

# Large Filing Separator Sheet

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## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

TSC Communications, Inc. will comply with all of the Commission's Minimum Telephone Service Standards (MTSS), set forth in Chapter 4901:1-5 of the Ohio Administrative Code (O.A.C.), including the following:

(N)

### 12.1 HANDLING OF CONSUMER COMPLAINTS (O.A.C. 4901:1-5-05)

- (A) For purposes of this rule, a complaint is an informal investigation conducted by the public interest center staff or telecommunications provider at the request of a consumer or as a method for staff to determine the telecommunications provider's compliance with this chapter and other Commission policies. Each telecommunications provider shall fully and promptly investigate all complaints. The telecommunications provider shall provide a report of each complaint's resolution within ten business days of the date of receipt of the complaint to:
- (1) the subscriber, when investigating a complaint made directly to the telecommunications provider; or
  - (2) the subscriber and the Commission staff, when investigating a complaint referred to the telecommunications provider by the Commission staff.
- (B) After ten business days, if the investigation is not complete, the telecommunications provider shall provide an interim report to the subscriber when investigating a complaint made directly to the telecommunications provider or to both the subscriber and the Commission staff when investigating a complaint referred to the telecommunications provider by the Commission staff. The interim report shall include:
- (1) the date when a final resolution is expected to be complete;
  - (2) a report of the current status of the complaint; and
  - (3) a report explaining what work or research needs to be completed.
- (C) The Commission staff may request interim reports at other intervals containing the same or other data due to the nature of the complaint.
- (D) The telecommunications provider shall inform the subscriber, or both the subscriber and the Commission staff, of the results of the investigation, either orally or in writing. The subscriber, the Commission staff, or both may request the final report to be in writing. If the telecommunications provider provides the results of the investigation orally to the subscriber, it shall inform the subscriber of the right to have this final report in writing.

(N)

## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

### 12.1 HANDLING OF CONSUMER COMPLAINTS (Continued) (O.A.C. 4901:1-5-05)

(N)

(E) If the subscriber disputes the telecommunications provider's report(s), the telecommunications provider shall inform the subscriber that the Commission staff is available to mediate complaints. The telecommunications provider shall provide the subscriber with the address, local/toll-free numbers, and TDD/TTY number of the Commission's public interest center.

(F) All telecommunications providers shall provide the Commission staff with a name, telephone number, facsimile number, and e-mail address of a contact person who will respond to Commission concerns pertaining to consumer complaints. If any of the required information relating to the contact person should change, the telecommunications provider shall provide advance notice of such changes to the Commission.

(N)

## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

### 12.2 ESTABLISHMENT OF SERVICE (O.A.C. 4901:1-5-13)

(N)

(A) Service applicants may be required to establish creditworthiness.

- (1) Chapter 4901:1-17 of the Administrative Code pertains, generally, to the manner in which credit may be established by residential utility customers. Except as otherwise indicated in this rule, in each instance where a provision of Chapter 4901:1-17 of the Administrative Code has application to residential telephone service provided by a telecommunications provider, it shall be deemed, under this rule, as also having application to nonresidential telephone service by such companies.
- (2) Telecommunications providers may required service applicants to establish financial responsibility as a condition precedent to establishing service. Both may rely on pertinent information obtained from credit reporting bureaus in determining whether creditworthiness need be established. However, a service applicant cannot be denied service, on creditworthiness grounds, unless the service applicant has been provided an opportunity to establish financial responsibility through every means available for doing so provided for in Chapters 4901:1-5 and 4901:1-17 of the Administrative Code.
- (3) When a telecommunications provider requires the financial responsibility of a service applicant to be established, it must inform the service applicant of all options available for meeting that requirement.

(N)



## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

### 12.2 ESTABLISHMENT OF SERVICE (Continued) (O.A.C. 4901:1-5-13)

(N)

- (a) Paying a deposit must be among the available options, except where unpaid debt for regulated service is already owed by the service applicant to the telecommunications provider with whom the service applicant is seeking to establish service. Where unpaid debt for regulated service is owed, the Company may require the applicant to pay such debt pursuant to Rule 4901:1-5-13(A)(3)(d) of the Administrative Code.
- (b) Telecommunications providers are permitted, but not required, to make use of toll caps as a method of extending limited credit to subscribers or service applicants unable to maintain or establish their creditworthiness through other means, so long as the terms and conditions of the toll cap are set forth in a Commission-approved tariff. The terms and conditions under which a toll cap is imposed as well as the steps that the subscriber or service applicant may take to have the toll cap removed must be disclosed, in writing, by the telecommunications service provider at the time a toll cap is imposed.
- (c) If an applicant for service owes to a telecommunications service provider an unpaid bill for telecommunications service previously provided but discontinued for nonpayment, where the service applicant is presently seeking to establish or reestablish service with the same provider who previously provided the service, and is presently seeking to establish or reestablish the same class of service as that previously provided, the telecommunications service provider who provided the previous service is not obligated to deem the service applicant's creditworthiness as having been satisfactorily established under the Commission's establishment of credit and establishment of service rules so long as the bill for previous service remains unpaid. However, in no event, shall local exchange service be denied to any local exchange service applicant on grounds that the service applicant has failed to pay for a type of service other than local exchange service.

(N)

## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

### 12.2 ESTABLISHMENT OF SERVICE (Continued) (O.A.C. 4901:1-5-13)

(N)

- (d) An unpaid bill for previous toll service can be considered as a reason to deny service to an applicant seeking a new 1+ presubscription toll service account only when the unpaid bill is owed to the same telecommunications provider with whom the applicant is now seeking to establish or reestablish service and the class of service previously provided is the same as that the applicant is now seeking to establish or reestablish. If the previous unpaid bill is owed to a provider other than that with whom the applicant is seeking to establish service, the subsequent toll provider may not deny service on that basis alone, but may consider the applicant's unpaid debt, as well as any pertinent information obtained from a credit reporting bureau, in determining whether there exists a need to assess a toll deposit or take other measures to assure creditworthiness. Moreover, in no event shall local exchange service be denied to any local exchange service applicant on grounds that the service applicant has failed to pay for a type of service other than local exchange service.
- (4) So long as it acts in a just, reasonable, and nondiscriminatory manner, a local service provider may, pursuant to a contract obligating it to do so, enforce the tariff-established credit and deposit policies of another telecommunications provider.

#### (B) Deposits.

- (1) Deposits for local service shall be calculated separately from deposits for toll service.
- (2) Telecommunication service providers must choose only one, from between two alternative methods available for calculating deposits. Whichever method is chosen must be uniformly applied with respect to all service applicants and customers who are assessed a deposit.
  - (a) The first method, which may be referred to as "the individual service history method" involves calculating the amount of the deposit based on the known or estimated service history of the individual who is being assessed a deposit.

(N)

## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

### 12.2 ESTABLISHMENT OF SERVICE (Continued) (O.A.C. 4901:1-5-13)

(N)

- (i) Under this method, the amount of a deposit assessed for local service shall not exceed two hundred and thirty per cent of the estimated or, where the customer or service applicant has either an existing or a previous local service account billing history with the local service provider, the historic monthly average total charge for all regulated local services provided (or to be provided) to the customer by the company or companies on whose behalf the deposit is assessed.
- (ii) Under this method, the amount of a deposit assessed for toll service shall not exceed two hundred and thirty per cent of the estimated or, where the customer or service applicant has either an existing or a previous toll service account billing history with the toll service provider, the historic monthly average total charge for all regulated toll services provided (or to be provided) to the customer by the company or companies on whose behalf the deposit is assessed.
- (b) The second method, which may be referred to as "the uniform statewide deposit amount method", involves calculating uniform statewide average deposit amounts for each of four categories of service: residence local exchange service, residence toll service, nonresidence local exchange service, and nonresidence toll service.
  - (i) Under this method, a local service provider shall develop and may apply a tariffed, single, company-specific, statewide deposit amount for residence local service accounts and/or a tariffed, single company-specific statewide deposit amount for nonresidence local service accounts. Likewise, a toll service provider shall develop and may apply a tariffed, single, company-specific, statewide deposit amount for residence toll service accounts and/or a tariffed, single, company-specific statewide deposit amount for nonresidence toll service accounts.
  - (ii) Using the second alternative, the toll service provider shall develop and may apply a tariffed, single, company-specific, statewide deposit amount for residence toll service accounts and/or statewide deposit amount for nonresidence toll service accounts.

(N)

## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

### 12.2 ESTABLISHMENT OF SERVICE (Continued) (O.A.C. 4901:1-5-13)

(N)

- (iii) The amount of the deposit may not exceed two hundred and thirty per cent of the statewide average bill amount for the class and type of service involved, based on a study of all the provider's customers in the state of Ohio.
- (iv) A subscriber who is assessed a deposit based on the service provider's statewide average deposit amount may, at any time after the first three months of service and up to the end of the first full year of service, upon request, receive credit on his or her bill for the difference between the amount of the deposit actually paid and an amount equal to two hundred and thirty per cent of the subscriber's actual monthly average total bill for the type of service on which the deposit was based (where the actual monthly average is based on the subscriber's average actual monthly usage of that service, dating from the time of the assessment of the statewide deposit to the point at which the request for credit is made). Any amount so credited shall thereafter no longer accrue interest to be refunded with the deposit and, thereafter, be considered as deducted from the amount of the deposit which, along with the interest accrued, must be refunded pursuant to Rule 4901:1-17-06 of the Administrative Code.
- (3) Local service must be provided to local service applicants who are able to meet the deposit requirements for local service regardless of whether the applicant is able to meet the deposit requirements for toll service.
- (4) So long as payment of a toll deposit is in no way made a condition precedent to a local service applicant obtaining or maintaining local service, the assessment of a separately calculated deposit for local service may occur within the same bill as any separately calculated deposit for toll service.
- (5) Any initial or additional deposit assessed by a telecommunications provider shall be based only on the credit history for the same class of service as the applicant is seeking to establish.

(N)

## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

### 12.2 ESTABLISHMENT OF SERVICE (Continued) (O.A.C. 4901:1-5-13)

(N)

- (C) Toll providers, or local service providers acting on behalf of toll providers subject to billing and collection agreements, may otherwise block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not, thereby, denied the right to select, through a presubscribed interexchange carrier (PIC) mechanism, any subsequent 1+ toll service provider under the terms of this chapter of the Administrative Code. Any such subsequent toll provider may not deny establishment of 1+ presubscribed toll service on grounds that the customer has failed to establish creditworthiness, if:
- (1) the customer is able to establish creditworthiness using one of the means for doing so available under Chapter 4901:1-5 or the Administrative Code; or
  - (2) the subsequent toll provider, exercising its own discretion, does not require the customer to establish creditworthiness (through any of the means available for doing so under Chapter 4901:1-5 of the Administrative Code); or
  - (3) the subsequent toll provider attempts to require the customer to establish creditworthiness using credit establishment procedures which do not comport with the Commission's credit establishment policies and/or are not set forth within a Commission-approved tariff.
- (D) When an applicant for 1+ toll service who has previously been universally blocked for nonpayment of toll charges seeks to select, through a PIC mechanism, some subsequent toll provider as the applicant's 1+ carrier of choice, the subsequently PICed toll provider may, subject to its tariffed toll deposit policies and the Commission's minimum telephone service standards set forth in Chapter 4901:1-5 of the Administrative Code, require a deposit (or other evidence of creditworthiness) from such applicant for toll service in accordance with Rule 4901:1-5-13(B) of the Administrative Code. However, the subsequently PICed toll provider may accept a lower deposit, or no deposit, based upon usage, toll cap provisions in its tariff, or credit information obtained either from a credit bureau or directly from the customer.

(N)

## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

### 12.2 ESTABLISHMENT OF SERVICE (Continued) (O.A.C. 4901:1-5-13)

(N)

- (E) Nothing should constrain telecommunications providers from furnishing credit information acquired from their own experiences with their own customers to consumer reporting agencies, within the meaning of the federal Fair Credit Reporting Act. However, if and when telecommunications providers furnish such information to others, they must comply with all of the requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the federal Fair Credit Reporting Act.
- (F) All forms of toll blocking services offered by local service providers to toll service providers must be provided on a nondiscriminatory basis to all toll service providers, regardless of whether the local service provider has established a billing and collection agreement with the toll provider. Any charges for toll blocking service offered by a local service provider to toll service providers must be set forth in a Commission-approved tariff.
- (G) Changes to local exchange service after initiation of service
  - (1) Within sixty days of the date of initiation of service, new residential local service subscribers shall be allowed, at a minimum, a one-time change of their type of local exchange service (i.e., flat-rate, message, or measured service) without charge. This does not preclude the Company from charging for the original service connection, monthly charges for the period such service was used, or the addition or removal of any optional local service.
  - (2) Within sixty days of the date of a change in their type of service, existing residential local service subscribers shall be allowed to return to their prior type of local exchange service once without charge. This does not preclude the Company from charging for the previous service connection, monthly charges for the period such service was used, or the addition or removal of any optional local service. This does not apply to subscribers who have availed themselves of the relief afforded in paragraph (G)(1) of this rule within the previous six months.

(N)

## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

### 12.3 RESIDENTIAL SERVICE GUARANTORS (O.A.C. 4901:1-5-14)

(N)

- (A) If a local service provider or toll service provider requires a deposit as a condition of providing service, the Company must inform an applicant of the option of providing a third-party guarantor in lieu of a deposit.
- (B) Each applicant for residential service shall be deemed creditworthy and shall not be required to make a deposit as a precondition of receiving service if the applicant furnishes a written guarantee signed by a third-party guarantor who has a credit rating as defined in paragraph (A)(3) of Rule 4901:1-17-03 of the Administrative Code. The terms of the guarantee shall include the following:
- (1) the guarantor may terminate the guarantee after thirty day's notice to the Company. The subscriber may be required to reestablish creditworthiness when the guarantor terminates the guarantee. The guarantor shall be obligated for charges for the local exchange and/or interexchange services provided to the subscriber through the date of termination of the guarantee; and
  - (2) the Company shall review annually the account history of each subscriber who has provided a guarantor. Once the subscriber satisfies the requirements for the refund of deposits, as stated in Rule 4901:1-17-06 of the Administrative Code, the Company shall, within thirty days, notify the guarantor in writing that the guarantor is released from all further responsibility for the account.
- (C) If a subscriber has provided a guarantor, that guarantor shall be afforded the opportunity to receive all notifications relating to the subscriber's disconnection of service for nonpayment. These notices shall be sent in the same manner and at the same time as those sent to the subscriber.

(N)

## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

### 12.4 SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (O.A.C. 4901:1-5-16)

(N)

- (A) The local service provider shall make an adjustment to a subscriber's bill in accordance with paragraph (B) of this rule whenever a subscriber's service is interrupted and remains out of service for more than twenty-four consecutive hours after being reported to the local service provider or after being found by the local service provider to be out of service. The length of the service interruption must be computed on a continuous basis, Saturdays, Sundays, and holidays included. This rule does not apply if the out-of-service condition:

- (1) occurs as a result of a negligent or willful act on the part of the subscriber;
- (2) occurs as a result of a malfunction of subscriber-owned telephone equipment or inside wire;
- (3) occurs as a result of a military action, war, insurrection, riot, or strike; or
- (4) cannot be repaired due to the subscriber missing a repair appointment.

Each local service provider must justify and document in its records each instance where it applied any of the exceptions listed in this paragraph.

- (B) If an out-of-service condition exceeds twenty-four hours but is less than forty-eight hours, the local service provider shall credit the subscriber's bill for at least the pro rata portion of the monthly charge(s) for all regulated local services rendered inoperative during the interruption. Credit for out-of-service conditions lasting longer shall be provided as follows:

- (1) The local service provider shall provide a subscriber who experiences an out-of-service condition of forty-eight hours but less than seventy-two hours a credit equal to at least one-third of one month's charges for any regulated local services rendered inoperative.
- (2) The local service provider shall provide a subscriber who experiences an out-of-service condition of seventy-two hours but less than ninety-six hours a credit equal to at least two-thirds of one month's charges for any regulated local services rendered inoperative.

(N)



**SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS**

**12.4 SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (Contd)**  
**(O.A.C. 4901:1-5-16)**

(N)

- (3) The local service provider shall provide a subscriber who experiences an out-of-service condition of at least ninety-six hours a credit equal to at least one month's charges for any regulated local services rendered inoperative.
- (C) A local service provider may apply for a waiver to paragraphs (A) and (B) of this rule in the event of a verifiable act of God. One copy of the waiver request shall be filed with the Commission's docketing division in the MTSS Docket, Case No. 00-1265-TP-ORD, and one copy shall be submitted to the PUCO Outage Coordinator within two business days of the onset of the claimed act of God. Such waiver request shall state the specific nature of the act of God, the extent and location of damaged facilities, and the number of customers affected. If the Commission or its staff takes no action within two business days of the filing of such waiver request, the act of God exception may be invoked by the local service provider. In the event an act of God exception is applied, the provisions of paragraph (B) of this rule will not apply until forty-eight hours after the onset of the verified act of God. Accordingly, forty-eight hours shall be added to each of the time frames established in paragraph (B) of this rule for purposes of determining credits to customer accounts. Each local service provider must justify and document in its records each instance where it has applied an act of God exception.
- (D) If the local service provider fails to install new access line service and any associated features within five business days of receiving an application for new service, or by the requested date, when at least five business days notice is given, the provider must waive at least one-half of all regulated nonrecurring installation charges associated with the new service or features. If the local service provider fails to install new access line service and any associated features within ten business days of an application for new service or fails to install such service by the requested installation date, when at least ten business days notice is given, the provider shall waive all regulated nonrecurring installation charges associated with the new service or features. Such credits shall not be required where:

(N)

**12.4 SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (Contd)**  
**(O.A.C. 4901:1-5-16)**

(N)

- (1) Special equipment or service is involved:
  - (a) "Cable pairs" are not deemed to be special equipment for purposes of this rule unless the requested service is in a completely undeveloped area where no facilities of any kind exist.
  - (b) When special equipment or a service exception is invoked, it shall be fully documented. The documentation of the required specific special equipment or service shall be maintained with the application for new service and include a description of the special equipment or service involved.
- (2) Applicant or subscriber has not met pertinent tariff requirements;
- (3) The installation cannot be completed as a result of a military action, war, insurrection, riot, or strike; or
- (4) The installation cannot be completed due to a subscriber missing an installation appointment.

**(E) Missed customer appointments.**

- (1) When the local service provider fails to meet a scheduled installation appointment, the Company shall waive at least one-half of the subscriber's regulated nonrecurring installation charges associated with the new service or features.
- (2) When the local service provider fails to meet a repair appointment or a repair commitment, the Company shall credit the subscriber's bill in the amount of at least one-half of one month's charges for any regulated local services rendered inoperative.

(N)

## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

### 12.4 SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (Contd) (O.A.C. 4901:1-5-16)

(N)

- (3) The credits required by paragraph (E)(1) of this rule do not apply when the local service provider provides the subscriber twenty-four hour notice of its inability to meet an installation appointment, or when the effects of a natural disaster prohibit the local service provider from providing such notice. In no event shall the application of Rule 4901:1-5-16(E)(3) of the Administrative Code, affect the service installation deadline and credit required under Rule 4901:1-5-16(D) of the Administrative Code.
- (F) In the event the local service provider omits a subscriber's listing from the white pages of the telephone directory or lists an incorrect telephone number, the Company shall issue the subscriber a credit for the equivalent of not less than three months' regulated 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) When it is confirmed that a local service provider has undercharged or overcharged any subscriber as the result of a miscalculation, inaccuracy, billing or other continuing problem under the service provider's control or under the control of the entity for whom the telecommunications carrier is billing charges:
- (1) The maximum portion of the undercharge that may be recovered from the customer is any billing month, based on the appropriate rates, shall be determined by dividing the amount of the undercharge by the number of months of undercharged or unbilled service, unless the customer agrees to alternative payment arrangements.
- (2) The total overcharge and accrued interest, at a rate of at least five per cent per annum, shall be reimbursed to the customer within two billing periods after the propriety of the reimbursement is confirmed.

(N)

**SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS**

**12.4 SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (Contd)**  
**(O.A.C. 4901:1-5-16)**

(N)

- (3) Each local service provider shall state the total amount to be collected for an undercharge by the second bill mailed to the customer after such collection is discovered. This rule shall not affect the local service provider's recovery of regular monthly charges.
  - (a) No local service provider shall recover any service or billing fee pursuant to this rule; and
  - (b) No local service provider shall disconnect service to any customer to collect an undercharge under this rule, except for nonpayment of the amount lawfully billed under this rule.
- (4) The adjustment for an overcharge shall be in the form of either a direct payment to the subscriber or a credit to the subscriber's account within the next two billing periods.

(N)

## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

### 12.5 DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (O.A.C. 4901:1-5-17)

(N)

- (A) Local service may only be disconnected for subscriber nonpayment of charges for local services regulated by the Commission. For purposes of this rule, local service is defined as every regulated service provided by the local service provider other than toll service and 900 and 976-like services.
- (B) Toll service may be disconnected for subscriber nonpayment of toll service, subject to the following conditions:
- (1) Toll disconnection procedures shall comport with all applicable billing, notice, credit/deposit, and disconnection standards set forth in this chapter of the Administrative Code and shall be tariffed.
  - (2) A local service provider, including one which also provides toll service, may enforce the Commission-approved, tariffed disconnection procedures of a separate provider of toll services pursuant to a contract entered into between the local service provider and the separate toll service provider.

(N)

**SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS**

**12.5 DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)**  
**(O.A.C. 4901:1-5-17)**

(N)

- (C) Partial payments applied towards any past due amount on a bill or the balance due on a disconnection notice must be apportioned to past due regulated local service charges, then to any current local charges, before being applied by a telecommunications provider to any toll or nonregulated charges unless the subscriber pays the entire amount past due or more. In that case, any amount paid over the amount past due shall be applied first to current local charges.
- (D) A telecommunications provider must notify, or attempt to notify through any reasonable means, a subscriber before service is refused or disconnected when any of the following conditions exist:
- (1) a violation of or noncompliance with the telecommunications provider's rules or tariffs on file with the Commission;
  - (2) a failure to comply with municipal ordinances or other laws pertaining to telecommunications services; or
  - (3) a refusal by the subscriber to permit the local service provider access to its facilities.
- (E) A telecommunications provider must notify or attempt to notify, through any reasonable means, the subscriber before service is disconnected when the subscriber has committed a fraudulent practice as set forth and defined in its tariffs on file with the Commission.
- (F) The telecommunications provider may not disconnect the local or toll service of a subscriber who pays the Company the total amount due (or an amount agreed upon between the Company and the subscriber) on his/her account by the close of business on the disconnection date listed on the disconnection notice.

(N)

**SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS**

**12.5 DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)**  
**(O.A.C. 4901:1-5-17)**

(N)

(G) No notice is required prior to disconnection when:

- (1) an emergency may threaten the health or safety of a person, or the local service provider's distribution system. If service is disconnected, the Company shall act promptly to restore service as soon as possible;
- (2) a subscriber's use of telecommunications equipment adversely affects the Company's equipment, its service to others, or the safety of the Company's employees or subscribers;  
or
- (3) a subscriber tampers with facilities or equipment owned by the telecommunications provider.

(H) If a subscriber or a member of the subscriber's household demonstrates that disconnection of service would be especially dangerous to his/her health, the local service provider must consider this circumstance when offering extended payment arrangements to avoid disconnection. Payment arrangements shall be offered regardless of the credit class of the subscriber.

(I) When a residential subscriber's local service is disconnected for nonpayment, the local service provider shall maintain the subscriber's access to emergency services for a period of at least fourteen days following such disconnection.

(N)

**SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS**

**12.5 DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)**  
**(O.A.C. 4901:1-5-17)**

(N)

(J) Local service may not be refused or disconnected to any applicant or subscriber for any of the following reasons:

- (1) failure to pay for service furnished to a former subscriber unless the former subscriber and the new applicant for service continue to be members of the same household;
- (2) failure to pay for a different class of service. Residential service may not be denied or disconnected for nonpayment of a nonresidential account and vice versa;
- (3) failure to pay any amount which is in bona fide dispute. The Company may not disconnect service if the subscriber pays either the undisputed portion of the bill or where the disputed amount is in question, the subscriber pays the amount paid for the same billing period in the previous year; or
- (4) failure to pay any nonregulated service charges.

(K) Payment schedule and disconnection procedures for nonpayment.

- (1) A subscriber's bill shall not be due earlier than fourteen 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 shall not disconnect the service:
  - (a) sooner than fourteen days after the due date of the bill; and
  - (b) without sending a written notice of disconnection, postmarked at least seven days prior to the date of disconnection of service.

(N)



## SECTION 12. MINIMUM TELEPHONE SERVICE STANDARDS

### 12.5 DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued) (O.A.C. 4901:1-5-17)

(N)

- (3) A telecommunications provider may disconnect service during its 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 available.
- (L) A notice of disconnection for nonpayment shall state the following:
- (1) 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;
  - (2) The earliest date when disconnection will occur;
  - (3) 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);
  - (4) The total amount due to avoid disconnection of local service as defined in paragraph (A) of this rule, which must be listed separately from charges for regulated toll and charges for unregulated services;
  - (5) The total amount due for toll charges and a statement that nonpayment of toll charges may result in the disconnection of toll service;
  - (6) The total amount due for nonregulated charges and a statement that nonpayment of such charges cannot result in the disconnection of local service or regulated toll service;
  - (7) The address and telephone number of the office of the telecommunications provider that the subscriber may contact in reference to the subscriber's account;

(N)

**12.5 DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)**  
**(O.A.C. 4901:1-5-17)**

(N)

- (8) 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.ohio.gov](http://www.puco.ohio.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](http://www.pickocc.org); and

- (9) 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.

- (M) Reconnection of local and toll service.

- (1) Unless prevented by circumstances beyond the Company's control or unless a subscriber requests otherwise, each telecommunications provider shall reconnect previously disconnected service by five P.M. on the next business day following either:
- (a) receipt by the Company or its authorized agent of the full amount in arrears for which service was disconnected, or upon verification by the Company that conditions which warranted disconnection of service have been eliminated; or
  - (b) agreement by the Company and the subscriber on a deferred payment plan and a payment, if required, under the plan.
- (2) Before restoring service under this rule, a telecommunications provider may not insist upon payment of any amount that has not been included on a notice of disconnection.

(N)

## **Exhibit B**

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Description of Area of Operations and Definitions	Section 1
General Rules and Regulations	Section 2
Service Charges	Section 3
Local Exchange Service	Section 4
Directory Publication and Use	Section 5
Miscellaneous Service Arrangements	Section 6
Customer Provided Equipment and Facilities	Section 7
Price List (Sprint)	Section 8
Price List (Verizon)	Section 9

Additional rates, terms and conditions regarding TSC business and toll services are available on TSC's website at [www.telserco.com](http://www.telserco.com).

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## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

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#### **1.1 DESCRIPTION OF COMPANY**

TSC Communications, Inc. (Company) is a public utility providing telecommunications service in the areas covered by the interconnection arrangement and certificated to the Company by the Public Utilities Commission of Ohio

Headquarters for the Company are located at:

2 Willipie Street  
Wapakoneta, Ohio 45985

#### **1.2 DESCRIPTION OF LOCAL SERVICE EXCHANGES**

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

Ada, Bellefontaine, Bluffton, Elida, Huntsville, Lima, Marysville, Minster, New Bremen, Sidney, St. Marys, Tipp City, Waynesfield.

**This Tariff applies to service areas that are resold.**

\*Indicates exchanges where TSC Communications, Inc. has local exchange customers and an approved interconnection agreement exists with the incumbent LEC serving the area.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.3 MAP OF LOCAL SERVING AREAS**

Illustrated below are the counties in which TSC Communications, Inc. ("TSC") 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, Hancock, Hardin, Logan, Mercer, Miami, Montgomery, Putnam, Shelby and Union.



TSC does not provide competitive local service under this tariff in its affiliated territories.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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.

#### **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.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **CIRCUIT**

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

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

TSC Communications, Inc.

#### **COMPLEX SERVICE**

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

#### **CONDUIT**

A tubular runway for cable facilities

#### **CONNECTION**

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

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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.

#### **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.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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.

#### **DEMARCATIION 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.

#### **DETACHED ACCESS LINE**

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

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.5 DEFINITIONS OF TERMS**

#### **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 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.

#### **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.



## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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.

#### **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.

(1) Flat rate service: A classification of exchange service furnished a Customer for which a stipulated charge is made regardless of the amount of use.

#### **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.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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.

#### **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.

#### **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.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **DEFINITIONS OF TERMS**

#### **INITIAL SERVICE PERIOD**

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

#### **INTERFACE**

- (a) 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.
- (b) 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.

#### **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.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.3 DEFINITIONS OF TERMS**

#### **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.

#### **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.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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.

#### **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.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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.

#### **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.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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.

#### **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.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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.

#### **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.



## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **PUBLIC THOROUGHFARE**

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

#### **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.

#### **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.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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.

#### **SUSPENSION OF SERVICE**

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

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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.

#### **UNDERGROUND SERVICE CONNECTION**

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

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.4 DEFINITIONS OF TERMS**

#### **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.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **1.5 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

## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **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 1 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** TSC Communications, Inc. will comply with the Commission's Minimum Telephone Service Standards (MTSS), set forth in Chapter 4901:1-5 of the Ohio Administrative Code.
- 2.1.5** Pursuant to the provisions of Section 4909-161 of the Ohio Revised Code and P.U.C.O. Order No. 82-1268-AU-UNC, the Company will assess a surcharge of 0.75 percent to a total monthly local service and equipment rates, directory advertising charges, service connection and other one-time charges and intrastate toll charges.
- 2.1.6** All telephone companies are subject to the commission's rules for minimum telephone service standards (MTSS) found in chapter 4901:1-5 of the Administrative Code. Telephone company tariffs should inform customers that they have certain rights and responsibilities under the MTSS and that these safeguards can be found in the appendix to rule 4901:1-5-03 of the Administrative Code. This rule 4901:1-6-06 (B) (e) can be found in the Commission's approved retail rules in case number 06-1345-TP-ORD. These rights and responsibilities include complaint handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of service.
- 2.1.7** 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 court's responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

### **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.

## **SECTION 1 – DESCRIPTION OF AREA OF OPERATIONS AND DEFINITIONS**

### **2.2 ESTABLISHING SERVICE (cont)**

#### **2.2.1 Availability of Facilities (cont)**

- 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.

#### **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.
- C. The Company will comply with the Commission's Minimum Telephone Service Standards regarding establishment of service, set forth in O.A.C. 4901:1-5.

#### **2.2.3 Cancellation or Change in Application for Service**

- A. Where the Customer cancels an application for service prior to the start of special construction, a service ordering charge applies in addition to any special engineering costs incurred. (also see Sections 3.3. and 3.4.1)
- B. Where installation of service has been started prior to the cancellation, a Cancellation Charge equal to the Service Order Charge may apply as specified in Section 3.3.(A).
- 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. GENERAL RULES AND REGULATIONS**

### **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 Applicants 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**

In the event the Company refuses to serve an Applicant, the Company will inform the Applicant of the reasons for its refusal.

#### **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. GENERAL RULES AND REGULATIONS**

### **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. GENERAL RULES AND REGULATIONS**

### **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.
- 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.

## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **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 residential 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 residential 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.

## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **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 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 3.3 (B.1) 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.

## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **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 to certified carriers at retail rates will not prohibit or impose unreasonable discriminatory conditions or anti-competitive conditions or limitations.
- 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.

## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **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, 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.

## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE**

#### **2.5.1 Discontinuance of Service**

- A. The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service, set forth in O.A.C. 4901:1-5.

B. Toll Blocking Policy

TSC Communications, Inc. when providing toll service, may "universally" block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not denied the right to select, through a presubscribed interexchange change (PIC) mechanism, any other 1+ presubscribed toll service provider who is obligated to provide such service under the terms of the Selective Access Policy.

Under the terms of the Selective Access Policy, TSC Communications, Inc. when providing toll service, may not deny establishment of 1+ presubscribed toll service on the grounds that the customer has failed to establish creditworthiness, if:

the customer is able to establish creditworthiness using one of the means for doing so available under the Public Utilities Commission of Ohio's (PUCO) rules, or

TSC Communications, Inc. when providing toll service, exercising its own discretion, does not require the customer to establish creditworthiness (through any of the means available for doing so under the PUCO's rules), or

TSC Communications, Inc. when providing toll service, attempts to require the customer to establish creditworthiness using credit establishment procedures which do not comport with the PUCO's credit establishment policies and/or are not set forth within a PUCO approved tariff.

When a prospective customer, who has previously been universally blocked for nonpayment of toll charges by another carrier, seeks to select TSC Communications, Inc. as his or her 1+ carrier of choice, TSC Communications, Inc. may, subject to our tariffed toll deposit policies and the Commission's rules on establishment of service (See Rule 4901:1-5, Ohio Administrative Code, [O.A.C.]), require a deposit for toll service. This deposit shall be in accordance with Rule 4901:1-5, but TSC Communications, Inc. may negotiate a lower deposit.

TSC Communications, Inc. may furnish credit information, acquired from the Company's own experiences with the customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. The Company will follow all requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the Federal Fair Credit Reporting Act.



## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE**

#### **2.5.1 Discontinuance of Service (cont.)**

##### **B. Toll Blocking Policy (cont)**

Upon payment by the customer of all past due toll debt to TSC Communications, Inc., the Company will remove the block and all 1+ dialing capabilities, including 10-XXX, will be restored.

- C. Toll disconnection service offerings are available on a nondiscriminatory basis (including rates) to all toll service providers. 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. \$2.50-\$5.00

#### **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. 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.

## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **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.
- 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.

## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **2.6 CUSTOMER RELATIONS (cont.)**

#### **2.6.2 Customer Complaints**

- A. The Company will comply with the Commission's Minimum Telephone Service Standards regarding the handling of consumer complaints, set forth in O.A.C. 4901:1-5.

#### **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.

## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **2.6 CUSTOMER RELATIONS (cont.)**

#### **2.6.3 Applicant or Customer Deposit**

##### **C. Deposits**

To safe guard its interest, before a service is furnished, Company may require a Customer to make a deposit to 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 Company shall apply reasonable and nondiscriminatory creditworthiness standards for customers to establish service consistent with Chapter 4901:1-17 of the Administrative Code. The Company may relay on pertinent information obtained from credit reporting bureaus in determining whether creditworthiness need be established.

The Company will require deposits for residential customers (in addition to the requirements in Chapter 4901:1-17 of the Administrative Code) and small business customers and will use the method following for calculating deposits. The deposit requirement will be uniformly applied to all residential and small business customers who are assessed a deposit.

Cash deposits are not to exceed two hundred and thirty percent of the estimated average monthly bill for the individual customer's regulated services for the ensuing twelve months, as found in Chapter 4901:1-5-05 of the Administrative Code.

The deposits will not be held for more than 180 days. 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.

The Company will comply with the Commission's Minimum Telephone Service Standards set forth in Chapter 4901:1-17 of the Administrative Code.

## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **2.6 CUSTOMER RELATIONS (cont.)**

#### **2.6.4 Payment for Service**

- A. 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.

The Company will comply with the Commission's Minimum Telephone Service Standards regarding subscriber bills, set forth in O.A.C. 4901:1-5.

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.

## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **2.6 CUSTOMER RELATIONS (cont.)**

#### **2.6.4 Payment for Service (cont.)**

##### **E. Late Payment Charge**

Customer bills are postmarked no later than the first calendar day of the month and payments are due no earlier than the fourteen calendar day from the postmark date. Payments will be considered received for purposes of crediting the customer's account on the same business day that the customer's payment is received by the Company or its authorized payment agent. Authorized payment agent fees shall not exceed more than two dollars per transaction for processing payments by cash, check or money order. Bills may be rendered in electronic format if available and if the customer affirmatively chooses.

A late payment charge of \$2.00 or 1%, whichever is greater, remaining on any bill not paid by the 19<sup>th</sup> day after the bill is rendered will be assessed. Late payment fees will not be applied to the following:

- a. Any portion of the bill that is in bona fide dispute.
- b. Any previous late payment fees included in the amount due.
- c. Service establishment charges for lifeline services.

#### **2.6.5 Allowance for Interruptions**

The Company will comply with the Commission's Minimum Telephone Service Standards regarding interruption of service, set forth in O.A.C. 4901:1-5.

#### **2.6.6 Adjustment of Charges for Overbilling and Underbilling**

The Company will comply with the Commission's Minimum Telephone Service Standards regarding overbilling and underbilling, set forth in O.A.C. 4901:1-5.

#### **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.

## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **2.6 CUSTOMER RELATIONS (cont.)**

#### **2.6.7 Disputed Bills (cont.)**

- 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. The Company will comply with the Commission's Minimum Telephone Service Standards regarding subscriber billing adjustments for local exchange service, set forth in O.A.C. 4901:1-5.

## **SECTION 2. GENERAL RULES AND REGULATIONS**

### **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.

The Company will comply with the Commission's Minimum Telephone Service

Standards regarding subscriber billing adjustments for local exchange service, set forth in O.A.C. 4901:1-5.

#### **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. GENERAL RULES AND REGULATIONS**

### **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.

### **SECTION 3. SERVICE CHARGES**

Following are basic descriptions, regulations and rates for application of service charges.

Additional descriptions, regulations and rates specific to a geographic serving area may apply and may be found on the associated Price Lists.

#### **3.1 DEFINITIONS**

##### **3.1.1 Account**

A Customer's record relating to his/her service or equipment billed to a telephone number. Service may be located on one (1) or more premise as long as it is part of his/her main telephone system and billed to the main telephone number.

##### **3.1.2 Service Charge Elements**

###### **A. Service Order Charge**

The Company's charge associated with the receipt, recording and processing of information in connection with a Customer's or Applicant's request for service to be provided to the same account, at the same time and on the same premise or continuous property.

###### **B. Customer Premise Visit Charge**

The Company's charge associated with a trip to the Customer/Applicant's premise to comply with the Customer/Applicant's request to establish service.

#### **3.2 APPLICATION OF CHARGES**

##### **3.2.1 General**

- A. Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the Customer as indicated throughout.
- B. The Service Charges specified in this Tariff are intended to cover costs incurred by the Company to establish, add to, or to rearrange service as requested by the Customer.
- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the Customer requests that work be performed at hours outside of the normal business hours (8:00 a.m. to 5:00 p.m.) or business week (Monday - Friday), or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.

### **SECTION 3. SERVICE CHARGES**

#### **3.2 APPLICATION OF CHARGES (cont.)**

##### **3.2.1 General (cont.)**

- D. Except as otherwise provided in this Section, all changes in location of customer's equipment or service from one (1) premise to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Payment of Service Charges may be required at the time of application for service, or upon presentation of a bill.
- F. Service Charges are not applicable for:
  - 1. Moves or changes required for normal maintenance and repair of the Company's service.
  - 2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
  - 3. An upgrade or regrade of service for Company reasons.
  - 4. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
  - 5. Telephone number changes for company reasons.
  - 6. When existing Customers disconnect their Local Exchange Access Service.
  - 7. Blocking access to 976 or like service, provided that the blocking is requested either at the time the telephone service is established at a new number or within sixty (60) days of the establishment of the service.

### **SECTION 3. SERVICE CHARGES**

#### **3.2 APPLICATION OF CHARGES (cont.)**

##### **3.2.2 Specific Application of Service Charges**

###### **A. Service Order Charges**

###### **1. Service Order Charges are applicable:**

- a. For requests to establish an account for initial connection of service.
- b. For connection of additional local exchange access lines, private lines or detached access lines to an established service.
- c. For changes and transfers of service involving a change in name and responsibility, except in the case of a surviving spouse who has established service.
- d. For restoration of service disconnected for non-payment of telephone bills.
- e. For subsequent requests for service, for restoration of service at the Customer's request, and for requests for change in class or grade of service.
- f. For service ordered while that Customer has a pending service order and which requests services that cannot be included on the pending service order.
- g. For additions, moves or changes of lines in the same building or in different buildings on the same premise.
- h. For each telephone number changed at the Customer's request, including number changes to provide trunk hunting. No charge is applicable for a number change initiated by the Company.
- i. For changes to a directory listing if a Customer requests this change more than once in a calendar year.
- j. When two (2) or more segments of a local private line or detached access line are bridged in the central office. In this event, a Service Order Charge will apply for each segment of the affected line.

### **SECTION 3. SERVICE CHARGES**

#### **3.2 APPLICATION OF CHARGES (cont.)**

##### **3.2.2 Specific Application of Charges (Cont'd)**

###### **B. Customer Premise Visit Charge**

1. A Premise Visit Charge is applicable when a trip to the Customer's premise is required to complete work requested by a Customer, as shown on the related Service Order.
2. Only one (1) Premise Visit Charge will apply in connection with the same service order.
3. A Premise Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.

#### **3.3 SCHEDULE OF SERVICE CHARGES**

	<b><u>Business</u></b>	<b><u>Residence</u></b>
<b>A. Service Ordering Charge:</b>		
1. For connecting a new or additional Central office lines, per Service Order		
Initial Order	\$11.00-\$60.78	\$9.85-\$46.90
Subsequent Orders	\$9.00-\$27.05	\$7.95-\$23.95
2. For moving or changing existing Service and equipment or adding new Or additional service and equipment Other than central office lines, per Service Order	\$8.00-\$41.55	\$8.00-\$28.85
<b>B. Premise Visit Charge – Business and Residential</b>		
1. For premise visit associated with installation of service	First 15 minutes Additional 15 min.	\$9.20-\$64.70 \$3.60-\$13.60

### **SECTION 3. SERVICE CHARGES**

#### **3.4 TERMINATION CHARGE**

##### **3.4.1 General**

When a Customer cancels an order for service prior to the in-service date of the order, the Customer will be responsible for the service ordering charge as specified in Section 3.3. (A) (1). In addition, the Customer will be responsible for any specialized engineering costs incurred up to the order cancellation date. Specialized engineering costs are assessed only when unusual and non-customary circumstances are involved with a specific order. If specialized engineering costs are involved, the Customer will be made aware of such costs prior to the ordering of service. If a Customer terminates services prior to the expiration of a contract, the Customer will be responsible for charges within the minimum contract period or the rules of the Fresh Look provision. 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.

#### **3.5 RETURNED CHECK CHARGE**

##### **3.5.1 General**

The Company will assess a charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business. Under appropriate circumstances, the Company may waive the dishonored check charge.

\$3.50-\$30.00 per occurrence

#### **3.6 RESTORATION OF SERVICE CHARGE**

##### **3.6.1 General**

When service is temporarily suspended for non-payment of charges, the service will be restored upon payment of past-due charges and a Restoration of Service Charge will be applied. Payment of the service charge is not required prior to the reconnection of service; however, all past-due charges must be paid prior to reconnection. If a premise visit is necessary, additional charges as listed in 3.3 (B) will apply.

Business	\$7.50-\$46.15 per occurrence
Residence	\$7.50-\$36.50 per occurrence

## **SECTION 4. LOCAL EXCHANGE SERVICE**

### **4.1 LOCAL EXCHANGE RATES**

#### **4.1.1 General**

Local Exchange Service is provided by means of station, wire, switching and other facilities, plant and equipment to enable the establishment of telephone communications between stations in the same or different serving area at monthly rates as set forth in this Section. The facilities, plant and equipment used to provide Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services.

Basic Service provides a Customer with a single, voice grade dial tone which allows unlimited local calls for one (1) flat monthly rate. Basic Service is provided with touch-tone as a standard feature. Basic Service is available with the features described in Section 6. The features are available individually or packaged in groups.

#### **4.1.2 Base Rates\***

		<b><u>Business</u></b>	<b><u>Residential</u></b>
Basic Service	Monthly Flat Rate	\$ 23.12-\$ 72.87	\$ 6.50-\$38.15
	Non-recurring	\$ 15.05-\$131.05	\$10.70-\$62.85

\*End User Access and E911 charges are in addition to the base rates for local service.

#### SECTION 4. LOCAL EXCHANGE SERVICE

##### **4.1.3 Calling Areas**

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, with the exception of the Columbus and Dayton metro areas. References to Dayton and Columbus are the Dayton and Columbus exchanges only. The exchanges where the Company is providing service are detailed in Section 1.

<u>Exchange</u>	<u>Local Calling Area</u>
<u>Ada</u>	Alger Bluffton Dunkirk Findlay Kenton Lafayette Lima Westminster
<u>Bellefontaine</u>	Belle Center DeGraff East Liberty Huntsville Jackson Center Mt. Victory North Lewisburg Ridgway Rushsylvania Russells Point Waynesfield West Liberty West Mansfield
<u>Bluffton</u>	Ada Beaverdam Cairo Findlay Lafayette Lima Pandora Ottawa



**SECTION 4. LOCAL EXCHANGE SERVICE**

**4.1.3 CALLING AREAS (cont.)**

<u>Exchange</u>	<u>Local Calling Area-</u>
<u>Elida</u>	Gomer Delphos Lima Spencerville
<u>Huntsville</u>	Belle Center Bellefontaine DeGraff Russells Point
<u>Lima</u>	Ada Alger Beaverdam Bluffton Buckland Cairo Cridersville Delphos Elida Gomer Lafayette Spencerville Venedocia Waynesfield Westminster Vaughnsville
<u>Marysville</u>	Magnetic Springs Milford Center Raymond North Lewisburg York Center Woodstock-

**SECTION 4. LOCAL EXCHANGE SERVICE**

**4.1.3 CALLING AREAS (cont.)**

<u>Exchange</u>	<u>Local Calling Area</u>
<u>Minster</u>	Maria Stein New Bremen
<u>New Bremen</u>	Minster St. Marys
<u>Sidney</u>	Anna Botkins DeGraff * Fort Loramie Jackson Center Rosewood * Versailles *
<u>St. Marys</u>	Celina New Bremen
<u>Tipp City</u>	Christiansburg New Carlisle Troy Dayton
<u>Waynesfield</u>	Alger Belle Center Bellfontaine Jackson Center Kenton Lima Russells Point Wapakoneta Westminster

\* Effective April 24, 2002

## **SECTION 4. LOCAL EXCHANGE SERVICE**

### **4.2 VERIFICATION AND EMERGENCY INTERRUPT SERVICE**

#### **4.2.1 General**

##### **A. Verification**

1. 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.
2. 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.

##### **B. Emergency Interrupt Service**

1. 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.
2. A Customer-originated request for emergency interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt Service.
3. The Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

#### **4.2.2 Rates**

- A. 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.
- B. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.

#### **SECTION 4. LOCAL EXCHANGE SERVICE**

#### **4.2 VERIFICATION AND EMERGENCY INTERRUPT SERVICE (cont.)**

##### **4.2.2 Rates (cont.)**

- C. 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 6 of this Tariff will apply. The operator assist charge will apply in addition to the Verification and Emergency Interrupt Charges.

##### **Nonrecurring Charge**

1. Verification Request, each	Residential	\$0.27-\$1.47
	Business	\$0.27-\$1.47
2. Emergency Interrupt Request, each	Residential	\$0.22-\$1.82
	Business	\$0.22-\$1.82

#### **4.3 E911 SERVICE**

Enhanced 911 Service (E911) is a telephone exchange communication 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 as defined in Section 4.1.2. Rates for E911 are dependent upon the location of the Customer and are determined as follows:

##### **Monthly Recurring**

Verizon ILEC exchanges	\$0.24 per line
Sprint ILEC exchanges	\$0.20 per line

## **SECTION 5. DIRECTORY PUBLICATION AND USE**

Following are basic descriptions, regulations and rates for this Service. Additional descriptions, regulations and rates specific to a geographic serving area may apply and may be found on the associated Price Lists.

### **5.1 DIRECTORY LISTINGS**

#### **5.1.1 Provision of Directory Listings**

- A. 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.
- B. At a Customer's option, the Company will arrange for additional listings at the rates set forth in this Tariff. (see Section 5.1.7 for rates and charges)
- C. 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.
- D. Directory listings are provided to aid in the use of telephone service through the identification of Customers' telephone numbers.
- E. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.

#### **5.1.2 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.

- A. 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 5. DIRECTORY PUBLICATION AND USE**

### **5.1 DIRECTORY LISTINGS (cont.)**

#### **5.1.3 Additional Directory Listings**

##### **General**

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.

#### **5.1.4 Non-Published Telephone Number Service**

##### **General**

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:  
Additional service furnished to the same Customer who has other service listed in the directory at the same address.

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.

Service which is installed for a temporary period.

## **SECTION 5. DIRECTORY PUBLICATION AND USE**

### **5.1 DIRECTORY LISTINGS (cont.)**

#### **5.1.4 Non-Published Telephone Number Service (Cont.'d)**

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.

#### **5.1.5 Non-listed Telephone Number Service**

- A. 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.
- B. A Service Connection Charge, as stated in Section 3.3 of this Tariff, applies to the establishment or change of non-listed telephone numbers.

#### **5.1.6 Liability For Directory Listing Service**

##### **A. General**

The Company will comply with the Commission's Minimum Telephone Service Standards regarding omission of a subscriber's listing from the white pages of the telephone directory or the listing of an incorrect telephone number, set forth in O.A.C. 4901:1-5.

## **SECTION 5. DIRECTORY PUBLICATION AND USE**

### **5.1 DIRECTORY LISTINGS (cont.)**

#### **5.1.7 Rates and Charges**

##### **A. Recurring Monthly Rate**

Primary Service Listing	No Charge
Additional Listings: Residential	\$0.45-\$2.20
Non-Published Telephone	
Number Service	\$0.55-\$2.75
Non-listed Telephone	
Number Service	\$0.55-\$1.80
Non-recurring Charges	\$7.25-\$23.25

##### **B. Non-recurring Charges**

Non-recurring charges apply for additions and changes in directory listings.  
For all orders to establish or change non-published or non-listed numbers  
a non-recurring charge applies as listed above.

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).

### **5.2 PROVISION AND OWNERSHIP OF DIRECTORIES**

A. One copy of local directories shall be distributed per access line, without charge.  
Additional directories including replacement of mutilated or destroyed directories will  
be furnished at the discretion of the Company at a reasonable rate.

B. Telephone directories shall be issued approximately every twelve (12) months. The  
Company issues directories to assist in furnishing prompt and efficient service. The  
Company does not guarantee to its Customers correct listings therein. Every  
precaution is taken to prevent errors in, and omissions of, directory listings. The  
Company's liability for damages arising from errors or omissions in making up or  
printing of its directories is addressed in Section 5.1.6 of this Tariff.



## **SECTION 6. MISCELLANEOUS SERVICE ARRANGEMENTS**

Following are basic descriptions, regulations and rates for this Service. Additional descriptions, regulations and rates specific to a geographic serving area may apply and may be found on the associated Price Lists.

### **6.1 LOCAL DIRECTORY ASSISTANCE SERVICE**

#### **6.1.1 General**

- 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.

#### **6.1.2 Rates and Charges**

Customer Direct Dials	\$0.20-\$1.15, per call
Customer Places Call via operator	\$0.40-\$1.70, per call

### **6.1A NATIONAL DIRECTORY ASSISTANCE**

#### **6.1A.1 General**

- A. The rates set forth below apply when customers dial "1-411" and request assistance in determining telephone numbers of individuals or businesses that are located outside the "419" area code.

#### **6.1A.2 Rates and Charges**

Customer Dials "1-411"	\$0.20-\$1.90, per call
------------------------	-------------------------

## **SECTION 6. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **6.2 TOLL RESTRICTION SERVICE**

#### **6.2.1 General**

- A. Toll Restriction Service is an optional service that prevents the origination of unauthorized toll calls from a Customer's line, by means of blocking at the Company's central office.
- B. This arrangement denies all outgoing calls 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 service is available only where facilities permit.

Residential	Non-Recurring	\$6.00-\$24.00
	Monthly	\$2.00-\$ 6.00

## **SECTION 6. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **6.3 TRADITIONAL LOCAL OPERATOR SERVICE**

#### **6.3.1 Operator Assisted Charges**

- A. 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.
- B. 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.
- C. 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.
- D. The following Service Charges for operator assisted local calls apply in addition to the local dial rate applicable.
  - 1. Station-to-Station Customer dialed or operator assisted calls. Station to Station refers to calls other than person to person, calls billed collect, or to a third party number. Calls may be completed with or without operator assistance.

\$0.55-\$2.05, per call

- 2. Person-to-person operator assisted local call. These calls are completed with the assistance of an operator to a particular person, rather than a station, department, or PBX extension. The person is specified by the calling party. Calls may be billed to the calling station, collect or third party number.

\$1.50-\$5.00, per call

## **SECTION 6. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **6.3 TRADITIONAL LOCAL OPERATOR SERVICE (cont.)**

#### **6.3.1 Operator Assisted Charges (cont.)**

E. Service Charges do not apply for the following Operator Assisted Local Calls:

1. Calls to designated Company numbers for official telephone business;
2. Emergency calls to recognizable authorized civil agencies; or
3. Those cases where an operator provides assistance to:
  - a. Re-establish a call that has been interrupted after the calling number has been reached;
  - b. Reach the calling telephone number where Company-provided facility problems prevent customer dial completion; or
  - c. 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.

## **SECTION 6. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **6.4 CALL MANAGEMENT SERVICES**

#### **6.4.1 Description and Rates of Features (Residential)**

Call Management features are detailed below for residential customers available to Subscribers of basic line services. Listed below are descriptions of each service and the monthly or per call rates. Non-recurring charges are listed in Section 6.4.2.

1. Anonymous Call Rejection - \$0.95-\$4.50, per month

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 - \$0.95-\$6.00, per month

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 - \$0.95-\$5.25, per month

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 - \$2.40-\$7.20, per month

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 - \$2.00-\$6.00, per month

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

6. Calling Number Delivery (Caller ID Basic) - \$3.25-\$10.25, per month

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).

## **SECTION 6. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **6.4 CALL MANAGEMENT SERVICES (cont.)**

#### **6.4.1 Description and Rates of Features (cont.)**

7. Calling Name and Number (Caller ID Deluxe) –  
\$4.50-\$14.00, per month

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) – no charge

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 – no charge  
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 – \$0.00-\$4.00 (published subscribers only) 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)

Non-Published Listing Customers:

No charges (monthly or non-recurring) will assessed if the per line blocking is requested at the enrollment of the non-published service. A non-recurring charge of \$0-\$12.00 will be assessed if per line blocking is requested after 90 days of the enrollment of non-published service, and at the time of enrollment for all published customers.

## **SECTION 6. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **6.4 CALL MANAGEMENT SERVICES (cont.)**

#### **6.4.1 Description and Rates of Features (Cont'd)**

Non-Listed and Published Customers:  
\$0-\$12.00, non-recurring fee

**9. Call Return - \$0.71-\$1.50, per attempt - \$2.00-\$6.00, per month**

Call return allows a Customer to have a call set up performed automatically to 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 – no charge**

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 6.5.1. (8).

**11. Call Waiting - \$2.38-\$7.50, per month**

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- \$0.75-\$4.75, per month**

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

**13. Customer-Originated Trace (Call Tracing) - \$0.50-\$4.00, per each successful trace**

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.

## **SECTION 6. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **6.4 CALL MANAGEMENT SERVICES (cont.)**

#### **6.4.1 Description and Rates of Features (cont.)**

14. Preferred Call Forwarding - \$1.85-\$5.55, per month

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 - \$1.19-\$5.55, per month

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-\$18.00-\$54.00, per month

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

17. Repeat Dialing - \$0.35-\$1.10 per call or \$2.00-\$6.00 per month

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 – \$2.40-\$8.80 per month

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.

19. Selective Call Rejection – \$2.40-\$8.80 per month

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.



## **SECTION 6. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **6.4 CALL MANAGEMENT SERVICES (cont.)**

#### **6.4.1 Description and Rates of Features (cont.)**

**20. Selective Call Forwarding - \$2.40 - \$8.80 per month**

Allows customers to create a special list up to six (6) telephone numbers and a destination number through an interactive dialing sequence. By dialing \*63 from a touch-tone phone, or 1163 from a rotary dial phone, the customer activates the service. Only incoming calls from numbers appearing on the list will be forwarded to the predetermined remote station.

**21. 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.

1<sup>st</sup> Ring - \$2.00-\$11.90 per month

2<sup>nd</sup> Ring - \$1.95-\$9.85 per month

**22. Speed Calling (8) - \$0.71-\$8.30 per month**

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

**23. Speed Calling (30) - \$1.19-\$10.20 per month**

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.

**24. Three Way Calling - \$0.71-\$1.75 per use or \$1.19-\$6.00 per month**

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

**SECTION 6. MISCELLANEOUS SERVICE ARRANGEMENTS**

**6.4 CALL MANAGEMENT SERVICES (cont.)**

**6.4.2 Non-Recurring Charges for Call Management Features**

Rates below 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 listed and applied separately.)

Feature Install:	\$3.70-\$30.00
Distinctive Ring	\$9.25-\$27.75
Speed Dial 8 or 30	\$5.35-\$16.10

## **SECTION 7. CUSTOMER PROVIDED EQUIPMENT AND FACILITIES**

### **7.1 CONNECTION ON CUSTOMER PREMISE**

#### **7.1.1 General**

Terminal equipment, inside wiring and/or communications systems may be connected at the Customer's premise to facilities furnished by the Company for telecommunications services, subject to the conditions and rates set forth in this Section and as otherwise provided in these Tariffs.

#### **7.1.2 Responsibility of the Company**

- A. The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided terminal equipment, inside wiring or communications system. Telecommunications Services are not represented as adapted to the use of all types of terminal equipment or communications systems. Where terminal equipment or communication systems are used with Telecommunications Services, the responsibility of the Company shall be limited to the furnishing of service components suitable for Telecommunications Services and to the design, maintenance and operation of service components in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the terminal equipment or communications systems or for the quality of, or defects in, such transmission, (2) the reception of signals by terminal equipment or communications systems, or (3) address signaling where such signaling is performed by signaling equipment.
- B. At the Customer's request the Company will provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit terminal equipment to operate in a manner compatible with Telecommunications Services.
- C. The Company may make changes in its Telecommunications Service, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the FCC rules. If such changes can be reasonably expected to render any Customer's terminal equipment incompatible with Telecommunications Service, require modification or alteration of such premises equipment, or otherwise materially affect its use or performance, the Customer will be given adequate notice at least thirty (30) days in advance, in writing, to allow the Customer an opportunity to maintain uninterrupted service.

## **SECTION 7. CUSTOMER PROVIDED EQUIPMENT AND FACILITIES**

### **7.1 CONNECTION ON CUSTOMER PREMISE (cont.)**

#### **7.1.2 Responsibility of the Company (Cont'd)**

- D. The Company shall not be responsible to the Customer if such changes, which are not inconsistent with Part 68 of the FCC Rules and Regulations, renders the Customer-provided terminal equipment, protective circuitry, or communications systems obsolete or require modification or alteration of such equipment.

#### **7.1.3 Liability of the Company**

- A. The Company will not be responsible for any loss, damage or any impairment or failure of service arising from, or in connection with, the use of terminal equipment.
- B. The Company will not be liable for damages arising out of injuries to persons or property caused by the Customer-provided terminal equipment from voltages or currents transmitted over the facilities of the Company.

#### **7.1.4 Responsibility of the Customer**

- A. Upon request of the Company, the Customer shall give proper notice of intention to the Company when connection of terminal equipment or protective circuitry is made. The Customer also shall provide to the Company the line(s) to which such connection is to be made, the FCC Registration Number and the Ringer Equivalence of the registered terminal equipment or registered protective circuitry, so as to comply with the FCC Rules and Regulations.
- B. The operating characteristics of Customer-provided terminal equipment, inside wiring or communications systems shall be such as to not interfere with any of the services offered by the Company, and shall conform to the network protection criteria set forth in this Section. In addition, terminal equipment and facilities shall be operated within the limits set forth below:
  - 1. The safety of Company employees or the public cannot be endangered.
  - 2. Operation of the equipment and facilities cannot damage, require change in, or alteration of, the equipment or other facilities of the Company.
  - 3. No interference with the proper functioning of Company equipment or facilities.

## **SECTION 7. CUSTOMER PROVIDED EQUIPMENT AND FACILITIES**

### **7.1 CONNECTION ON CUSTOMER PREMISE (cont.)**

#### **7.1.4 Responsibility of the Customer**

4. The operation of the equipment and facilities cannot impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services.
- C. Upon suitable notification to the Customer, the Company may make such tests and inspections as may be necessary to determine that the above requirements are being fulfilled in connection with the installation, operation and maintenance of Customer-owned facilities or equipment. The Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from these requirements.
- D. Upon notice from the Company that the terminal equipment of the Customer is causing or is likely to cause hazard or interference, the Customer shall make such changes as may be necessary to remove or prevent such hazard or interference, and shall confirm in writing to the Company within ten (10) days following receipt of notice from the Company that such changes have been made. When immediate action is required to protect the Company's facilities from hazards caused by terminal equipment, the Company may immediately take such action as is necessary without prior notice to the Customer. As soon as possible after such action is taken, the Company will inform the Customer of the nature of the hazard and the type of remedial action taken. Failure of the Customer to remove the hazard or make remedial changes in the terminal equipment or to give the required written confirmation to the Company shall result in suspension of the Customer's service until such time as the Customer complies with the provisions of this Tariff.
- E. The Customer indemnifies and saves the Company harmless against claims for infringements of patents arising from combining terminal equipment used in connections with facilities of the Company.

#### **7.1.5 Connection at Hazardous or Inaccessible Locations**

Terminal equipment and facilities which serve a location which the Company considers impractical to serve because of hazard or inaccessibility may be used or connected with facilities of the Company for Telecommunications Service through connecting equipment furnished by the Company.

## **SECTION 7. CUSTOMER PROVIDED EQUIPMENT AND FACILITIES**

### **7.1 CONNECTION ON CUSTOMER PREMISE (cont.)**

#### **7.1.6 Connections of Registered Equipment**

**A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems**

Registered terminal equipment, protective circuitry, and communications systems may be directly connected at the Customer's premise to the telecommunications network, subject to Part 68 of the FCC Rules, and the provisions of this Tariff.

1. All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the FCC Rules are continually satisfied. The Company may discontinue service or impose other remedies as provided for in Part 68 for failure to comply with these provisions.

**B. Premise Wiring Associated With Registered Communications Systems**

2. Protected premise wiring requiring acceptance testing for imbalance is premise wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages to the Company's facilities.
3. Unprotected premise wiring is all other premise wiring.
  - a. Customers who intend to connect premise wiring other than fully-protected premise wiring to the telephone network shall give advance notice to the Company and comply with the procedures specified in Part 68 of the FCC Rules, or as otherwise authorized by the FCC.

## **SECTION 7. CUSTOMER PROVIDED EQUIPMENT AND FACILITIES**

### **7.1 CONNECTION ON CUSTOMER PREMISE (cont.)**

#### **7.1.6 Connections of Registered Equipment (Cont'd)**

4. The Company may invoke extraordinary procedures as specified in Part 68 of the FCC Rules where one or more of the following conditions are present:
  - a. Information provided in the installation supervisor's affidavit gives reason to believe that a violation of Part 68 is likely.
  - b. A failure has occurred during acceptance testing for imbalance; or
  - c. Harm has occurred and there is reason to believe that this harm was a result of wiring operations performed under Part 68.
5. In addition, the Company may monitor or participate in acceptance testing for imbalance, or may inspect other than fully-protected premises wiring installations as set forth in Part 68 of the FCC Rules.

#### **C. Connections Involving National Defense and Security**

In certain cases, Part 68 of the FCC Rules permits the connection of unregistered terminal equipment or communications systems to the telecommunications network, provided that the Secretary of Defense, the head of any other governmental department (having requisite FCC approval), or their authorized representative certifies in writing to the Company that:

1. The connection is required in the interest of national defense and security;
2. The equipment to be connected either complies with the technical requirements of Part 68 or will not cause harm to the telecommunications network or Company employees; and
2. The work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

## **SECTION 7. CUSTOMER PROVIDED EQUIPMENT AND FACILITIES**

### **7.2 RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS**

#### **7.2.1 General**

- A. Telecommunications Services are not represented as adapted to the recording of two-way telephone conversations. However, voice recording equipment may be directly, acoustically or inductively connected with telecommunications services consistent with state and federal regulations.
- B. The voice recording equipment shall be so arranged that, at the will of the user, it can be physically connected to and disconnected from the services of the Company or switched on and off.
- C. The Federal Communications Commission has established exceptions to these requirements in cases of recording of: calls to and from emergency numbers involving health, safety, police, public utilities and road service; calls made by the U.S. Department of Defense Emergency Command Centers and U.S. Nuclear Regulatory Commission Operations Centers; calls made from patently unlawful purposes (such as bomb threats, kidnap ransom requests and obscene telephone calls); calls made by the U.S. Secret Service concerning Presidential security; and calls made by law enforcement or intelligence authorities acting under color of law.
- D. The Telephone Company will comply with all state and federal regulations in regard to the recording of two-way telephone conversations. A copy of federal and state policies will be available at the Telephone Company's business office and may be obtained during regular business hours.



## **SECTION 7 – CUSTOMER PROVIDED EQUIPMENT AND FACILITIES**

### **7.3 SERVICE CHARGES**

#### **7.3.1 Failure of Acceptance Tests**

If the premise wiring of communications systems fails acceptance tests monitored by, or participated in by, the Company as provided in Section 68.215 of the FCC's code and/or if the wiring has caused harm to the network, the Customer shall agree to pay the Company an amount based on the costs of activities performed by its employees.

#### **7.3.2 Line Conditioning or Treatment**

Should a Customer's line require treatment or conditioning other than that which would normally be required to operate a local loop because of the connection of Customer premise equipment or transmission of data, the Customer will be required to bear the cost that exceeds normal engineering standards for local loops. The cost will be determined on an individual cost basis.

#### **7.3.3 Damages to Facilities**

Customers providing their own premises equipment shall reimburse the Company for the cost of damages or changes requested by the Customer to facilities or equipment of the Company, caused by the negligence or willful act of the Customer or resulting from improper use of Company facilities, or due to the malfunction of any facilities or equipment provided by other than the Company.

## **SECTION 8 – PRICE LIST (SPRINT)**

This Price List is Expressly Written for Customers within the Service Territory of United Telephone Company of Ohio, d/b/a Sprint

### **8.1 SERVICE CHARGES**

#### **A. Service Ordering Charges**

	<u>Business</u>	<u>Residence</u>
Initial Order	\$ 12.25	\$ 11.00
Conversion Order	\$ 12.25	\$ 11.00
Subsequent Orders	\$ 9.25	\$ 7.25
Central Office Charge	\$ 6.75	\$ 6.75
Record Order Charge	\$ 8.75	\$ 8.75
Number Change Charge	\$ 15.50	\$ 15.50

#### **B. Access Line Charge, each request**

First line	\$ 25.00	\$ 14.75
Each additional line	\$ 20.00	\$ 14.75

C. Premise Visit Charge	\$ 7.25	\$ 7.25
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#### **D. PIC Change Charge: IntraLATA and InterLATA**

Per business or residence line, trunk, or port:

Manual Process	\$ 5.50
Electronic Process	\$ 1.25

If a subscriber changes both the IntraLATA and InterLATA Presubscribed Interexchange Carrier at the same time, 50% of the otherwise applicable IntraLATA and InterLATA PIC change charges will apply.

### **8.2 RETURNED CHECK CHARGE**

<u>Business</u>	<u>Residence</u>
\$ 16.00	\$ 16.00

### **8.3 RESTORATION OF SERVICE**

	<u>Business</u>	<u>Residence</u>
A. Vacation Service		
Charge for Temporary Suspension of Service will be % of Monthly Billing for Service and Facilities Until Service is Restored	50%	50%

Issued Date: March 19, 2008

Effective Date: March 19, 2008

In Accordance with Case No. 08-263-TP-ATA,  
Issued by the Public Utilities Commission of Ohio  
Lonnie D. Pedersen, Chief Operating Officer  
2 Willipie Street, Wapakoneta, Ohio 45895

**SECTION 8 – PRICE LIST (SPRINT)**

**8.3 RESTORATION OF SERVICE, (cont'd.)**

**A. Vacation Service, (cont'd)**

**Restoration Charges When Premise Visit is Not Required**

	<u>Business</u>	<u>Residence</u>
First line	\$ 15.50	\$ 15.50
Each additional line	\$ 6.00	\$ 6.00

**Restoration Charges When Premise Visit is Required**

	<u>Business</u>	<u>Residence</u>
First line	\$ 28.25	\$ 28.25
Each additional line	\$ 6.00	\$ 6.00

**B. Suspension for Non-Payment**

**When Premise Visit is Not Required**

First Line, per occasion	\$ 30.00	\$ 30.00
Each Additional Line, per occasion	\$ 13.00	\$ 13.00

**When Premise Visit is Required, the Following Charges are in Addition to Above Charges**

First Line, per occasion	\$ 9.20	\$ 9.20
Each Additional Line, per occasion	\$ 9.20	\$ 9.20

## SECTION 8 – PRICE LIST (SPRINT)

### 8.4 LOCAL EXCHANGE BASE RATES

#### A. Monthly Flat Rates\*

##### 1. Within and Outside the Base Rate Area\*\*

	<u>Basic Business</u>	<u>Residential</u>
Schedule I	\$ 24.54	\$ 12.64
Schedule II	\$ 26.50	\$ 13.16
Schedule III	\$ 28.75	\$ 13.68
Schedule IV	\$ 30.99	\$ 14.20
Schedule V	\$ 33.09	\$ 14.73
Schedule VI	\$ 35.14	\$ 15.25
Schedule VII	\$ 37.29	\$ 15.68
Schedule VIII	\$ 39.39	\$ 16.20
Schedule IX	\$ 41.49	\$ 16.72

##### 2. Term Discounts\*\*\*

<u>Term</u>	<u>% Discount of Monthly Rate</u>
1 Year Term	0.5%
2 Year Term	1.0%

\* The flat rate service rates do not include any customer premises equipment.

\*\* The applicable zone rate below will be applicable to telephone service provided outside the base rate area in addition to appropriate line rate.

\*\*\* Term Discounts are offered to Business Service Customers only.

##### 2. Zones

	<u>Business and Residence Monthly Rate</u>		
	<u>Zone A</u>	<u>Zone B</u>	<u>Zone C</u>
On Party Line	\$ 1.14	\$ 2.61	\$ 4.99

\*\* Two-way Service

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Lonnie D. Pedersen, Chief Operating Officer  
2 Willipie Street, Wapakoneta, Ohio 45895

## **SECTION 8 – PRICE LIST (SPRINT)**

### **8.4 LOCAL EXCHANGE BASE RATES, (cont'd.)**

#### **C. Extended Local Calling Service**

##### **General**

1. Extended Local Calling Service is a measured rate service provided between specific intrastate exchanges.
2. Extended Local Calling Service will be provided to exchanges meeting the criteria for extended area service as outlined in Rule 4901:1-7 of the Ohio Administrative Code.
3. Extended Local Calling Service will be provided in lieu of one-way or two-way extended area service when ordered by the Public Utilities Commission of Ohio. All existing extended area service will continue in its present form unless discontinued by order of the Public Utilities Commission of Ohio.
4. Extended Local Calling Service is available with all classes of service.
5. The rates as specified below apply only to customer-dialed, one way sent paid calls to the extended exchange(s).

##### **Exchanges in which Service is Offered**

##### **Exchange**

##### **Exchange(s) Which Can Be Called**

##### **Service is Provided at the Following Per Minute Rates**

	<b><u>Rates, per minute</u></b>
Monday through Friday	
8 a.m. to 9 p.m.	\$ 0.045
9 p.m. to 8 a.m.	\$ 0.025
Saturday, Sunday and Holidays	\$ 0.025

**SECTION 8 – PRICE LIST (SPRINT)**

**8.4 LOCAL EXCHANGE BASE RATES, (cont'd.)**

**D. Extension Circuit**

	<u>Monthly Rate</u> <u>Each ¼ Mile Unit</u>
1. Within the Central Office Area	
Residence, each circuit	\$ 1.90

	<u>Monthly Rate</u>
2. Circuit Between Contiguous Central Office in the	
Same Exchange Area, each	\$ 24.70
Circuit Between Noncontiguous Central Offices	
In the Same Exchange Area, each	\$ 39.90

3. Zones

	<u>Business and Residence</u> <u>Monthly Rate</u>		
	<u>Zone A</u>	<u>Zone B</u>	<u>Zone C</u>
One-Party Line	\$ 1.14	\$ 2.61	\$ 4.99

Note: Zones and zone rates are applicable in all Telephone Company exchange areas except South Lebanon.

**E. Exchange Areas**

<u>Exchange</u>	<u>Schedule</u>	<u>Zones</u>
Ada	V	A, B
Bellefontaine	VI	A, B, C
Bluffton	IV	A, B, C
Elida	VII	A, B, C
Huntsville	V	A, B
Lima	VII	A, B
Marysville	V	A, B, C
Sidney	VI	A, B, C
Waynesfield	VII	A, B, C

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**SECTION 8 – PRICE LIST (SPRINT)**

**8.5 E911 SERVICE**

	<u>Business</u>	<u>Residence</u>
Monthly Recurring Charge, Per line	\$ 0.20	\$ 0.20

**8.6 DIRECTORY LISTINGS**

	<u>Residence</u>
Additional Listing, each	\$1.43
Foreign Listing, each	\$0.90
Extra Line Matter, each line	\$0.90
Non-Published	\$1.50
Non-recurring Charge (subsequent order)	\$15.50
Non-Listed	\$2.00
Non-recurring Charge (subsequent order)	\$15.50

**8.7 DIRECTORY ASSISTANCE**

	<u>Residence</u>
Customer Direct Calls	\$0.20
Via Operator	\$0.40
Monthly Allowance	(3)
Call Completion, per call	\$0.35
National Directory Assistance	\$0.95

**8.8 TOLL RESTRICTION**

	<u>Residence</u>
Monthly Recurring Charge	\$5.00

**SECTION 8 – PRICE LIST (SPRINT)**

**8.9 CUSTOM CALLING SERVICES - (per month charges, unless otherwise noted)**

**A. Basic Features**

	<u>Residence</u>
Basic Call Forwarding*#	\$1.90
Abbreviated Dialing (speed calling) - eight numbers	\$1.90
Three-Way Calling	\$1.90
Call Forward - No Answer#	\$1.19
Call Forward – Busy#	\$1.19
Call Forward - Remote Activation#	\$1.19
Call Hold	\$1.19
Wake-up	\$1.19
Subsequent Orders, non-recurring charge	\$ 10.00

\*Call Forwarding (standard or fixed) and personal alert line service cannot be provided on the same line.

# Call forwarding and fixed call forwarding cannot be provided on the same line.



# SECTION 8 – PRICE LIST (SPRINT)

## **8.9 CUSTOM CALLING SERVICES - (per month charges, unless otherwise noted), (cont.)**

### **B. Enhanced Features**

	<u>Business</u>	<u>Residence</u>
Abbreviated Dialing (speed calling) - Thirty numbers		\$3.33
Enhanced Call Waiting	\$3.52	\$2.61
Enhanced Call Forwarding#		\$2.38
Distinctive Ring (rates apply to each additional directory number excluding the primary directory number)		\$3.33
	<u>Business</u>	<u>Residence</u>
<i>Enhanced Call Waiting</i> with 2 or more features, each		\$1.90
Subsequent Orders, non-recurring charge	\$10.00	\$10.00

### **C. Other Features**

	<u>Residence</u>
Inside Wire Maintenance	\$ 4.45
Intercom Service, each line	\$ 0.71
Personal Alert Line Service, each line*	\$ 1.81
Fixed Call Forwarding, each line*#	\$ 1.90
Call Control	\$ 3.80
Call Forwarding of Call Waiting Package, (includes call forwarding, call waiting, enhanced call waiting, and call forward- no answer)	\$ 4.28
Subsequent Orders, non-recurring charge	\$ 10.00
Three-Way Calling, per use	\$ 0.71
Repeat Dialing, per use	\$ 0.71
Return Call, per use	\$ 0.71
Remote Call Forwarding	
Monthly	\$ 18.47
Non-Recurring Charge	\$ 30.00

\*Call Forwarding (standard or fixed) and personal alert line service cannot be provided on the same line.

# Call forwarding and fixed call forwarding cannot be provided on the same line.

**SECTION 8 – PRICE LIST (SPRINT)**

**8.10 CLASS CALLING SERVICE- (per month charges, unless otherwise noted)**

	<u>Business</u>	<u>Residence</u>
Return Call		\$ 4.28
Caller ID	\$ 9.50	\$ 8.08
Repeat Dialing		\$ 3.80
Selective Call Acceptance		\$ 4.28
Selective Call Rejection		\$ 4.28
Selective Call Ring		\$ 4.28
Caller ID with Name		\$ 8.08
Selective Call Forward		\$4.28
Caller ID Block, per call	No Charge	No Charge
Caller ID Block, per line	No Charge	No Charge
(with subscription to non-published telephone service or qualified origination)		
Caller ID Block, per line	\$ 1.43	\$ 1.43
(without subscription to non-published telephone service).		
Call Tracing, per successful trace	\$ 4.00	\$ 4.00
Subsequent Orders, non-recurring charge	\$ 10.00	\$ 10.00

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**SECTION 8 – PRICE LIST (SPRINT)**

**8.11 ECONO PLANS**

Rates and Charges: The following feature packages are available with the following monthly rates, for each line equipped.

	<u>Monthly Rate</u> <u>Residence</u>
1. Econo 1** Call waiting Return call Caller ID with name Call waiting ID Call Forward No Answer Call Forward Busy	\$13.30
2. Econo 2 Call waiting Three-way calling Call Forward Return Call Repeat Dialing Caller ID with name Call waiting ID Call Forward No Answer Call Forward Busy	\$16.15
3. Econo 3 Call waiting Three-way calling Call Forward Return Call Repeat Dialing Caller ID with name Call waiting options Selective call rejection Call forward – no answer Call forward – busy	\$19.00

\*\* Effective 01-12-00, Econo 1 is grandfathered. Existing customers may continue to subscribe to this package under the conditions and rates as specified in Section 8, as long as there is no change to the customer's account.

**SECTION 8 – PRICE LIST (SPRINT)**

**8.11 ECONO PLANS (cont)**

	<u>Monthly Rate</u> <u>Residence</u>
4. Econo 4 Calling	
Three-way calling	
Call Forward	
Return Call	
Caller ID with name	
Call Forward – no answer	
Call Forward – busy	\$14.25
5. Econo 5 Calling	N/A
Call Forward	
Call Forward – no answer	
Call Forward – busy	
Enhanced Call Waiting	
Caller ID with name	

**SECTION 8 – PRICE LIST (SPRINT)**

**8.12 CALL BLOCKING AND SCREENING SERVICE**

	<u>Monthly Rate</u>
A. Billed Number Screening	
Option 1 - No Collect Billing, per individual line/number	\$ 1.43
Option 2 - No Third Number Billing, per individual line/number	\$ 1.43
Option 3 - No Collect or Third Number Billing, per individual line/number	\$ 1.43
B. Originating Line Screening	
Option 1 - Originating Line Screening, per residence line	\$ 4.94
Option 2 - Originating Line Screening, per business individual line or trunk line equipment	\$ 4.94

**8.13 INTRASTATE ACCESS FEE**

	<u>Monthly Rate</u>
Residence, per line	\$4.10
Single-Line Business	\$6.00
Multi-Line Business, per line	\$8.90

**This Price List is Expressly Written for Customers within the Service Territory of Verizon.**

**A. Service Installation Charges, non-recurring**

### C. PIC Change Charge: IntraLATA and InterLATA

Per business or residence line, trunk, or port:

Manual Process	\$5.50
Electronic Process	\$1.25

If a subscriber changes both the IntraLATA and InterLATA Presubscribed Interexchange Carrier at the same time, 50% of the otherwise applicable IntraLATA and InterLATA PIC change charges will apply.

<u>Business</u>	<u>Residence</u>
\$ 16.00	\$ 16.00

Business                      Residence

#### A. Vacation Service

Charges, for the period	Allowance of One-Half the Scheduled Rate for Local Service, Mileage and Directory Listing Charges

**SECTION 9 – PRICE LIST (VERIZON)**

**9.3 RESTORATION OF SERVICE, (cont'd.)**

**B. Suspension for Non-Payment**

When Premise Visit is Not Required

	<u>Business</u>	<u>Residence</u>
First Line, per occasion	\$ 30.00	\$ 30.00
Each Additional Line, per occasion	\$ 13.00	\$ 13.00

When Premise Visit is Required, the Following Charges are in Addition to Above Charges

First Line, per occasion	\$ 9.20	\$ 9.20
Each Additional Line, per occasion	\$ 9.20	\$ 9.20

**9.4 LOCAL EXCHANGE BASE RATES**

**A. Monthly Flat Rate**

	<u>Basic Business</u>	<u>Residential</u>
Schedule I	\$ 24.88	\$ 12.38
Schedule II	\$ 25.73	\$ 12.80
Schedule III	\$ 26.61	\$ 13.23
Schedule IV	\$ 27.85	\$ 13.85
St. Mary's Exchange	\$ 27.85	\$ 13.85
Schedule V	\$ 29.09	\$ 14.47
Schedule VI	\$ 34.33	\$ 14.94

**Term Discounts\***

<u>Term</u>	<u>% Discount of Monthly Rate</u>
1 Year Term	0.5%
2 Year Term	1.0%

\*Term Discounts are offered to Business Service Customers only.

**SECTION 9 – PRICE LIST (VERIZON)**

**9.4 LOCAL EXCHANGE BASE RATES, (cont'd.)**

**B. Extended Local Calling Plan**

**General**

1. Extended Local Calling Plan is a usage sensitive rate service provided between specific intrastate exchanges.
2. This service is restricted to customer dialed station-to-station calls charged to the calling station and does not apply to operator assisted calls.
3. Customers in exchanges where Extended Local Calling Plan is offered will continue to be charged from the same basic exchange service rate schedule from which they were charged prior to the establishment of Extended Local Calling Plan.
4. The “Saturday and Sunday Only” usage rates apply on Christmas Day (December 25), New Year’s Day (January 1), Independence Day (July 4), Labor Day and Thanksgiving Day or resulting legal Holidays when Christmas, New Year’s or Independence Day legal holidays fall on dates other than December 25, January 1 and July 4<sup>th</sup> respectively.
5. Time of each call begins when the called party answers or when the caller is connected to automatic answering recording equipment. In cases where a call begins in one rate period and ends in another, the rate in effect at the time the connection is established applies.



**SECTION 9 – PRICE LIST (VERIZON)**

**9.4 LOCAL EXCHANGE BASE RATES, (cont'd.)**

**B. Extended Local Calling Plan, (cont'd.)**

Rate for Each Minute of Use

Monday through Friday: To Telephone in Designated Exchanges Within the  
Following Distance Bands

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>
a. 8 a.m. to, but not including, 9 p.m.	\$ 0.04	\$ 0.05	\$ 0.05
b. 9 p.m. to, but not including, 8 a.m.	\$ 0.02	\$ 0.03	\$ 0.03
Saturday and Sunday Only	\$ 0.02	\$ 0.03	\$ 0.03

**1.1.1.1 Extended Local Calling Plan is Provided in the Following Exchanges**

<u>Exchanges in Which Service is Offered</u>	<u>Exchanges Which Can be Called</u>	<u>Mileage From Exchange Offered</u>
New Bremen	New Knoxville	1-10 Miles
St. Mary's	Mendon	11-22 Miles
St. Mary's	New Knoxville	1-10 Miles
Tipp City	Vandalia	1-10 Miles
Tipp City	West Milton	1-10 Miles

**SECTION 9 – PRICE LIST (VERIZON)**

**9.4 LOCAL EXCHANGE BASE RATES, (cont'd.)**

**C. Usage Sensitive Service Monthly Rates\***

**General**

1. Each call to a telephone number within the customer's exchange area is charged on a usage basis. Extended area usage rates apply to calls made to certain exchanges outside the customer's exchange area. Usage charges apply on customer-dialed station-to-station calls charged to the calling party. Where operator assistance is utilized, the usage charges apply in addition to the charge for operator assistance would apply if the calling party wants the call billed to another local telephone number.

Extended area designations are determined as follows:

Where the Airline Distance Between the Customer's Serving Center Office or Exchange and the Called <u>Central Office or Exchange is: *</u>	<u>Extended Area Designation</u>
1 – 10 miles	1
11 – 22 miles	2
Over 22 miles	3

2. Service charges in Section 10.1 of this Price List apply for installing, moving, and change Usage Sensitive Service. However, the servicing charges do not apply to customers changing this service from flat rate to Usage Sensitive Service, or vice versa, during the six month period immediately following:
  - a.) the institution of Usage Sensitive Service in an exchange, or
  - b.) the customer's establishment of flat rate service in an exchange where Usage Sensitive Service is offered.
  - i This waivering of the service charges is limited to one occurrence per customer.

**SECTION 9 – PRICE LIST (VERIZON)**

**9.4 LOCAL EXCHANGE BASE RATES, (cont'd.)**

**C. Usage Sensitive Service Monthly Rates, (cont'd.)**

**General, (cont'd.)**

3. Timing of each call begins when the called party answers or when the caller is connected to automatic answering or recording equipment. In cases where a call begins in one rate period and ends in another, the rate in effect at the time the connection is established applies.
4. The "Saturday and Sunday Only" call connection and minute of use rates apply on Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day and Thanksgiving Day or resulting legal Holidays when Christmas, New Year's or Independence Day legal holidays fall on dates on than December 25, January 1 and July 4<sup>th</sup> respectively.
5. Itemized billing of local call details for Usage Sensitive Service can be provided to customers upon request where such details are available and facilities permit and must be requested at least 30 days prior to the month in which the customer wants the local call details.

	<u>Monthly Rates</u>	<u>Servicing Charges</u>
a.) Monthly Itemized Billing, per account telephone number	\$ 1.50	*
b.) Each Page Printed	--	\$ 0.10

The Company will provide, without charge, a future one month detailed billing of usage where a bonafide dispute arises between a subscriber and the company that cannot be resolved. Otherwise, the Company will charge the rates listed above plus the Subsequent Service Order charge.

6. Usage Sensitive Service is optional to all customers in the exchanges listed below.
  7. All exchange service access lines on a premises must be either Usage Sensitive Service lines or Flat Rate service lines. No mixing of flat rate and USS is permitted on the same premises.
- \* The Subsequent Service Ordering Charge in Section 10.1 of this Price List applies when initiating a customer request for itemized billing detail.

**SECTION 9 – PRICE LIST (VERIZON)**

**9.4 LOCAL EXCHANGE BASE RATES, (cont'd.)**

**C. Usage Sensitive Service Monthly Rates, (cont'd.)**

**Flat Monthly Rates**

	<u>Basic Business</u>	<u>Residential</u>
Schedule I	\$ 14.86	\$ 7.43
Schedule II	\$ 15.35	\$ 7.68
Schedule III	\$ 15.90	\$ 7.94
Schedule IV	\$ 16.76	\$ 8.31
Schedule V	\$ 17.72	\$ 8.68
Schedule VI	\$ 22.89	\$ 10.01

\* Zone Rates as listed below apply if the customer is located outside the Base Rate Area of their exchange.

**Call Connection Rates, each completed call**

Monday through Friday:	To Telephone Numbers Within <u>Same Exchange</u>	To Telephone Numbers in Extended Areas:		
		1	2	3
c. 8 a.m. to, but not including, 9 p.m.	\$ 0.02	\$ 0.05	\$ 0.06	\$ 0.08
d. 9 p.m. to, but not including, 8 a.m.	\$ 0.01	\$ 0.025	\$ 0.03	\$ 0.04
Saturday and Sunday Only	\$ 0.01	\$ 0.025	\$ 0.03	\$ 0.04

**Note:** Call Connection rates do not apply to calls placed to the Telephone Company Business Office, Directory Assistance or Repair Service, or emergency services.

**SECTION 9 – PRICE LIST (VERIZON)**

**9.4 LOCAL EXCHANGE BASE RATES, (cont'd.)**

**C. Usage Sensitive Service Monthly Rates, (cont'd.)**

Minutes of Use Rates, each completed call

Monday through Friday:	To Telephone Numbers Within Same Exchange	To Telephone Numbers in Extended Areas:		
		1	2	3
c. 8 a.m. to, but not including, 9 p.m.	\$ 0.01	\$ 0.02	\$ 0.03	\$ 0.04
d. 9 p.m. to, but not including, 8 a.m.	\$ 0.005	\$ 0.01	\$ .015	\$ 0.02
Saturday and Sunday Only	\$ 0.005	\$ 0.01	\$ .015	\$ 0.02

Note: Minutes of Use rates do not apply to calls placed to the Telephone Company Business Office, Directory Assistance or Repair Service, or emergency services.

**Operator Assistance for Local Messages**

A special service charge applies for operator assistance on local calls. This service charge is in addition to the other usage rates for Usage Sensitive Service.

**Rate Per Call**

\$ 0.50

**Zone Rates**

<u>Grade of Service</u>	<u>Zone Rate Area A</u>	<u>Zone Rate Area B</u>	<u>Zone Rate Area C</u>
Individual Line	\$ 1.08	\$ 2.15	\$ 3.25

**SECTION 9 – PRICE LIST (VERIZON)**

**9.4 LOCAL EXCHANGE BASE RATES, (cont'd.)**

**C. Usage Sensitive Service Monthly Rates, (cont'd.)**

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Minster	Maria Stein	1
	New Bremen	1
New Bremen	Minster	1
	St. Marys	1
St. Marys	Celina	1
	New Bremen	1
Tipp City	Christiansburg	2
	Dayton	2
	New Carlisle	1
	Troy	1
	West Milton	1

**D. Exchange Areas**

<u>Exchange</u>	<u>Schedule</u>
Minster	II
New Bremen	III
St. Marys	IV
Tipp City	VI

**SECTION 9 – PRICE LIST (VERIZON)**

**9.5 E911 SERVICE**

	<u>Business</u>	<u>Residence</u>
Monthly Recurring Charge, Per line	\$ 0.24	\$ 0.24

**9.6 DIRECTORY LISTINGS**

	<u>Residence</u>
Additional Listing, each	\$ 1.66
Foreign Listing, each	\$ 1.66
Non-Published, each line	\$ 1.90
Emergency Non-Published, each line*	\$ 2.14
Optional Relay*	\$ 0.81
Family Listings, each group of three (3) or less*	\$ 1.90
each group of four (4) or more*	\$ 2.14

\*Available in Verizon service territory only

Service Charges in Section 10.1 of this Price List Apply in the Following Situations:

1. The service charge applies if a customer establishes a non-published telephone number in connection with the establishment of a new service or when there is no change in telephone number.
2. To change from one non-published number to another non-published telephone number and
3. To change from a non-published telephone number to a published telephone number.

**9.7 DIRECTORY ASSISTANCE**

	<u>Residence</u>
Customer Direct Calls	\$ 0.55
Via Operator	\$ 0.55
Monthly Local Directory Assistance Allowance	(3)
Call Completion, per call	\$ 0.35
Busy Line Verification*	\$ 0.55

\*The charge is not applicable if the operator finds that the line verified is in a trouble condition.

**SECTION 9 – PRICE LIST (VERIZON)**

**9.8 TOLL RESTRICTION**

	<u>Monthly Rate</u>	<u>Installation Charge**</u>
A. Option 1* - Restricts any Direct Dialed One Plus (1+) or Direct Dialed International (011+) Call. Calls to 800 Service (1+800+XXX-XXXX) are the Only One Plus (1+) Calls that will not be Restricted.		
Residence, per line equipped	\$ 4.00	\$ 12.00
B. Option 2 – 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	\$ 4.00	\$ 12.00

\* Includes Originating Line Screening, which allows outgoing intraLATA toll calls to be charged to the called telephone, a third number, or a credit card account.

\*\* 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.



**SECTION 9 – PRICE LIST (VERIZON)**

**9.9 CUSTOM CALLING SERVICES - (per month charges, unless otherwise noted)**

**Basic Features**

	<u>Business</u>	<u>Residential</u>
Basic Call Forward, each line		\$ 0.71
Three-Way Calling, each line		\$ 2.61
Speed Calling – Eight Numbers, each line		\$ 0.71
Call Waiting, each line	\$ 2.38	\$ 2.38
Cancel Call Waiting, each line		\$ 0.95
Call Forward Busy – Fixed, each line		\$ 0.95
Call Forward		
- No Answer – Fixed, each line		\$ 0.95
- Busy/No Answer Fixed, each line		\$ 1.19
- Busy/No Answer Variable, each line		\$ 2.85

**Enhanced Features**

	<u>Business</u>	<u>Residential</u>
Speed Calling – Thirty Numbers, each line		\$ 1.19
Distinctive Ringing, each line		\$ 5.70
Automatic Busy Redial, each line		\$ 4.75
Automatic Busy Redial, per use		\$ 0.71
Automatic Call Return, each line		\$ 4.75
Automatic Call Return, per use		\$ 0.71
VIP Alert, each line		\$ 2.85
Call Block, each line		\$ 2.85
Enhanced Call Forward, each line		\$ 4.75
Enhanced Call Acceptance, each line		\$ 2.85
Caller ID – Number, per line		\$ 6.65
Complete Blocking, per line	\$ 1.90*	\$ 1.90*
Selective Blocking, per call	-	-
Call Tracing Service	**	**
Anonymous Call Rejection, per line		\$ 0.95
Caller ID – Number with Anonymous Call Block, per line		\$ 6.65
Caller ID – Name and Number w/ Anonymous Call Block, per line		\$ 7.55

\* A subsequent service ordering charge as shown in Section 9.1 of this Price List, is applicable to the installation of this service. The charge will be waived during the first ninety (90) days following the date of availability of the service.

\*\* Charges for Call Tracing Service are assessed on a per use basis. A per activation rate of \$4.00 is applicable to business and residence service.

**SECTION 9 – PRICE LIST (VERIZON)**

**9.9 CUSTOM CALLING SERVICES - (per month charges, unless otherwise noted), (cont'd.)**

**A. Flexible Packaging**

Flexible Packaging provides a 45% discount to Residence Customers subscribing to four or more custom calling services as listed below. If total number of subscribed services is less than four, the discount will not apply. Flexible Packing is available to single line Residence Customers only.\*

Automatic Busy Redial	Distinctive Ring
Automatic Call Return	Enhanced Call Acceptance
Call Block	Enhanced Call Forwarding
Call Forward	Speed Calling - Eight
Call Waiting	Speed Call – Thirty
Caller ID – Name and Number	Three Way Calling
Caller ID – Number	VIP Alert
Caller ID – Name and Number with Anonymous Call Block	
Caller ID – Number with Anonymous Call Block	

\* Anonymous Call Block, as a stand-alone service, and Cancel Call Waiting are not included toward the discount threshold. Their rates, however, will be discounted if the threshold quantity of three is met.

**SECTION 9 – PRICE LIST (VERIZON)**

**9.9 CUSTOM CALLING SERVICES, (cont'd)**

**B. Call Blocking and Screening Service**

**Billed Number and Screening Service**

<b>Billed Number Screening</b>	<b><u>Monthly Rate</u></b>	<b><u>Nonrecurring Charge</u></b>
<b>Option 1 – No Collect or Third Number Billing</b>		
Per line screened		
1 to 49 lines	\$ 1.90	*
Over 49 lines	\$ 0.95	*
<b>Option 2 - No Third Number Billing</b>		
Per line screened		
1 to 49 lines	\$ 1.90	*
Over 49 lines	\$ 0.95	*
<b>Option 3 - No Collect Billing</b>		
Per line screened		
1 to 49 lines	\$ 1.90	*
Over 49 lines	\$ 0.95	*

\* A Subsequent Service Order charge applies as shown in Section 9.1 of this Price List. No installation charges apply for this service when ordered on an Initial Service Order.

**SECTION 9 – PRICE LIST (VERIZON)**

**9.9 CUSTOM CALLING SERVICES, (cont'd)**

**B. Call Blocking and Screening Service, (cont'd.)**

<u>Originating Line Screening</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
Residence, Per Line Equipped	\$ 3.80	\$ 12.00
Business, Per Line Equipped	\$ 5.70	\$ 12.00

**900/976 Services Call Blocking Service:**

The Subsequent Service Order Charge as set forth in Section 10.1 of this Price List is applicable to the initial line blocked per occasion for Business Customers and per subsequent occasion for Residence and Business Customers. Each additional line blocked at the same time is subject to the following charge:

	<u>Nonrecurring Charge</u>
Residence Service Call Blocking Per Subsequent Request, each additional line	\$ 5.00
Business Service Call Blocking Per Subsequent Request, each additional line	\$ 5.00

**SECTION 9 – PRICE LIST (VERIZON)**

**9.10 INTRASTATE ACCESS FEE**

	<b>Monthly Rate</b>
Residence, per line	\$1.25
Business, per line	\$3.00

**Exhibit C**  
**Case No. 08-263-TP-ATA**

**TSC Communications, Inc.**  
**PUCO No. 1**  
**Narrative of Tariff Changes**

<b>Page(s)</b>	<b>Section</b>	<b>Comments</b>
1-6	Table of Contents	Revised to reflect new & Added website reference for Service Catalogs on new Page 1
9	Definitions	Deleted Business Service
13	Definitions	Deleted High Capacity Circuit (Hi Cap)
14	Definitions	Deleted Interexchange Private Line
15	Definitions	Deleted Key Equipment, Key System Line & Key Telephone Set
18	Definitions	Deleted Long Distance Message Telecom Service
19	Definitions	Deleted Private Branch Exchange
19	Definitions	Deleted Private Branch Exchange Line
19	Definitions	Deleted Private Branch Exchange Trunks
20	Definitions	Deleted Private Line
23	Definitions	Deleted Tie Line
23	Definitions	Deleted Toll Message, Toll Rate & Toll Service
23	Definitions	Deleted Trunk Line
26	2.1.6	Added MTSS Compliance Text & References
26	2.1.7	Added Limitation of Liability Language
27	2.2.2C	Revised O.A.C. reference and deleted Section 12 reference
30	2.3.3B	Deleted reference to Section 10
31	2.3.5A.1	Deleted word "business"
31	2.3.5A.2	Deleted word "business"
31	2.3.5B	Deleted Application of Business Rates
34	2.4.4B	Revised MTSS reference and deleted Section 12 reference
35	2.5.1A	Revised MTSS reference
36-39	2.5.1	Deleted Blank Pages
38A	2.5.1B	Revised MTSS references
41-43	2.6.2A,C,D	Revised MTSS reference and deleted Section 12 reference
42-44	2.6.3C, D, E, F, G	Revised Applicant or Customer Deposit section. Added new Deposit Language
45	2.6.4A	Revised MTSS reference
46	2.6.4	Deleted Blank Page
47	2.6.4E	Revised Late Payment Charges & moved to new Pg 43
48, 49, 50	2.6.6, 2.6.7D, 2.7.1	Revised MTSS reference and deleted Section 12 reference
52	3.2.1.C	Revised Business Hours
56	3.4.1	Added Termination Charge language
57	4.1.2	Revised End User Access & E911 references
58, 60-71	4.1.3	Deleted Blank Pages & condensed section
71A	4.1.3.1	Deleted St. Marys Exchange Local Calling Area Map
72	4.1.4	Deleted Direct Inward Dial Trunks (DID)
72	4.1.4	Deleted Trunk Hunting
74	4.3	Deleted "Future Use" page

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<b>Pages(s)</b>	<b>Section</b>	<b>Comments</b>
74	4.4	Revised E911 Service to Section 4.3 (Section 4.3 was previously deleted)
77	5.1.5B	Revised reference from Section 5.3 to Section 3.3
77	5.1.6A	Revised MTSS reference and deleted Section 12 reference
78	5.1.7.A	Deleted Business Charges
79	6.11, 6.11.1 & 6.11.2	Revised National Directory Assistance Section to 6.1A, 6.1A.1 & 6.1A.2
80	6.2.1.I	Deleted references regarding business
83	6.4.1	Revised reference for Non-recurring chgs to Section 6.4.2
87	6.4.1	Added Selective Call Forwarding & re-numbered section
87	6.4.1	Deleted DID & Direct Outward Dial for PBX Systems
88	6.4.2	Deleted Discounts for Multiple Features
88	6.4.2	Deleted Advanced Features that qualify for discount
88	6.4.4	Revised numbering to 6.4.2 after deletions
88A	6A	Deleted Blank Page
88B	6B	Deleted Foreign Exchange Service
96-111A	Section 8	Deleted Private Line Telephone Service (Sprint) Section
111B-111Z.30	Section 8.A	Deleted Private Line Telephone Service (Verizon) Section & revised sequence of new section
112-153L	Section 9	Revised Price List (Sprint) Section to Section 8 after deletion & revised sequence of new section
112	9.3A	Deleted PBX/Key System Percentage
115	9.4A, B	Deleted PBX/Key System Rates
116	9.4B	Deleted Blank Page
118	9.4C	Deleted Exchange Info that no longer applies
119	9.4D	Deleted Expanded Local Calling Plan
119	9.4E	Revised Extension Circuit to Section 8.4D
119	9.4E	Deleted Centrex, Extension Signal & Tie Line Monthly Rates
120	9.4E3	Deleted Trunk Line, Centrex, Key & PBX
122	9.5A, B	Deleted Direct Inward Dial Trunks
122	9.6	Deleted "Future Use" page
122-153L	9.7-9.20	Revised numbering due to deletion of 9.5 & 9.6
123	9.9	Deleted PBX Trunk Line Allowance
123	9.8, 9.9, 9.10	Deleted Business Charges
124-125	9.11.A, B, C	Deleted Business Charges
126, 126A, 126B	9.12 & 9.12.1	Deleted Business Centrex Charges
128-132A	9.14	Deleted Private Line Rates and Charges
133	9.15	Deleted Network Access
134	9.16	Deleted ISDN
134-138	9.16.1	Deleted Reserved for Future Use pages

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**Case No. 08-263-TP-ATA**

**TSC Communications, Inc.**  
**PUCO No. 1**  
**Narrative of Tariff Changes**

<b>Pages(s)</b>	<b>Section</b>	<b>Comments</b>
139-144	9.16.2	Deleted ISDN – PRI
145-147	9.16.3	Deleted TSC Link Service
148-153	9.17	Deleted Centrex
153	9.18	Revised Intrastate Access Fee to new Section 8.
153A	9.19	Deleted Rotary Line Service
153B-153L	9.20	Deleted Digital Capable Loop Service
154-224B	Section 10	Revised Price List (Verizon) Section to Section 9 after deletion
155	10.4A	Deleted PBX/Key Base Rates
160	10.4C	Deleted PBX/Key Base Rates
162-164	10.4	Combined pages Local Exchange Base Rates to eliminate blank spaces
165	10.4D	Deleted Extension Circuit
165	10.4E	Revised Exchange Area due to deletion of 10.D
166-167	10.5	Deleted DID Trunks
167	10.6	Deleted "Future Use" page
167	10.7	Revised E911 Service due to deletion of 10.5 & 10.6
168-169	10.8, 10.9 & 10.10	Deleted Business Rates
170	10.11	Deleted Business Rates
171	10.11.B	Deleted Choice Pac
171-173	10.11.B-D	Revised sequence of lettering after deletion of 10.11.B
173	10.11C	Deleted Trunk, Per Trunk Equipped Rates & Centrex Service Call Blocking Charge
173A	10.11.D	Deleted Business Pack Services
174-184	10.12	Deleted Private Line Rates and Charges—Special Access
185-196	10.13	Deleted Digital Channel Services II
197	10.14	Deleted Network Access Service
198-211	10.15	Deleted ISDN Service
212-224	10.16	Deleted Centrex
224A	10.17	Revised Intrastate Access Fee to new Section 9.10 after deletions
224B	10.18	Deleted Rotary Line Service
225-287A	Section 11	Deleted Price List (St. Marys) Section
288-308	Section 12	Deleted MTSS Section



## **Exhibit D**

TSC Communications, Inc. has posted on its website, [www.telserco.com](http://www.telserco.com), the Competitive Telecommunications Services Guide which contains all rates, terms, and conditions for all detariff services. In addition, the Company will include via a bill message on March 1, 2008, a customer notice explaining the detariffing procedure. A copy of that notice is included as Exhibit E of this filing.

## **Exhibit E**

## Customer Notice

Beginning on March 19, 2008 the prices, service descriptions, and the terms and conditions for certain telecommunication services that you are provided by TSC will no longer be on file at the Public Utilities Commission of Ohio (PUCO).

Below is a general description of the services affected.

### Dial Tone Services:

- Four (4) or more Access Lines
- PBX Trunk Lines
- Centrex Access Lines

### Miscellaneous Services:

- Dedicated/Private Line
- Direct Inward Dialing (DID)
- Centrex
- ISDN PRI
- Automatic Call Distribution (ACD)
- All Non-recurring charges for four (4) or more Access Lines

### Calling Services

- Certain Advanced Calling Features
- Certain Custom Calling Features
- All Calling Feature Packages

### Directory Services

- Directory Listings
- Directory Assistance

### Toll/Long Distance Services:

- TSC LD Direct Dial
- TSC LD Toll Free 800
- TSC LD Calling Card

This modification does not automatically result in a change in the prices, terms, or conditions of those services to which you currently subscribe. TSC must still provide a customer notice at least fifteen days in advance of rate increases, changes in terms and conditions and discontinuance of existing services. Additionally, you will be able to view the company's future service offerings on line at [www.telserco.com](http://www.telserco.com) or you can request a copy of this information by contacting TSC at 2 Willipie Street, Wapakoneta, Ohio or 419-739-2200 or 419-300-2300.

Since these services will no longer be on file with the Commission, this means that the agreement reached between the customer and the company, instead of the document on

file at the PUCO, will now control new services or changes in service. This agreement, whether it is verbal or written, will still be subject to consumer protections required and enforced by the PUCO.

For any new services or changes in service, it will be important that you carefully review and confirm the prices, terms and conditions.

If you have any questions about this matter, please call TSC at 419-739-2200 or 419-300-2300 or visit us at [www.telserco.com](http://www.telserco.com). You may also visit the consumer information page on the PUCO's website at [puco.ohio.gov](http://puco.ohio.gov) for further information.

## **Exhibit F**

CUSTOMER NOTICE AFFIDAVIT

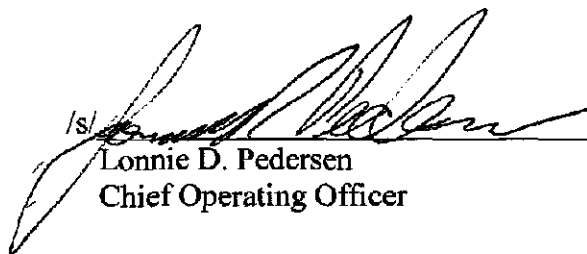
STATE OF: OHIO

COUNTY OF: AUGLAIZE

AFFIDAVIT

I, Lonnie D. Pedersen, am an authorized agent of the applicant corporation, TSC Communications, Inc., and am authorized to make this statement on its behalf. I attest that customer notices accompanying this affidavit were sent to affected customers via bill message on March 1, 2008, in accordance with Rule 4901:1-6-16, Ohio Administrative Code. I declare under penalty of perjury that the foregoing is true and correct.

Executed on March 18, 2008 at Wapakoneta, Ohio.

/s/  3/18/08  
Lonnie D. Pedersen Date  
Chief Operating Officer

Subscribed and sworn to before this March 18, 2008  
(Date)

  
Notary Public  
My Commission Expires:

**KIMBERLY R. SIMMERS**  
**NOTARY PUBLIC, STATE OF OHIO**  
**My Commission Expires April 27, 2010**