE SERVICES

**CHECK SHEET**

Pages inclusive of this tariff are effective as of the date shown. Original and revised pages, as named below, comprise all changes from the original tariff in effect on the date indicated.

<u>Page</u>	<u>Revision</u>	<u>Date</u>	<u>Page</u>	<u>Revision</u>	<u>Date</u>
1	Original		33	Original	
2	Original		34	Original	
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7	Original		39	Original	
8	Original		40	Original	
9	Original		40.1	Original	
10	Original		41	Original	
11	Original		42	Original	
12	Original		43	Original	
13	Original		44	Original	
14	Original		45	Original	
15	Original		46	Original	
16	Original		47	Original	
17	Original		48	Original	
18	Original		49	Original	
19	Original		50	Original	
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29	Original				
30	Original				
31	Original				
32	Original				

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Dated \_\_\_\_\_ in Case No. 08-0092 -TP-ACE

Issued by: Veronica Honor, President  
STERLING TELECOM, INC.  
242 Beverly Road  
Huntington Station, NY 11746

## LOCAL EXCHANGE SERVICES

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**SECTION 2 – REGULATIONS (continued)****2.1 Undertaking of the Company (continued)****2.1.4 Liability of the Company**

Because the Customer has exclusive control of its communications over the services furnished by the Company, and because interruptions and errors incident to these services are unavoidable, the services the Company furnishes are subject to the terms, conditions, and limitations specified in this tariff and to such particular terms, conditions, and limitations as set forth in the special regulations applicable to the particular services and facilities furnished under this tariff.

2.1.4.1 The liability of the Company for damages arising out of the furnishing of these services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts of commission or omission, shall be limited to the extension of allowances for interruption and any other remedies specified by the Commission pursuant to the Minimum Telephone Service Standards.

2.1.4.2 The Company shall not be liable or responsible for any special, consequential, exemplary, lost profits, or punitive damages, whether or not caused by the intentional acts or omissions or negligence of the Company's employees, agents or contractors.

2.1.4.3 The Company shall not be liable for any failure of performance or equipment due to causes beyond its control, including but not limited to: fire, flood or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties. Rule 4901:1-5 of the Ohio Administrative Code crediting provisions will apply in accordance with the Minimum Telephone Service Standards and relevant Commission Orders. The Company may apply for an act of God waiver in accordance with Rule 4901:1-5 of the Ohio Administrative Code.

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LOCAL EXCHANGE SERVICES

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**SECTION 2 – REGULATIONS (continued)****2.1 Undertaking of the Company (continued)****2.1.5 Notification of Service-Affecting Activities**

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notifications requirements. With some emergency or unplanned service-affecting conditions, such as outage resulting from cable damage, notification to the Customer may not be possible.

**2.1.6 Provision of Equipment and Facilities**

2.1.6.1 The Company shall install new service in accordance with Ohio Administrative Code, Rule 4901:1-5.

2.1.6.2 Repair appointments and commitments shall comply with Ohio Administrative Code, Rule 4901:1-5.

2.1.6.3 The Company shall use reasonable efforts to maintain facilities that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities installed by the Company, except upon the written consent of the Company.

2.1.6.4 Equipment installed at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company provided it.

2.1.6.5 The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:

- (a) the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
- (b) the reception of signals by Customer provided equipment; or
- (c) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

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LOCAL EXCHANGE SERVICES

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**SECTION 2 – REGULATIONS (continued)****2.4 Customer Equipment and Channels (continued)****2.4.3 Interconnection of Facilities (continued)**

2.4.3.2 Local Service may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers, which are applicable to such connections.

2.4.3.3 Facilities furnished under this tariff may be connected to Customer provided terminal equipment in accordance with the provisions of this tariff.

**2.4.4 Inspections**

2.4.4.1 Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.2 for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-provided facilities and equipment. No credit will be allowed for any interruptions occurring during such inspections.

**2.5 Payment Arrangements****2.5.1 Payment for Service**

The Customer is responsible for payment of all charges for service and facilities furnished by the Company to the Customer or its Joint or Authorized Users.

**2.5.2 Billing and Collection of Charges**

Bills will be rendered monthly to Customer. Subscriber bills will contain all of the information required by 4901:1-5 of the Ohio Administrative Code.

2.5.2.1 All service, installation, monthly Recurring Charges and Nonrecurring Charges shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If not paid by the due date, it then becomes past due.

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LOCAL EXCHANGE SERVICES

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**SECTION 2 – REGULATIONS (continued)****2.5 Payment Arrangements (continued)****2.5.2 Billing and Collection of Charges (continued)**

2.5.2.2 The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided. Usage charges will be billed in arrears.

2.5.2.3 For new Customers or existing Customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

2.5.2.4 Checks with insufficient funds or non-existing accounts will be assessed a fee of \$30.00 up to a maximum rate of \$40.00 as set forth in Section 7.7, except as may be waived under appropriate circumstances.

**2.5.3 Disputed Bills**

2.5.3.1 The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute. The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

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LOCAL EXCHANGE SERVICES

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**SECTION 2 – REGULATIONS (continued)****2.5 Payment Arrangements (continued)****2.5.4 Customer Complaints and/or Billing Disputes**

Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

STERLING TELECOM, INC.  
242 Beverly Road  
Huntington Station, NY 11746

Telephone: (631) 425-7143  
Facsimile: (631) 427-6116  
Toll Free: (866) 425-7143

Any objection to billed charges should be reported promptly to the Company. Customer is responsible for all nondisputed charges. If after investigation and review by the Company, a disagreement remains as to the disputed amount, the Customer may file an appropriate complaint with the PUCO in accordance with the Commission's rules of procedure:

You may contact the PUCO at 1-800-686-7826 (toll free) or TTY at 1-800-686-1570 (toll free) from 8:00 am to 5:00 pm weekdays or at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Service Monitoring and Enforcement Department  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, OH 43215

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 am to 5:00 pm weekdays or at [www.pickocc.org](http://www.pickocc.org).

**2.5.5 Deposits**

2.5.5.1 Applicants for service or existing Customer's whose financial condition is not acceptable to the Company, or is not a matter of general knowledge, may be required at any time to provide the Company a security deposit. All deposits will be handled in accordance with the provisions of the Rule 4901:1-17 of the Ohio Administrative Code and Rule 4901:1-5 of the PUCO's Minimum Telephone Service Standards. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:

- (a) two month's average monthly bill for all regulated local exchange services for the ensuing twelve months, plus thirty percent (30%) of estimated monthly recurring charges.

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**SECTION 2 – REGULATIONS (continued)****2.5 Payment Arrangements (continued)****2.5.5 Deposits (continued)**

2.5.5.2 When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded within 45 days from the date of termination. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit it to the Customer's account.

2.5.5.3 Deposits held will accrue interest at a rate specified by the PUCO in Rule 4901:1-17 of the Ohio Administrative Code and will be refunded to the Customer after twelve consecutive months of payment.

2.5.5.4 Credit may be established by any means found in 4901:1-17 of the Ohio Administrative Code

**2.5.6 Discontinuance of Service**

2.5.6.1 Disconnection of local and toll service will be in accordance with Rule 4901:1-5 of the Ohio Administrative Code.

2.5.6.2 Disconnection for nonpayment of local service will be in accordance with Rule 4901:1-5 of the Ohio Administrative Code.

2.5.6.3 Disconnection for Nonpayment of Toll Service will be in accordance with Rule 4901:1-5 of the Ohio Administrative Code.

2.5.6.4 Disconnection for Reasons other than Nonpayment with notice will be in accordance with Rules 4901:1-5 of the Ohio Administrative Code.

2.5.6.5 Disconnection for Reasons other than Nonpayment without notice will be in accordance with Rule 4901:1-5 of the Ohio Administrative Code.

**2.6 Allowances for Interruptions of Service**

2.6.1 Credit for Interruptions: At a minimum, credit allowances will be calculated consistent with MTSS Rule, 4901:1-5.

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**SECTION 2 – REGULATIONS (continued)****2.7 Cancellation of Service (continued)****2.7.1 Cancellation of Service by the Customer (continued)**

- (3) all Recurring Charges specified in the applicable Service Order tariff for the balance of the then current term or as may be pro-rated in the absence of a term contract.

Commission approval of this provision does not constitute a determination of the reasonableness of termination liability.

**2.8 Transfer and Assignments**

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) pursuant to any sale or transfer of substantially all the assets of the Company; or (b) pursuant to any financing, merger or reorganization of the Company.

**2.9 Notices and Communications**

- 2.9.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.9.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.9.3 All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

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**SECTION 2 – REGULATIONS (continued)**

2.9 Notices and Communications (continued)

- 2.9.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.
- 2.9.5 Subscriber bills will contain all of the information required by 4901:1-5 of the Ohio Administrative Code.

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## LOCAL EXCHANGE SERVICES

## SECTION 3 – SERVICE DESCRIPTIONS (continued)

3.1 Local Exchange Service (continued)3.1.8 Local Exchange Service - Rates and Charges3.1.8.1 Nonrecurring ChargesServiceTier 1 Service

	<u>Maximum</u>	
	<u>Business</u>	<u>Residential</u>

Service Connection Charge per line	\$75.00	\$75.00
------------------------------------	---------	---------

Subsequent Account Changes (Changes, Additions per order)	\$75.00	\$75.00
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Presubscription Change  
(all switched network access)

Manual	\$5.00	\$5.00
Electronic	\$1.25	\$1.25

The company will waive one-half of the intraLATA  
PIC change charge when the intraLATA PIC is changed  
Simultaneously with the interLATA PIC.

Tier 2 Service

Optional Feature Activation (per order)	N/A	N/A
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## NOTE:

Nonrecurring account change charges will not apply during the initial  
30-day period following completion of a service order.

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**SECTION 3 – SERVICE DESCRIPTIONS (continued)**3.1 Local Exchange Service (continued)3.1.8 Local Exchange Service (continued)3.1.8.2 Monthly Recurring ChargesServiceTier 1 Service

	<u>Maximum</u>
	<u>Business</u> <u>Residential</u>

Switched Network Access

Basic Line, Per Line	\$45.00	\$45.00
----------------------	---------	---------

Tier 1 Service

Calling Number Delivery Blocking – Per Line*	\$20.00	\$20.00
Call Waiting	\$20.00	\$20.00
Caller ID- Numeric Listing (Calling Number Delivery)	\$10.00	\$10.00

\* Calling Number Delivery Blocking – Per Line charge is waived if the Customer has a nonlisted or a nonpublished number.

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## LOCAL EXCHANGE SERVICES

## SECTION 3 – SERVICE DESCRIPTIONS (continued)

3.1 Local Exchange Service (continued)3.1.8 Local Exchange Service (continued)3.1.8.2 Monthly Recurring Charges (continued)Tier 2 Service*Optional Features:*

Automatic Call Back	Conference Three Way
Call Forward Busy	Message Waiting
Remote Call Forwarding	Speed Call (up to 30 numbers)
Caller ID- Number and Name	
(Calling Number Delivery w/ Name)	

3.1.8.3 Usage Options: All Local Exchange Service Customers must order one of the following usage options. These rates will apply to all outgoing direct-dialed calls placed to Stations within the caller's local exchange area, as defined herein.

3.1.8.3.1 Per Message Rate: The following rates will be applied on a per call basis, regardless of the duration of the call.

Tier 1 service

Per Call

	<u>Maximum</u>
	<u>Business</u> <u>Residential</u>
	\$0.12      \$0.12

3.1.8.3.2 Unlimited Local Calling:

Per Month

	<u>Maximum</u>
	<u>Business</u> <u>Residential</u>
	\$30.00      \$30.00

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## LOCAL EXCHANGE SERVICES

## SECTION 3 – SERVICE DESCRIPTIONS (continued)

3.4 Directory Listings (continued)

## 3.4.5 (continued)

3.4.5.8 Recurring Charges: Monthly Recurring Charges associated with Directory Listings are as follows:

Per Listing or Per Number ChargeTier 1 Services

	<u>Maximum</u>	
	<u>Business</u>	<u>Residential</u>
Primary Listing	N/C	N/C
Nonpublished Number	\$4.00	\$4.00
Additional Listing on 2 <sup>nd</sup> or 3 <sup>rd</sup> Lines	\$10.00	\$10.00

Tier 2 Services

Additional Listing on 1<sup>st</sup> line  
 Non-Listed Number  
 Alternate Call Listing  
 Reference Listing  
 Foreign Listing

3.4.5.9 Nonrecurring Charges: Nonrecurring charges associated with Directory Listings are as follows:

Per Listing or Per Number ChargeTier 1 Services

	<u>Maximum</u>	
	<u>Business</u>	<u>Residential</u>
Primary Listing	N/C	N/C
Nonpublished Number	\$15.00	\$15.00
Additional Listing on 2 <sup>nd</sup> or 3 <sup>rd</sup> Lines	\$10.00	\$10.00

Tier 2 Service

Additional Listing on 1<sup>st</sup> line  
 Nonlisted Number  
 Alternate Call Listing  
 Reference Listing  
 Foreign Listing

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LOCAL EXCHANGE SERVICES

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**SECTION 3 – SERVICE DESCRIPTIONS (continued)****3.5 Emergency Services (Enhanced 911)**

Allows Customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be displayed to the primary E911 provider for display at the Public Service Answering Point (PSAP). Charges for Enhanced 9-1-1 will be a pass through of the charge imposed by the ILEC.

**3.6 Service Connection Assistance****A. General**

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

- Waiver of applicable deposit requirements under Part 2, Section 2.5.5 of this tariff.
- Full or partial waiver up to \$60 of applicable service connection charges for establishing or re-establishing local exchange service as described in Part 3, Section 3.1.8.1 of this tariff (Service Connection Assistance does not apply to network wiring charges).

**B. Regulations**

1. Service Connection Assistance is a basic local exchange residential service offering available to customers who are currently participating in one of the following assistance programs:
  - a. Home Energy Assistance Program (HEAP);
  - b. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
  - c. Food Stamps;
  - d. Federal Public Housing or Section 8 Assistance; or
  - e. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid).

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Issued: February 21, 2008

Effective: March 2, 2008

Issued under authority of the Public Utilities Commission of Ohio,

Dated \_\_\_\_\_ in Case No. 08-0092 -TP-ACE

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STERLING TELECOM, INC.  
242 Beverly Road  
Huntington Station, NY 11746

LOCAL EXCHANGE SERVICES

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**SECTION 3 – SERVICE DESCRIPTIONS (continued)****3.6 Service Connection Assistance (continued)**

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

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LOCAL EXCHANGE SERVICES

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## SECTION 7 – PRICE LIST

7.1 Local Exchange Service – Rates and Charges7.1.1 Nonrecurring chargesACTUAL RATESServiceTier 1 ServiceBusinessResidential

Service Connection Charge (per line)	\$30.00	\$30.00
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Subsequent Account Changes (Changes, Additions per order)	\$9.00	\$9.00
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Presubscription Change  
(all switched network access)

Manual	\$5.00	\$5.00
Electronic	\$1.25	\$1.25

The company will waive one-half of the intraLATA  
PIC change charge when the intraLATA PIC is changed  
Simultaneously with the interLATA PIC.

Tier 2 ServiceResidential

Optional Feature Activation (per Order)	\$9.00
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## LOCAL EXCHANGE SERVICES

## SECTION 7 – PRICE LIST (continued)

7.1 Local Exchange Service – Rates and Charges (continued)7.1.2 Monthly Recurring ChargesACTUAL RATESSwitched Network Access Channels

	<u>Business</u>	<u>Residential</u>
<u>Tier 1 Service</u>		
Basic Line, Per Line	\$19.00	\$19.00
<u>Tier 1 Service</u>		
Calling ID Blocking (Number Delivery Blocking) – Per Line*	\$2.00	\$2.00
Call Waiting	\$2.00	\$2.00
Caller ID- Numeric Listing (Calling Number Delivery)	\$2.00	\$2.00

\* Calling Number Delivery Blocking – Per Line charge is waived if the Customer has a Nonlisted or a Nonpublished number.

Tier 2 Service Optional Features:Residential

Automatic Call Back	\$2.00
Conference Three Way	\$2.00
Call Forward Busy	\$2.00
Message Waiting	\$2.00
Remote Call Forwarding	\$2.00

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LOCAL EXCHANGE SERVICES**SECTION 7 – PRICE LIST (continued)****7.1 Local Exchange Service – Rates and Charges (continued)****7.1.2 Monthly Recurring Charges (continued)****ACTUAL RATES**

	<u>Residential</u>
Speed Call 30 (up to 30 numbers)	\$2.00
Call Pickup	\$2.00
Caller ID- Number and Name (Calling Number Delivery w/ Name)	\$2.00

**7.1.3 Usage Charges**

All Local Exchange Service Customers must order one of the following usage options. These rates will apply to all outgoing direct-dialed calls placed to Stations within the caller's local exchange area, as defined herein.

Per Message Rate: The following rates will be applied on a per call basis, regardless of the duration of the call.

**Tier 1 service**

	<u>Business</u>	<u>Residential</u>
Per Call	\$0.03	\$0.03
Unlimited Local Calling:		
Unlimited Calling	\$10.00	\$10.00

**7.2 Directory Assistance**

Each Call to Directory Assistance will be charged as follows:

**Tier 2 Service**

Directory Assistance, Per call	\$0.50
Directory Assistance, with Call Completion	\$0.75

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LOCAL EXCHANGE SERVICES

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**SECTION 7 – PRICE LIST (continued)**

- 7.3 Operator Assisted (Traditional) Surcharges: The following surcharges will be applied on a per call basis.

		<b><u>ACTUAL RATES</u></b>
A.	<u>Tier 2 Service</u>	<u>Residential</u>
	Third Number Billing	N/A
	Collect Calling	\$5.00
	Person-to-Person	\$5.00
	Station-to-Station	\$5.00
B.	<u>Tier 2 Services</u>	<u>Per Request</u>
	Busy Line Verification	\$1.75
	Busy Line Interrupt	\$1.75

- 7.4 Directory Listings

		<b><u>Per Listing or Per Number Charge</u></b>	
A.	<u>Monthly Recurring Charges</u>	<u>Business</u>	<u>Residential</u>
	<u>Tier 1 Services</u>		
	Primary Listing	\$0.00	\$0.00
	Non-published Number (Private)	\$2.50	\$2.50
	<u>Tier 2 Services</u>		
	Additional Listings		
	Business		\$4.00
	Residential		\$2.50
	Non-listed Number (Semiprivate)		\$2.50

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LOCAL EXCHANGE SERVICES

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**SECTION 7 – PRICE LIST (continued)**

7.5 Emergency 9-1-1 Charges

These charges pass through the charge approved by the Public Utilities Commission of Ohio, for Ameritech, whose services the Company is reselling.

7.6 Bad Check Charge

The Company charges Customers \$30.00.

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Huntington Station, NY 11746

## **AMENDED EXHIBIT G-3**

### **Sample Bill and Disconnection Notice**

Amended to include language changed per Case No. 07-1042-AU-ORD in accordance with the Finding and Order dated 11-20-07.



## Sample Bill

Customer: [Insert Customer's  
Name] Address: [Insert Address]

Account No.: [Insert account number or phone number]

Billing Date	Billing Period	Date Due

### STERLING TELECOM, INC.

242 Beverly Road

Huntington Station, NY 11746

FOR BILLING INQUIRIES: 1-866-425-7143

FOR SERVICE INQUIRIES: 1-866-425-7143

[www.sterlingtelecominc.com](http://www.sterlingtelecominc.com)

Description	Rate	Quantity	Amount
Current Month's Charges			
Credits applied to account:			
Unpaid charges from previous bill:			
Late payments:			
Charges for regulated competitive service:			
Charges for local extended area service calls, including any usage-sensitive charges:			
Non-recurring, fractional or nonbasic service			
Charges for nonregulated services or products:			
Taxes and surcharges: [include summary]			
9-1-1 charges:			
An itemization of local charges is attached.			
Total Due	\$		

Please remit this bill via U.S. Mail to the address listed on this invoice.

If your complaint is not resolved after you have called Sterling Telecom, Inc., or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov).

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

## RESIDENTIAL DISCONNECTION NOTICE

Sterling Telecom, Inc.

[Date]

Customer Name

Account Number: xxxxxxxx

Address 1

Amount Past Due: \$xxxx.xx

Address 2

City, State, Zip

This will serve as notice that Sterling Telecom, Inc. intends to disconnect [insert either local or long distance or local and long distance] telephone service. Sterling Telecom, Inc. has decided to take this action, because it has not received payment for services since [insert date]. The total amount past due is [insert amount]. Failure to pay the amount required at the company's office or to one of its authorized agents by [insert date] may result in the disconnection of local or toll services. An additional charge for reconnection may apply if your service is disconnected. Payments to an unauthorized payment agent may result in the untimely or improper crediting of your account.

The reasons for disconnection of service are [insert reasons]. In order to avoid the disconnection, the subscriber must take the following action [insert action taken and amount of payment to be made which is not greater than past due balance, not including nonregulated services]. The earliest date when disconnection will occur is [insert date].

Please note that the total amount due to avoid disconnection of local service is [insert figure]. Please note that the total amount due for toll charges is [insert figure]. Nonpayment of toll charges may result in the disconnection of toll services, but not in the disconnection of local service. [If applicable – The total amount due for nonregulated charges is [insert figure]. However, nonpayment of nonregulated charges cannot result in the disconnection of local service or regulated toll service.]

If you wish to contact Sterling Telecom, Inc. to discuss your account, please call or send all correspondence to:

Customer Service

Sterling Telecom, Inc.

242 Beverly Road

Huntington Station, NY 11746

Phone: (866) 425-7143

Hours: 8:00 a.m. to 12:00 a.m. EST

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Sterling Telecom, Inc., or for general information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or visit [www.puco.ohio.gov](http://www.puco.ohio.gov).

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

## NON-RESIDENTIAL DISCONNECTION NOTICE

Sterling Telecom, Inc.

[Date]

Customer Name  
Address 1  
Address 2  
City, State, Zip

Account Number: xxxxxxx  
Amount Past Due: \$xxxx.xx

This will serve notice that Sterling Telecom, Inc. intends to disconnect your [insert either local or long distance or local and long distance] telephone service. Sterling Telecom, Inc. has decided to take this action, because it has not received payment for services since [insert date]. The total amount past due is [insert amount]. Failure to pay the amount required at the company's office or to one of its authorized agents by [insert date] may result in the disconnection of local or toll services. An additional charge for reconnection may apply if your service is disconnected. Payment to an authorized agent may result in the untimely or improper crediting of your account.

The reasons for disconnection of service are [insert reasons]. In order to avoid the disconnection, the subscriber must take the following action [insert action taken and amount of payment to be made which is not greater than past due balance, not including non-regulated services]. The earliest date when disconnection will occur is [insert date].

Please note that the total amount due to avoid disconnection of local service is [insert figure]. The total amount due for toll charges is [insert figure]. Nonpayment of toll charges may result in the disconnection of toll service but not in the disconnection of local service. [If applicable – The total amount due for non-regulated charges is [insert figure]. However, nonpayment of non-regulated charges cannot result in the disconnection of local service or regulated toll service.]

You may contact us to make an inquiry, to discuss the delinquency, or to make a complaint.

Customer Service  
Sterling Telecom, Inc.  
242 Beverly Road  
Huntington Station, NY 11746

Phone: (866) 425-7143  
Hours: 7:00 a.m. to 4:00 p.m. EST

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Sterling Telecom, Inc., or for general information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov).

You may also be charged a deposit prior to restoration of service, which is [*two-twelfths of the reasonably estimated charge for the following twelve months of service*].

## **AMENDED EXHIBIT H**

### **Information for Ohio Pricing**

Ohio Service Catalog amended to include only non-residential detariffed/and or unregulated local exchange telecommunications service.

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Local Exchange Telecommunications Services

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PRICE LIST  
FOR  
DETARIFFED AND/OR UNREGULATED  
LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES  
PROVIDED BY  
STERLING TELECOM, INC.

This Price List includes the local exchange services offered to local Customer within the State of Ohio that are detariffed and/or unregulated by the Public Utilities Commission of Ohio.

The general terms and conditions applicable to the services listed in this Price list are contained in P.U.C.O. Tariff No. 1 on file with the Public Utilities Commission of Ohio.

Copies of the Tariff on file with the Public Utilities Commission of Ohio may be inspected during normal business hours at the Company's principal place of business at 242 Beverly Road, Huntington Station, NY 11746

Local Exchange Telecommunications Services

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Local Exchange Service – Rates and Charges

Nonrecurring charges

Tier 2 Service

Business

Optional Feature Activation (per Order)	\$9.00
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Monthly Recurring Charges

Switched Network Access Channels

Business

Tier 2 Service *Optional Features:*

Automatic Call Back	\$2.00
Conference Three Way	\$2.00
Call Forward Busy	\$2.00
Message Waiting	\$2.00
Remote Call Forwarding	\$2.00
Speed Call 30 (up to 30 numbers)	\$2.00
Call Pickup	\$2.00
Caller ID- Number and Name (Calling Number Delivery w/ Name)	\$2.00

Directory Assistance

Each Call to Directory Assistance will be charged as follows:

Tier 2 Service

Business

Directory Assistance, Per call	\$0.50
Directory Assistance, with Call Completion	\$0.75

Operator Assisted (Traditional) Surcharges: The following surcharges will be applied on a per call basis.

A. Tier 2 Service

Business

Third Number Billing	N/A
Collect Calling	\$5.00
Person-to-Person	\$5.00
Station-to-Station	\$5.00

B. Tier 2 Services

Per Request

Busy Line Verification	\$1.75
Busy Line Interrupt	\$1.75

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Local Exchange Telecommunications Services

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Directory Listings

A.	<u>Monthly Recurring Charges</u>	<u>Per Listing or</u>
		<u>Per Number Charge</u>
	<u>Tier 2 Services</u>	
		<u>Business</u>
	Additional Listings	
	Business	\$4.00
	Residential	\$2.50
	Non-listed Number (Semiprivate)	\$2.50