

**The Public Utilities Commission of Ohio**  
**TELECOMMUNICATIONS APPLICATION FORM for**  
**DETARIFFING AND RELATED ACTIONS**

**Per the Commission's 09/19/07 "Implementation Order" in Case No. 06-1345-TP-ORD**  
**(Effective: 10/01/2007 through 04/01/2008)**

In the Matter of the Application of CenturyTel of Ohio, Inc. )  
 )  
 to Detariff Certain Tier 2 Services and make other changes )  
 related to the Implementation of Case No. 06-1345-TP-ORD )

TRF Docket No. 90-50-10-TP-TRF

Case No. 08 - 401 - TP - ATA

NOTE: Unless you have reserved a Case No. leave the "Case No." fields BLANK.

Name of Registrant(s) CenturyTel of Ohio, Inc.

DBA(s) of Registrant(s) CenturyTel

Address of Registrant(s) PO Box 4065, Monroe, LA 71211

Company Web Address centurytel.com

Regulatory Contact Person(s) Vickie Norris

Phone 614-221-5354 Fax 614-221-5227

Regulatory Contact Person's Email Address Vickie.Norris@CenturyTel.com

Contact Person for Annual Report Ted Hankins

Phone 318-388-9416

Address (if different from above) \_\_\_\_\_

Consumer Contact Information Donna Powell

Phone 318-340-5351

Address (if different from above) \_\_\_\_\_

**Part I – Tariffs**

**Please indicate the Carrier Type and the reason for submitting this form by checking the boxes below.**

NOTE: All cases are ATA process cases, tariffs are effective the day they are filed, and remain in effect unless the Commission acts to suspend.

<b>Carrier Type</b>	<input checked="" type="checkbox"/> ILEC	<input type="checkbox"/> CLEC	<input type="checkbox"/> CTS
Business Tier 2 Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residential & Business Toll Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Changes required by Rule (Describe in detail in Exhibit C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Part II – Exhibits**

**Note that the following exhibits are required for all filings using this form.**

Included	Identified As:	Description of Required Exhibit:
<input checked="" type="checkbox"/>	Exhibit A	The existing affected tariff pages.
<input checked="" type="checkbox"/>	Exhibit B	The proposed revised tariff pages.
<input checked="" type="checkbox"/>	Exhibit C	Matrix or narrative summarizing all changes proposed in the application, and/or other information intended to assist Staff in the review of the Application.
<input checked="" type="checkbox"/>	Exhibit D	Explanation of how the Applicant intends to comply with Rule 4901:1-6-05(G)(3) regarding disclosure of rates, terms, and conditions for detariffed services, including: <ul style="list-style-type: none"> <li>citation to the appropriate Web Page if any, in accordance with rule 4901:1-6-05(G)(4), and/or</li> <li>copy of other materials and publications to be used to comply with 4901:1-6-05(G)(3).</li> </ul>
<input checked="" type="checkbox"/>	Exhibit E	One-time customer notice of detariffing and related changes consistent with rule 4901:1-06-16(B) , including where customers may find the information regarding such services as required by rule 4901:1-6-05(G)(3).
<input checked="" type="checkbox"/>	Exhibit F	Affidavit that the Customer Notice described in Exhibit C has been sent to Customers.

**Part III. – Attestation**

**Registrant hereby attests to its compliance with pertinent entries and orders issued by the Commission.**

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**AFFIDAVIT**

***Compliance with Commission Rules and Service Standards***

I am an officer/agent of the applicant corporation, CenturyTel of Ohio, Inc., and am authorized to make this statement on its behalf.  
(Name)

I attest that these tariffs comply with all applicable rules, including the Minimum Telephone Service Standards (MTSS) Pursuant to Chapter 4901:1-5 OAC for the state of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules, including the Minimum Telephone Service Standards, as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the state of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on (Date) April 2, 2008 at (Location) 17 South High Street, Suite 600, Columbus, OH 43215

\*(Signature and Title) /s/ Vickie Norris

(Date) April 2, 2008

- *This affidavit is required for every tariff-affecting filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.*

---

**VERIFICATION**

I, Vickie Norris

verify that I have utilized the Telecommunications Application Form for Detariffing and Related Actions provided by the Commission and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.

\*(Signature and Title) /s/ Vickie Norris, Director, Government Relations

(Date) April 2, 2008

\*Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.

***Send your completed Application Form, including all required attachments as well as the required number of copies, to:***

**Public Utilities Commission of Ohio  
Attention: Docketing Division  
180 East Broad Street, Columbus, OH 43215-3793**

***Or***

***Make such filing electronically as directed in Case No 06-900-AU-WVR***

CenturyTel of Ohio, Inc.

## EXHIBIT A

Current Tariff

CenturyTel of Ohio, Inc.

Original Title Sheet

CenturyTel of Ohio, Inc.

EXCHANGE RATE TARIFF

Applying in all exchanges of the Company

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Issued: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission of Ohio, dated May 12, 1999

Effective: May 14, 1999

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

Exhibit B

CenturyTel of Ohio, Inc. Check Sheet

5th Revised Sheet 1  
Cancels 4th Revised Sheet 1

CHECK SHEET

This tariff contains the pages listed below, each of which is effective as of the date shown thereon.

<u>SECTION</u>	<u>PAGE</u>	<u>REVISION</u>
	Title	Original
	Check Sheet 1	5th Revised*
	Check Sheet 2	1st Revised
1	Index A	1st Revised
1	Index B	2nd Revised
1	Index C	Original
1	1	1st Revised
1	2	2nd Revised
1	3	3rd Revised*
1	3.1	Original*
1	4	Original
1	5	Original
1	6	Original
1	7	Original
1	8	Original
1	9	Original
1	10	Original
1	11	Original
1	12	1st Revised
1	12.1	Original
1	13	Original
1	14	2nd Revised
1	15	2nd Revised
1	16	2nd Revised
1	17	Original
1	18	1st Revised
1	19	Original
1	20	Original
1	21	Original
1	22	Original
1	23	Original
1	24	1st Revised
1	25	1st Revised
1	26	Original
1	27	Original
1	28	Original
1	29	Original
1	30	Original
1	31	Original
1	32	Original
1	33	Original
1	34	Original
1	35	Original

Issued: February 22, 2008

Effective: February 22, 2008

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

Check Sheet  
1st Revised Sheet 2  
Cancels Original Sheet 2

CHECK SHEET

This tariff contains the pages listed below, each of which is effective as of the date shown thereon.

SECTION	PAGE	<u>REVISION</u>
1	36	1st Revised*
1	37	1st Revised*
1	38	1st Revised*
1	39	Original
1	40	1st Revised*
1	41	Original
1	42	1st Revised*

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Issued: March 1, 2004

By:

Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT  
issued by the Public Utilities Commission of Ohio, dated February 26, 2004.

Effective: March 2, 2004

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc..

SECTION 1  
1st Revised Index A  
Cancels Original Index A

BASIC LOCAL EXCHANGE SERVICE

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	Individual Line, 4th or more	Tier 2	1
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	Individual Line, 2nd or 3rd	Tier 1 Non Core	2
	Individual Line, 4th or more	Tier 2	2
	Church Line, Initial	Tier 1 Core	2
	Church Line, 2nd or 3rd	Tier 1 Non Core	2
	Church Line, 4th or more	Tier 2	2
	Key System Trunk	Tier 1 Non core	2
	PBX Trunk	Tier 1 Non core	2
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	Local Network Usage		
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	2nd, or 3rd Line	Tier 1 Non Core	2
	Peak, 4th Line or more	Tier 2	2
	Off Peak, Initial Line	Tier 1	
	2nd, or 3rd Line	Tier 1 Non Core	2
	Off Peak, 4th Line or more	Tier 2	2
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	Per System charge	Tier 1 Non Core	3
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Issued: March 1, 2004

Effective: March 2, 2004

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT  
issued by the Public Utilities Commission of Ohio, dated February 26, 2004.

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
2nd Revised Index B  
Cancels 1st Revised Index B

BASIC LOCAL EXCHANGE SERVICE

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Issued: May 21, 2007

Effective: May 21, 2007

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 07-607-TP-ZTA  
issued by the Public Utilities Commission of Ohio, dated May 21, 2007.



EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc..

SECTION 1  
Original Index C

BASIC LOCAL EXCHANGE SERVICE

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Issued: March 1, 2004

Effective: March 2, 2004

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT  
issued by the Public Utilities Commission of Ohio, dated February 26, 2004.

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
1st Revised Sheet No. 1  
Cancels Original Sheet No. 1

BASIC LOCAL EXCHANGE SERVICE

1.1 GENERAL

1.1.1 Local Exchange Service

- a. The Company furnished local exchange service (only metropolitan - local - area service, as defined in Section 1 of its P.U.C.O. No. 12, General Customer Services Tariff) in the following exchange areas: Avon Lake, Avon, Lorain, Amherst, Vermilion and Birmingham.
- b. Maps of those areas appear in Section 1.3 of this tariff.
- c. Each exchange service customer is entitled and enabled to make and receive calls on a local message basis (i.e., without the application of toll charges) as follows:
  - (1) to make calls to all stations in all exchange areas of the Company; and
  - (2) to receive calls from all customer stations in exchange areas of the Company.

1.1.2 General Customer Services Tariff Governs Services

All services provided for by this tariff are subject to, and governed by, the Company's Tariff P.U.C.O. No. 12, General Customer Services Tariff, as it now exists, or as it may be revised, added to or supplemented. In addition, see P.U.C.O. No. 12 for definitions of Tier Classifications. (N)

1.2 MONTHLY LOCAL EXCHANGE SERVICE RATES

1.2.1 Application of Rates

The following rates apply to all grades of main station local exchange service furnished in all exchanges by the Company. For all other rates, see the General Customer Services Tariff.

1.2.2 Rates  
Local Exchange Service <sup>(1)</sup>

	<u>Current</u> <u>Monthly Rate</u>	<u>Maximum</u> <u>Monthly Rate</u>	<u>Classification</u> <sup>(2)</sup>	
a. RESIDENTIAL				
Individual Line, Initial Line	\$12.55	\$12.55	Tier 1 Core	(C)
Individual Line, 2nd or 3rd Line	\$12.55	\$25.10	Tier 1 Non Core	
Individual Line, 4th Line or more	\$12.55	-	Tier 2	(C)

(1) All rates are for access lines only.

(2) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

Issued: March 1, 2004

Effective: March 2, 2004

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT  
issued by the Public Utilities Commission of Ohio, dated February 26, 2004.

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
2nd Revised Sheet No. 2  
Cancels 1st Revised Sheet No. 2

BASIC LOCAL EXCHANGE SERVICE

1.2 MONTHLY LOCAL EXCHANGE SERVICE RATES (Continued)

1.2.2 Rates (Continued)

Local Exchange Service <sup>(1)</sup>		Current Monthly Rate	Maximum Monthly Rate	Classification <sup>(5)</sup>	(C)
b.	BUSINESS	Rate	Rate		
	Individual Line, Initial Line	\$32.00	\$32.00	Tier 1 Core	
	Individual Line, 2nd or 3rd Line	32.00	64.00	Tier 1 Non Core	
	Individual Line, 4th Line or more	32.00	-	Tier 2	
	Church Line, Initial Line	12.55	12.55	Tier 1 Core	
	Church Line, 2nd or 3rd Line	12.55	25.10	Tier 1 Non Core	
	Church Line, 4th Line or more	12.55	-	Tier 2	
	Key System Trunk, <sup>(4)</sup>	47.45	94.90	Tier 1 Non Core	
	PBX Trunk, <sup>(4)</sup>	52.75	105.50	Tier 1 Non Core	
	Centrex Option I <sup>(2)(4)</sup>	9.50 <sup>(3)</sup>	19.00	Tier 1 Non Core	

Local Network Usage - Applicable to Centrex Lines (Option I)

(1)		Current Rate Rate	Maximum Rate	Classification <sup>(5)</sup>	(C)
	Per Originating Minute of Use				
	Peak Hours (8:00 AM to 6:00 PM)				
	1st, 2nd, or 3rd Line	\$ .0150	\$ .03	Tier 1 Non Core	
	4th Line or more	.0150	-	Tier 2	
	Off Peak Hours (6:00 PM to 8:00 AM)				
	1st, 2nd, or 3rd Line	.0100	.02	Tier 1 Non Core	
	4th Line or more	.0100	-	Tier 2	
	Intercom calls between lines in a Centrex group are not subject to local usage charges.				

<sup>(1)</sup> All rates are for access lines only.

<sup>(2)</sup> This rate includes Touch Calling.

<sup>(3)</sup> In addition to the Centrex line rate, usage charges as shown in 1.3.2.h.a. apply.

<sup>(4)</sup> Century Digital Centrex Service may be provided in association with B1/Key or PBX trunks; however, Century Digital Centrex Service terminating on a Key or PBX system will be charged at the applicable Key or PBX trunk rate.

<sup>(5)</sup> Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

Issued: March 1, 2004

Effective: March 2, 2004

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT  
issued by the Public Utilities Commission of Ohio, dated February 26, 2004.

CenturyTel of Ohio, Inc. SECTION 1

3rd Revised Sheet No. 3  
Cancels 2nd Revised Sheet No. 3

BASIC LOCAL EXCHANGE SERVICE

1.2 MONTHLY LOCAL EXCHANGE SERVICE RATES (Continued)

1.2.2 Rates (Continued)

c. Centrex Option II <sup>(1)(2)</sup>

Current Rates

	<u>Monthly Rate</u>	<u>24 Months</u>	<u>36 Months</u>	<u>48 Months</u>	<u>60 Months</u>	<u>Classification</u>	(C)
Per System Charge	\$30.00	\$28.20	\$26.40	\$24.60	\$22.80	Tier 2	(C)
Per Line Charge	\$21.00	\$19.75	\$18.50	\$17.20	\$15.95	Tier 2	(C)

(D)

(D)

d. Hunting

(N)

1. Line Hunting Service provides a feature where a group of telephone numbers are linked together so that if any one number in the group is busy when called, subsequent numbers are searched until an idle telephone number is connected.
2. When a hunt number is dialed, the Central Office equipment will connect the call to that line. If that line/trunk is busy, the Central Office equipment hunts for the first available idle line/trunk in sequence behind that line/trunk. When the first idle line/trunk is found, the call rings through on that line/trunk.
3. The Central Office will continue hunting through the sequence until it has searched through the entire group.
4. Should all of the lines/trunks in that group be busy, the Central Office equipment will return a busy signal to the caller.
5. This offering is for terminal line/trunk hunting. Customized hunting may be provided when technically feasible and the proper equipment is available.
6. When the hunt feature is to be added to lines/trunks, and no other service order related work is being performed on that line/trunk, then service order charges will apply.

Rates

1. Service charges apply as follows:

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>	<u>Classification</u>	(N)
Line/Trunk Hunting, per Line/Trunk	\$2.00	\$5.00	Tier 2	(N)

(1)

This rate includes Touch Calling

(2)

Century Digital Centrex Service may be provided in association with B1/Key or PBX trunks; however, Century Digital Centrex Service terminating on a Key or PBX system will be charged at the applicable Key or PBX trunk rate.

(D)

(D)

BASIC LOCAL EXCHANGE SERVICE

1.2 MONTHLY LOCAL EXCHANGE SERVICE RATES (Continued)

1.2.3 Service Contracts and Line Termination Plans

(M)

- a. The customer may choose to pay for flat rate Centrex service on a month-to-month basis or under a service contract plan. A month-to-month customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect.
- b. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.
- c. Subsequent line additions/deletions to the original service contract period are stipulated as follows:
  1. Subsequent additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.
  2. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in paragraph 1.2.3.d. below. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.

(M)

(M)Material moved from Sheet 3.

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 4

BASIC LOCAL EXCHANGE SERVICE

1.2 MONTHLY LOCAL EXCHANGE SERVICE RATES (Continued)

1.2.3 Service Contracts and Line Termination Plans (Continued)

d. Termination Liabilities shall be treated as follows:

1. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.
2. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:
  - (a) Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or
  - (b) Pay termination charges as described in 1.2.3.d.1. above on the number of Centrex station lines disconnected.

e. Reduction/waiver of service establishment charges may be offered as follows:

At the Telephone Company's discretion, non-recurring installation charges and/or service establishment charges may be reduced or waived during promotional campaigns and/or as a part of customer negotiations.

f. Customers who subscribe to Centrex for more than 20 lines may, at the Telephone Company's discretion, be offered customer specific pricing on a contract basis. The rate will be offered in writing to the customer for acceptance. An individual service agreement will specify the length of the contract period and the applicable rates. With the exception of the customer specific rates, all other rates, charges, and regulations specified herein shall continue to apply.

---

Issued: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission of Ohio, dated May 12, 1999

Effective: May 14, 1999

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 5

BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

- 1.3.1 Lorain Exchange  
(233, 240, 244, 245, 246, 277, 282, 288, 960, 203, 204, 949)

Maps are on file with the Commission.

---

Issued: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission of Ohio, dated May 12, 1999

Effective: May 14, 1999

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 6

BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

1.3.2 Avon Exchange  
(934, 937)

Maps are on file with the Commission.

---

Issued: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission of Ohio, dated May 12, 1999

Effective: May 14, 1999



EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 7

BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

1.3.3 Avon Lake Exchange  
(930, 933)

Maps are on file with the Commission.

---

Issued: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission of Ohio, dated May 12, 1999

Effective: May 14, 1999

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 8

BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

1.3.4 Amherst Exchange  
(984, 985, 986, 988)

Maps are on file with the Commission.

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Issued: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission of Ohio, dated May 12, 1999

Effective: May 14, 1999

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 9

BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

1.3.5 Vermilion Exchange  
(967)

Maps are on file with the Commission.

---

Issued: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission of Ohio, dated May 12, 1999

Effective: May 14, 1999

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 10

BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

1.3.6 Birmingham Exchange  
(965)

Maps are on file with the Commission.

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Issued: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission of Ohio, dated May 12, 1999

Effective: May 14, 1999

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 11

BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL CALLING SERVICE (ELCS)

1.4.1 General

- a. Extended Local Calling Service is a four-element measured rate service provided between specific intrastate exchanges.
- b. Extended Local Calling Service is a local service offering; therefore, any stimulation to calling volumes between exchanges that occurs after its implementation may not be used as a basis for requests for any type of flat rate toll alternative.
- c. Extended Local Calling Service is a service provided in addition to local exchange service as specified in Section 1.2 of this tariff.
- d. Extended Local Calling Service is restricted to customer-dialed, station-to-station, sent paid calls to the extended exchange(s) and does not apply to operator-assisted calls.
- e. The effective date of this offering is contingent upon availability of facilities and equipment from the manufacturer.

1.4.2 Availability

- a. Extended Local Calling Service, the rules, regulations, rates and charges for which are set out in 1.3.1 preceding and 1.3.3 following, is available only in those specific exchanges as ordered by the Public Utilities Commission of Ohio, and the rates and charges are not applicable beyond a fifty-five mile radius of originating exchanges.
- b. Extended Local Calling Service will be provided in lieu of flat-rate extended local calling when so ordered by the Public Utilities Commission of Ohio.
- c. All extended area service existing prior to the establishment of this tariff will continue unless discontinued by order of the Public Utilities Commission of Ohio.
- d. Extended Local Calling Service is provided upon request and in the following exchanges:

<u>Exchange(s) In Which Service is Offered</u>	<u>Exchange(s) Which Can Be Called</u>	<u>Mileage From Exchange Offered</u>
Lorain	Elyria	7.95
Avon	Elyria	6.65
Avon Lake	Elyria	10.83
Amherst	Elyria	6.80
Birmingham	Elyria	12.76
Vermilion	Elyria	13.90
Lorain	Oberlin	12.10
Avon Lake	Cleveland	18.00
Avon Lake	Trinity	7.91

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P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
1st Revised Sheet No. 12  
Cancels Original Sheet No. 12

BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL CALLING SERVICE (ELCS) (Continued)

1.4.3 RATES

(C)

CURRENT RATES

a. Implementation of Extended Local Calling Service in an exchange will not affect the monthly rate, as indicated in Section 1.2 of this tariff for local exchange service.

b. Extended Local Calling Service is available upon request and is provided at the following rates:

(1) Initial Minute Rate

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

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification</u>	(C)
(a) 8 AM to, but not including 9 PM	\$ .13	\$ .15	\$ .16	Tier 1 Core	
(b) 9 PM to, but not including 8 AM	\$ .07	\$ .08	\$ .09	Tier 1 Core	
(c) Saturday, Sunday and Holidays	\$ .07	\$ .08	\$ .09	Tier 1 Core	(C)

(2) Rate for Each Additional Minute

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

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification<sup>(1)</sup></u>	(C)
(a) 8 AM to, but not including 9 PM	\$ .045	\$ .07	\$ .08	Tier 1 Core	
(b) 9 PM to, but not including 8 AM	\$ .035	\$ .06	\$ .07	Tier 1 Core	
(c) Saturday, Sunday and Holidays	\$ .030	\$ .06	\$ .07	Tier 1 Core	(C)

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By:

Glen F. Post, III, President and Chief Executive Officer

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 12.1

BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL CALLING SERVICE (ELCS) (Continued)

1.4.3 RATES  
b. (continued)

MAXIMUM RATES

(3) Initial Minute Rate

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

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification</u>	(C)
(a) 8 AM to, but not including 9 PM	\$ .13	\$ .15	\$ .16	Tier 1 Core	
(b) 9 PM to, but not including 8 AM	\$ .07	\$ .08	\$ .09	Tier 1 Core	
(c) Saturday, Sunday and Holidays	\$ .07	\$ .08	\$ .09	Tier 1 Core	(C)

(4) Rate for Each Additional Minute

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

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification</u>	(C)
(a) 8 AM to, but not including 9 PM	\$ .045	\$ .07	\$ .08	Tier 1 Core	
(b) 9 PM to, but not including 8 AM	\$ .035	\$ .06	\$ .07	Tier 1 Core	
(c) Saturday, Sunday and Holidays	\$ .030	\$ .06	\$ .07	Tier 1 Core	(C)

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 13

BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL EXCHANGE SERVICE (ELCS) (Continued)

1.4.3 Rates (Continued)

- c. Charges for calls made where Extended Local Calling Service has been implemented, whether between exchanges of the Company or to exchanges of other telephone companies, are based upon four measured elements, e.g., frequency (the total number of outgoing completed calls), the distance and duration of each call and the time of day each call is originated, subject to the following:

(1) Distance

The charges for calls vary based on the airline distance (i.e., rate mileage) between the rate centers of the central offices serving the originating and terminating points of the call. These airline distances are determined in the same manner as message toll rate distances.

(2) Duration

- (a) Initial minute rates are for connections of one minute, or any fraction thereof.
- (b) Additional minute rates are for each additional minute, or any fraction thereof, that the connection continues beyond the initial minute.
- (c) Chargeable time is started when the called party answers or when the caller is connected to automatic answering recording equipment.
- (d) Chargeable time ends when the calling station "hangs up" thereby releasing the network connection is released by automatic timing equipment in the telephone network.
- (e) Chargeable time does not include time lost because of faults or defects in the service.

(3) Time of Day

- (a) Holiday 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, July 4, respectively.
- (b) 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 to the entire message.

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

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SECTION 1  
2nd Revised Sheet No. 14  
Cancels 1st Revised Sheet No. 14

BASIC LOCAL EXCHANGE SERVICE

(D)

(D)

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BASIC LOCAL EXCHANGE SERVICE

(D)

(D)

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BASIC LOCAL EXCHANGE SERVICE

(D)

(D)

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CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 17

BASIC LOCAL EXCHANGE SERVICE

1.6 COMMUNITY CALLING SERVICE

1.6.1 Description of Service

Community Calling Service is an optional service which affords one-way customer dialed calling to specified exchange areas within Ohio, without the application of message toll rates.

1.6.2 Availability of Service

Community Calling Service is furnished in the exchange areas set forth below, to the exchanges indicated:

Exchanges in Which  
Community Calling  
Service is Offered

Exchanges to Which Calls May Be Made

Avon  
Avon Lake

Berea  
Cleveland  
North Royalton  
Olmsted Falls

Strongsville  
Trinity  
Victory

1.6.3 Regulations

- a. Community Calling Service is provided only to individual-line business, residence, and church customers.
- b. Calls may be placed only from the customer's station bearing the telephone number for which the customer is billed for Community Calling Service. Such calls shall be dialed directly by the customer. If a call is operator handled, the applicable message toll rate will apply.
- c. Community Calling Service is provided with a one-month minimum service period.
- d. Limitations of Service
  - (1) Community Calling Service is offered subject to the availability of the message toll facilities required to render such service and the capacity thereof. In case of a shortage of facilities, the rendition of message toll telephone service shall take precedence.
  - (2) Community Calling Service will not be furnished with Foreign Exchange Service.

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CenturyTel of Ohio, Inc.

SECTION 1  
1st Revised Sheet No. 18  
Cancels Original Sheet No. 18

BASIC LOCAL EXCHANGE SERVICE

1.6 COMMUNITY CALLING SERVICE (Continued)

1.6.3 Regulations (Continued)

- e. The Company's "General Regulations," as published in its General Customer Services Tariff, apply, to the extent pertinent, to community calling service.

1.6.4 Rates

a. Application of Rates

The rates set forth apply in all exchanges in which Community Calling Service is offered. Rates are applied upon a per-line basis for the first 60 minutes, and for each additional 6 minutes or fraction thereof, of use per month. When the service is furnished to a customer on two or more lines at a given premises, the initial time period will be the product of 60 minutes multiplied by the number of lines, and the additional period will be the sum of the accumulated measured times in excess of that product.

- b. Monthly rates (in addition to those for individual-line business, residence, or church service as provided in the Exchange Rate Tariff, per line, are:

<u>Customer's Exchange Area</u>	<u>First 60 Minutes Per Month Per Line</u>		<u>Each Additional 6 Minutes or Fraction Thereof, Business, Residence and Church Service</u>		<u>Classification</u>	(C)
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>		
Avon	\$ 6.00	\$ 4.00	\$ .40	\$ .40	Tier 2	(C)
Avon Lake	\$ 6.00	\$ 4.00	\$ .40	\$ .40	Tier 2	

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CenturyTel of Ohio, Inc.

SECTION 1  
1st Revised Sheet No. 19  
Cancels Original Sheet No. 19

BASIC LOCAL EXCHANGE SERVICE

1.7 ADVANCED DIGITAL SERVICE  
Primary Rate Interface (PRI)

1.7.1 General Description

- a. Advanced Digital Service-PRI is a digital service that provides access from a customer premises to the Company's circuit switched voice and circuit switched data via a 1.544 Mbps central office termination and a 1.544 Mbps channel to the customer's premises. ISDN-PRI and other local services are offered on an end user basis. Use of such services for transmitting interexchange traffic that does not either originate or terminate at the customer premises is prohibited.

(N)  
|  
(N)

The channel may be a DS1 or other suitable facility. The rates and charges for the channel and multiplexing, where applicable, are in addition to those for the Advanced Digital Service-PRI termination.

- b. Advanced Digital Service-PRI is provided in base capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23 B+D). The "D" channel is used for out of band signaling and control of the "B" channels. Where technology permits, "D" channels can be shared by additional Advanced Digital Service-PRI's for the same customer. "B" channels can be dedicated to either circuit switched data (CSD) or circuit switched voice (CSV) services, or they may alternate these service types by using the Call-by-Call feature as described in 1.6.3.b following.
- c. Advanced Digital Service PRI National Integrated Services Digital Network (ISDN) Standards - PRI provides for the following ISDN Lines:

PRI lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. PRI lines utilize Customer-Provided Equipment that is standard and as such is not dependent on the type of serving Central Office switch.

1.7.2 Definitions

- a. "B" Channel - (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched data and circuit switched voice.
- b. "D" Channel - (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control information.
- c. Out of Band Signaling - is a signaling that is separated from the channel carrying the circuit switched data and voice services.

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P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 20

BASIC LOCAL EXCHANGE SERVICE

1.7 ADVANCED DIGITAL SERVICE (Continued)  
Primary Rate Interface (PRI)

1.7.3 Standard Features for Circuit Switched Data and Voice Services

- a. Caller Number Identification - allows the caller's number, if not blocked, to be displayed on compatible CPE when an incoming call is received, including calls made to Direct Inward Dialing (DID) Service telephone numbers.
- b. Call-By-Call - allows the circuit switched data and voice services enabled over the Advanced Digital Service-PRI to share "B" channels and arrange them as a single trunk group. This allows incoming and outgoing voice and Circuit Switched Data calls to utilize "B" channels on a call by call basis. Without this feature, each service type, circuit switched data or voice, must have a dedicated "B" channel.
- c. Clear Channel Capability - is a characteristic of the transmission paths on the "B" channels for ADS-PRI service that allows the full bandwidth on each "B" channel, 64 Kbps, to be available to the customer. However, depending on the telecommunications network configuration, customer information may be transmitted at either 56 Kbps or 64 Kbps.
- d. "D" Channel Control of Multiple ADS-PRI Lines - provides the capability for a single "D" channel to provide the signaling and control information for several ADS-PRI's. This arrangement allows the twenty-fourth channel on one or more ADS-PRI's to be available for incoming or outgoing voice and circuit switched data.
- e. Dedicated Trunk Groups - allow all 23 "B" channels (24 where technology permits) to be used as stand alone trunk groups. Each "B" channel is capable of handling incoming or outgoing voice and circuit switched data.
- f. Direct Inward Dialing (DID) - permits incoming dialed calls from the exchange network to reach a specific number served by the customer premises equipment without the assistance of an attendant or otherwise provides for unique identification of the call based on digits sent to the customer premises equipment by the Central Office. ADS-PRI will outpulse digits to the customer premises equipment which can further process the calls as desired.
- g. Equal Access - allows the customer to preselect an interexchange carrier for each trunk group enabled for circuit switched data and voice services.

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CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 21

BASIC LOCAL EXCHANGE SERVICE

1.7 ADVANCED DIGITAL SERVICE (Continued)  
Primary Rate Interface (PRI)

1.7.4 Optional Features For Circuit Switched Data and Voice Services

- a. Call-By-Call for FX - allows Foreign Exchange calls to be directed to and originated from ADS-PRI "B" Channels. This provides Call-by-Call Service selection for incoming and outgoing Circuit Switched and Private Facility services.
- b. Call-By-Call for Tie Lines - allows Tie Line calls to be directed to and originated from ADS-PRI "B" Channels. This provides Call-by-Call Service selection for incoming and outgoing Circuit Switched and Private Facility services.
- c. "D" Channel Backup - provides for a backup "D" channel for a failed "D" channel. This arrangement can be used where multiple ADS-PRI's share a single "D" channel. A predetermined channel on another ADS-PRI automatically takes over the signaling and control functions for circuit switched data and voice calls.
- d. Network Ring Again - enables station users whose Digital PBX is connected to a Central Office by ADS-PRI to complete calls to a busy station line in another system without redialing. The system may be in the same or a different Central Office.
- e. Network Name Display - allows the name of a station user calling over ADS-PRI to be forwarded for display on a properly equipped customer-provided set. The terminating system may be in the same or a different Central Office.
- f. System Intercommunication Service - is an arrangement that allows the ADS-PRI "B" channel(s) to connect to a Centrex System or to another ADS-PRI that is located in the same Central Office. This optional feature is only available on per "B" Channel Circuit for Switched Data/Voice.

1.7.5 Regulations

a. Provision of Service

ADS-PRI is provided at the option of the Company and can only be provided from digital Central Offices equipped and programmed to provide such service.

The availability, functionality and capabilities of ADS-PRI features may vary by serving Central Office.

Except as specified in e. following for Government Entity, ADS-PRI shall not be used for any purpose for which any consideration is rendered to pay any party other than the Company.

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 22

BASIC LOCAL EXCHANGE SERVICE

1.7 ADVANCED DIGITAL SERVICE (Continued)  
Primary Rate Interface (PRI)

1.7.5 Regulations (Continued)

b. Advanced Digital Service Primary Rate Interface Specifications

All customer-provided equipment used to interface with ADS-PRI is required to conform with Technical Reference Specifications as used by the Company.

c. Payment for Service

1. Monthly or Contract

ADS-PRI is offered under a monthly plan or a contractual basis commencing on the date service is established.

2. Temporary Suspension of Service

Temporary Suspension of Service is not offered with ADS-PRI.

d. Cancellation of Service Prior to Establishment of Service

1. In the event that ADS-PRI is terminated by the customer prior to completion of the customer's contract period, a termination charge will be paid by the customer to the Telephone Company for the unexpired portion of the applicable contract period. The applicable termination charge will be developed by the Telephone Company and billed to the customer based on the formula and criteria specified below:

(a) If the customer elects a 12, 36 or 60 month contract and terminates the contract prior to the expiration of the applicable contract period, the termination charge shall be equal to the applicable monthly rate specified in 1.6.7 Charges and Rates times the number of ADS-PRI lines initially in service, times the number of months in the unexpired portion of the applicable contract period.

(b) In addition to the termination charges specified above, the customer shall also be liable for any unpaid and deferred system and line installation charges.

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 23

BASIC LOCAL EXCHANGE SERVICE

1.7 ADVANCED DIGITAL SERVICE (Continued)  
Primary Rate Interface (PRI)

1.7.5 Regulations (Continued)

d. Cancellation of Service Prior to Establishment of Service (Continued)

2. In the event a customer initiates cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

e. Government Entity

Any Government Entity may authorize any other government entity to use its ADS-PRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred non-recurring charges and monthly rates.

1.7.6 Application of Charges and Rates

- a. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariff.

The channel may be a DS1 or other suitable facility. The rates and charges for the channel and multiplexing, where applicable, are in addition to those for the Advanced Digital Service-PRI termination

- b. Circuit Switched Voice calls will be subject to Extended Community Calling Local Message charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this tariff, if applicable.
- c. Circuit Switched Data calls will be subject to Local Usage sensitive rates based on minutes of use, for local and Extended Community Calling Service or Long Distance Telecommunications Service charges as specified elsewhere in this tariff.

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EXCHANGE RATE TARIFF  
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CenturyTel of Ohio, Inc.

SECTION 1  
1st Revised Sheet No. 24  
Cancels Original Sheet No. 24

BASIC LOCAL EXCHANGE SERVICE

1.7 ADVANCED DIGITAL SERVICE (Continued)  
Primary Rate Interface (PRI)

1.7.7. Charges and Rates

	<u>Install Charge</u>	<u>Monthly Charge</u>	<u>12-Month</u>	<u>36-Month</u>	<u>60-Month</u>	<u>Classification</u>	(C)
a. ADS-PRI Access Line each	\$1,700.00	\$510.00	\$500.00	\$490.00	\$480.00	Tier 2	
b .Optional							
(1) "D" Channel Backup, each	\$ 200.00	\$120.00	\$115.00	\$110.00	\$105.00	Tier 2	
(2) System Inter- communication Service							
Per "B" Channel Switched Data/Voice	\$ 150.00	\$ 35.00				Tier 2	
(3) Call-By-Call for FX, each	\$ 75.00	\$ 25.00				Tier 2	
(4) Call-By-Call for Tie Lines each	\$ 75.00	\$ 25.00				Tier 2	
(5) Network Ring Again							
Per ADS-PRI Equipped	\$ 300.00	\$ 75.00	\$ 72.50	\$ 70.00	\$ 67.50	Tier 2	
(6) Network Name Display							
Per ADS-PRI	\$ 300.00	\$ 75.00	\$ 72.50	\$ 70.00	\$ 67.50	Tier 2	(C)

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 24A

Advanced Digital Service

Addendum to Schedule of Primary Rate Interface (PRI) Rates

Promotional Offering for Advanced Digital Service

1. Tariff Reference: 1.7.7a.
2. Name of Service: Primary Rate Interface (PRI)
3. CenturyTel will reduce its installation charges of \$1,700.00 to \$700.00 for a one year contract, \$500.00 for a three year contract and \$350.00 for a five year contract during the promotion.
4. This promotion will be offered from February 23, 2005 through May 23, 2005.

(N)

(N)

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SECTION 1  
1st Revised Sheet No. 25  
Cancels Original Sheet No. 25

BASIC LOCAL EXCHANGE SERVICE

1.7 ADVANCED DIGITAL SERVICE (Continued)  
Primary Rate Interface (PRI)

1.7.7. Charges and Rates (Continued)

	<u>Install Charge</u>	<u>Monthly Charge</u>	<u>12-Month</u>	<u>36-Month</u>	<u>60-Month</u>	<u>Classification</u>
b. Optional (Continued)						
7. Additions, Deletions, Rearrangements and Changes of one or more trunks to existing trunk groups Per Interface, Per Occasion, Per Trunk Group	\$50.00					Tier 2
8. Circuit Switched Data Local Usage Per Minute -		\$.02				Tier 2

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CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 26

BASIC LOCAL EXCHANGE SERVICE

1.8 ADVANCED DIGITAL SERVICE  
Basic Rate Interface (BRI)

1.8.1. General Description

- a. Advanced Digital Service Basic Rate Interface is a Single Line Exchange Service that provides access to Circuit Switched Voice Service and Circuit Switched Data Service.
- b. ADS-BRI consists of Central Office facilities, including the outside plant facilities, extended from the Company's switching equipment to the customer's premises.
- c. For customers requesting ADS-BRI in a Foreign Serving Office, rates found in Section 9.1.2 of this tariff apply in addition to ADS rates.
- d. ADS-BRI utilizes an ADS basic rate interface that provides for two 64 Kbps "B" channels and one 16 Kbps "D" channel (2B+D).
- e. BRI provides for the following Integrated Services Digital Network (ISDN) Lines:  
  
BRI lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. BRI lines utilize Customer-Provided Equipment that is standard and as such is not dependent on the type serving Central Office switch.

1.8.2. Service Descriptions

- a. Circuit Switched Voice Service per "B" Channel  
  
Circuit Switched Voice Service provides the ability to originate and receive circuit switched voice calls over the 64 Kbps "B" channel.
  - (1) Standard Circuit Switched Voice Service Features
    - (a) Analog Line Pickups - an arrangement that allows analog lines to have a line appearance on a customer-provided Key Line set. This arrangement is limited to analog lines that are terminated in the same Central Office switch. This feature may limit the use of other features and/or functionality on the analog line.
    - (b) Call Hold - allows the user to hold one call for any length of time provided neither party goes on-hook. With a call on Call Hold, the station user holding the call can place another call.

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 27

BASIC LOCAL EXCHANGE SERVICE

1.8 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.8.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

1. Standard Circuit Switched Voice Service Features (Continued)

- (c) Call Transfer Individual - All Calls - this feature allows a station user to contact a third party while on a call, establish a three-way conversation and then drop off allowing the two other parties to remain connected.
- (d) Call Number Display - the called number is displayed on compatible customer premises equipment when an outgoing call is placed.
- (e) Caller ID - provides for the display of the incoming telephone number on a Customer-provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating Central Office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.
- (f) Denied Origination - allows call terminations, but prevents the origination of a call.
- (g) Denied Termination - allows call originations, but prevents the termination of a call.
- (h) Hunting - Incoming calls to a busy line appearance are redirected to a predetermined telephone number to search for a line on which to complete the call. This may be another circuit switched voice channel, another ADS station or an analog line. The types of hunting are limited to sequential, circular and multiline. This feature may impact the use of Shared Call Appearance and Multiple Call Appearance in certain serving Central Offices.
- (i) Sequential - each line of the hunt group has its own unique directory number. Hunting starts at the number dialed and ends at the last number in

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SECTION 1  
Original Sheet No. 28

BASIC LOCAL EXCHANGE SERVICE

1.8 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.8.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(1) Standard Circuit Switched Voice Service Features (Continued)

(h) Continued

(ii) Circular - each line of the hunt group has its own unique directory number. All lines in the hunt group will hunt regardless of which number was dialed.

(iii) Multiline - only a pilot number is associated with a Multiline Hunt Group. Hunting starts at the pilot directory number and ends at the last line in a sequential fashion.

(i) Multiple Call Appearances - provides up to four appearances of the station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access (see Additional Multiple Call Appearance for applications that require more than four call appearances on the same device.) This feature may impact the use of Shared Call Appearance in certain Central Offices.

(j) Shared Call Appearance - provides the capability to terminate telephone numbers from one ADS station to another. These numbers will be configured in a Single Call Arrangement (SCA). SCA allows only one set to be active (either originating or terminating) on the Shared Call Appearance at any given time. Manual Exclusion capabilities are available in this arrangement.

(k) Three Way Conference Calling - permits the customer to add a third party to an established connection without the aid of an operator. The quality of transmission on three-way calls may vary depending on the distance and routing necessary to complete the call.

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EXCHANGE RATE TARIFF  
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CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 29

BASIC LOCAL EXCHANGE SERVICE

1.8 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.8.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features

- (a) Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even though no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.
- (b) Additional Multiple Call Appearances - provides additional call appearances, beyond the initial four appearances of a station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network and/or may originate unique dial tone for additional outgoing access.
- (c) Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.
- (d) Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.
- (e) Call Forwarding - Variable - provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO NO. 12 tariff.

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CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 30

BASIC LOCAL EXCHANGE SERVICE

1.8 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.8.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features (Continued)

- (f) Call Return - enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can then dial a code to request the network to place the call.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty (30) minutes, both the calling and the called lines are checked periodically for availability to complete the call. If, during the queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will be placed automatically.

Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

- (g) Intercom Calling - allows a voice user to be able to call another voice user within the electronic key telephone service (EKTS) intercom group without affecting the busy/idle status of any of the directory numbers (DNs) of the calling voice user. Intercom groups can consist of just one other voice user, requiring no intercom address, can consist of two to ten voice users, requiring a one-digit intercom address, or can consist of two to one hundred voice users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that one voice user can dial another by simply hitting the intercom button and then dialing no digits, one or two digits respectively.

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EXCHANGE RATE TARIFF  
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CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 31

BASIC LOCAL EXCHANGE SERVICE

1.8 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.8.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features (Continued)

- (h) Message Waiting Indicator - provides the ability to indicate to the ADS station user that they have a voice or electronic message waiting at their Message Storage and Retrieval (MSR) System. The Message Waiting Indicator may be used to present either a visual or audible signal to the user as determined by the customer's equipment.
- (i) Repeat Dialing - when activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up and a queuing process begins. For the next thirty (30) minutes, both the calling and called lines are checked periodically for availability to complete the call. If, during the queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone the call will be placed automatically.

Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

- (j) Secondary Telephone Number - provides an additional telephone number and one call appearance which is not physically terminated, but exists in the programming of circuit switched voice. The additional directory number, while not terminated on a dedicated facility, may be accessed from the network, and may originate unique outgoing dial tone from one instrument that has another directory number as its primary directory number.

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SECTION 1  
Original Sheet No. 32

BASIC LOCAL EXCHANGE SERVICE

1.8 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.8.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features (Continued)

- (k) Station-Controlled Conference (6 Port) allows a station user to establish a conference call consisting of a maximum of six conferees, including the originator of the call.
- (l) Speed Calling - permits the customer to establish a group of eight or thirty separate seven or ten digit telephone numbers which she/he may then call by keying abbreviated codes rather the complete telephone numbers. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

b. Circuit Switched Data Service Per "B" Channel

Provides the ability to originate and receive circuit switched data calls over the 64 Kbps "B" channel. Data line speeds up to 64 Kbps are permitted. Circuit switched data calls will be usage sensitive based on minutes of use or Long Distance Message Telecommunications charges.

(1) Standard Circuit Switched Data Service Features

- (a) Caller ID - provides for the display of the incoming telephone number on a Customer-provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating Central Office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.
- (b) Clear Channel Capability - is provided since all signaling and control functions are handled by the "D" Channel. This allows up to 64 Kbps on each "B" Channel to be used for customer information over the ADS-BRI access line. Calls may be either 56 or 64 Kbps depending on the network capabilities in place between ADS-BRI access line and the distant end of the call.

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SECTION 1  
Original Sheet No. 33

BASIC LOCAL EXCHANGE SERVICE

1.8 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.8.2. Service Descriptions (Continued)

b. Circuit Switched Data Service Per "B" Channel (Continued)

(1) Standard Circuit Switched Data Service Features (Continued)

- (c) Denied Origination - allows call terminations, but prevents the origination of a call.
- (d) Denied Termination - allows call originations, but prevents the termination of a call.
- (e) Hunt Group for Shared Data Access - provides the automatic search of a group of shared ports to find an available port in response to a connection request. The types of hunting are limited to Sequential, Multiline and Circular.

(2) Optional Circuit Switched Data Service Features

- (a) Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even though no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.
- (b) Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.
- (c) Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

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SECTION 1  
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BASIC LOCAL EXCHANGE SERVICE

1.8 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.8.2. Service Descriptions (Continued)

b. Circuit Switched Data Service Per "B" Channel (Continued)

(2) Optional Circuit Switched Data Service Features (Continued)

- (d) Call Forwarding - Variable - provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

c. Alternate Circuit Switched Voice Service/Circuit Switched Data Service Per "B" Channel

Alternate Circuit Switched Voice Service/Circuit Switched Data Service provides the ability to originate and receive either Circuit Switched Voice calls or Circuit Switched Data calls over a single "B" channel but not simultaneously. This arrangement is available where technology permits. Circuit Switched Data calls will be usage sensitive based on minutes of use or Long Distance Message Telecommunications charges.

The Standard and Optional features that are applicable to Circuit Switched Voice Service and Circuit Switched Data Service are also applicable to this service.

1.8.3. Regulations

a. Provision of Service

- (1) ADS-BRI is provided at the option of the Telephone Company and is furnished subject to Central Office switching capacity and the availability of outside plant facilities.

Where facilities are not available or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure or to contract for services beyond the normal service term or both (These rates and charges will be determined on an individual case basis)

Distance Extension Charges as set forth in Section 1.9.5. of this tariff will apply to customers who are within the serving central office and who are located more than 18,000 feet (cable route) from the central office.

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CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 35

BASIC LOCAL EXCHANGE SERVICE

1.8 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.8.3 Regulations (Continued)

a. Provision of Service (Continued)

- (2) Where available, a maximum of 8 services, two of which may be "B" channel services, are permitted for each ADS-BRI line.
- (3) The availability, functionality and capabilities of the ADS-BRI features may vary by type of serving Central Office switch.

b. Directory Listings

The Telephone Company will furnish without charge one primary directory listing for each ADS-BRI line. Additional listings may be provided as specified for Additional Listing Service in Section 6 of the Company's PUCO No. 12 tariff.

c. Transmission Specifications

An ADS-BRI line consists of non-loaded two-wire facility.

The standard transmission parameters for an ADS-BRI line consists of a maximum of 40dB loop loss at a 40 KHz test tone terminated into a 135 ohm impedance.

d. Interface Specifications for Customer-Provided Equipment (CPE)

All customer-provided equipment used to interface with ADS-BRI is required to conform with Technical Reference Specifications as used by the Telephone Company.

e. Payment for Service

- (1) Monthly or Contract

ADS-BRI is offered under a monthly plan.

- (2) Temporary Suspension of Service

Temporary Suspension of Service is not offered with ADS-BRI.

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SECTION 1  
1st Revised Sheet No. 36  
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BASIC LOCAL EXCHANGE SERVICE

1.8 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.8.3. Regulations (Continued)

f. Cancellation of Service Prior to Establishment of Service

- (1) In the event a customer initiates cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

g. Government Entity

Any Government Entity may authorize any other government entity to use its ADS-BRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred non-recurring charges and monthly rates.

1.8.4. Application of Charges and Rates

- a. Circuit Switched Voice calls will be subject to Extended Community Calling Local Messages charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this tariff, if applicable.
- b. Circuit Switched Data calls will be subject to usage sensitive rates based on minutes of use for local and Extended Community Calling or Long Distance Telecommunications Service charges as specified elsewhere in this tariff.

1.8.5. Charges and Rates

The following charges and rates are in addition to the charges and rates for any other services to furnish a communications

OPTION 1: Service Element

	<u>Install Charge</u>	<u>Monthly Charge</u>	<u>Classification</u>	
a. Advanced Digital Service, Basic Rate Access Line	\$ 50.00	\$ 31.00	Tier 2	(C)
b. Circuit Switched Voice Service, Per "B" Channel	\$ 15.00	\$ 6.20	Tier 2	
c. Circuit Switched Data Service Per "B" Channel	\$ 15.00 *plus usage	\$ 7.75	Tier 2	

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CenturyTel of Ohio, Inc.

SECTION 1  
1st Revised Sheet No. 37  
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BASIC LOCAL EXCHANGE SERVICE

1.8 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.8.5. Charges and Rates (Continued)

The following charges and rates are in addition to the charges and rates for any other services to furnish a communications

OPTION 1: Service Element

	<u>Install Charge</u>	<u>Monthly Charge</u>	<u>Classification</u>	(C)
d. Alternate Circuit Switched Voice Service/Circuit Switched Data Service, Per "B" Channel	\$ 15.00 *plus usage	\$ 7.75	Tier 2	
* <u>LOCAL USAGE</u> - Per minute of use after 30 hours.				
Voice Calls	N/A			
Data Calls	\$.02		Tier 2	

OPTION 2: Unlimited Usage

a. Unlimited usage (offered only after, two (2) B channels are subscribed to)		\$95.00	Tier 2	(C)
b. A customer's BRI equipped lines will be either all Measured Usage or all Unlimited Usage Service.				

REARRANGEMENTS CHARGES - ADDITIONS, DELETIONS  
AND CHANGES FOR:

Circuit Switched Voice Service,  
Per Customer Request \*\*

Circuit Switched Data Service,  
Per Customer Request

\*\*Service Charges as in Section 4 of the Company's PUCO No. 12 tariff.

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SECTION 1  
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BASIC LOCAL EXCHANGE SERVICE

1.8 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.8.5 Charges and Rates (Continued)

	<u>Install Charge</u>	<u>Monthly Charge</u>		<u>Classification</u>	(C)
		<u>Res</u>	<u>Bus</u>		
<u>OPTIONAL SERVICE FEATURES:</u>					
Additional Call Offering	\$5.00	\$2.50	\$2.50	Tier 2	
Additional Multiple Call Appearance, Each	\$5.00	\$2.50	\$2.50	Tier 2	
Intercom Calling	\$5.00	\$2.00	\$2.00	Tier 2	
Message Waiting Indicator, each	\$5.00	\$3.00	\$3.00	Tier 2	
Secondary Telephone Numbers, each	\$5.00	\$2.00	\$2.00	Tier 2	
Station Controlled Conference - 6 Port	\$5.00	\$4.50	\$4.50	Tier 2	
<u>DISTANCE EXTENSION CHARGE:</u>	N/A	\$26.50	\$26.50	Tier 2	(C)

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CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 39

BASIC LOCAL EXCHANGE SERVICE

1.9 CUYAHOGA CALLING PLAN

1.9.1 Description of Service

Cuyahoga Calling Plan is an optional pilot service that allows one-way customer dialed calling to the specified exchange areas within Ohio, without the application of message toll rates. This optional pilot service is being offered pursuant to the July 7, 1997 "Telephone Company/Consumer Agreement on a Conceptual Framework for EAS Options in Ohio" and will remain in effect for one year after implementation unless the company files to extend, modify, or make permanent the service. Modification of the plan could include imposing a cap on the minutes of usage allowed under the plan and/or changing the scope and rates of the plan.

1.9.2 Availability of Service

Cuyahoga Calling Plan is furnished in the exchange areas set forth below, to the exchanges indicated:

Exchanges in which  
Cuyahoga Calling  
Plan is offered

Exchanges to which calls may be made

Amherst  
Avon  
Avon Lake  
Birmingham  
Lorain  
Vermilion

Berea	Hillcrest
Bedford	Independence
Brecksville	Montrose
Chagrin Falls	North Royalton
Cleveland	Olmsted Falls
Gates Mills	Terrace
Strongsville	Trinity
Victory	

1.9.3 Regulations

- a. Cuyahoga Calling Plan is provided only to individual-line business, residence and church customers.
- b. Calls may be placed only from the customer's station bearing the telephone number for which the customer is billed for Cuyahoga Calling Plan. Such calls shall be dialed directly by the customer. If a call is operator handled, the applicable message toll rate will apply.
- c. Cuyahoga Calling Plan is provided with a one-month minimum service period.

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SECTION 1  
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Cancels Original Sheet No. 40

BASIC LOCAL EXCHANGE SERVICE

1.9 CUYAHOGA CALLING PLAN (Continued)

1.9.3 Regulations (Continued)

d. Limitations of Service

- (1) Cuyahoga Calling Plan is offered subject to the availability of facilities required to render such service and the capacity thereof. In case of a shortage of facilities, the rendition of message toll telephone service shall take precedence.
- (2) Cuyahoga Calling Plan will not be furnished with Foreign Exchange Service.

- e. The Company's "General Regulations," as published in its General Customer Services Tariff, apply, to the extent pertinent, to Cuyahoga Calling Plan.

1.9.4 Rates

The current monthly rates (in addition to those for individual-line business, residence, or church services as provided in the Exchange Rate Tariff) are:

<u>Business</u>	<u>Residence and Church Service</u>	<u>Classification</u>	(C)
\$20.00	\$20.00	Tier 2	(C)

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SECTION 1  
Original Sheet No. 41

BASIC LOCAL EXCHANGE SERVICE

1.10 ELYRIA CALLING PLAN

1.10.1 Description of Service

Elyria Calling Plan is an optional pilot service that allows one-way customer dialed calling to the specified exchange areas within Ohio, without the application of message toll rates. This optional pilot service is being offered pursuant to the July 7, 1997 "Telephone Company/Consumer Agreement on a Conceptual Framework for EAS Options in Ohio" and will remain in effect for one year after implementation unless the company files to extend, modify, or make permanent the service. Modification of the plan could include imposing a cap on the minutes of usage allowed under the plan and/or changing the scope and rates of the plan.

1.10.2 Availability of Service

Elyria Calling Plan is furnished in the exchange areas set forth below, to the exchanges indicated:

Exchanges in which  
Elyria Calling  
Plan is offered

Exchange to which calls may be made

Amherst  
Avon  
Avon Lake  
Birmingham  
Lorain  
Vermilion

Elyria

1.10.3 Regulations

- a. Elyria Calling Plan is provided only to individual-line business, residence and church customers.
- b. Calls may be placed only from the customer's station bearing the telephone number for which the customer is billed for Elyria Calling Plan. Such calls shall be dialed directly by the customer. If a call is operator handled, the applicable message toll rate will apply.
- c. Elyria Calling Plan is provided with a one-month minimum service period.

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Issued: May 14, 1999

Effective: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission of Ohio, dated May 12, 1999

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
1st Revised Sheet No. 42  
Cancels Original Sheet No. 42

BASIC LOCAL EXCHANGE SERVICE

1.10 ELYRIA CALLING PLAN (Continued)

1.10.3 Regulations (Continued)

d. Limitations of Service

- (1) Elyria Calling Plan is offered subject to the availability of facilities required to render such service and the capacity thereof. In case of a shortage of facilities, the rendition of message toll telephone service shall take precedence.
- (2) Elyria Calling Plan will not be furnished with Foreign Exchange Service.

- e. The Company's "General Regulations," as published in its General Customer Services Tariff, apply, to the extent pertinent, to Elyria Calling Plan.

1.10.4 Rates

The current monthly rates (in addition to those for individual-line business, residence, or church service as provided in the Exchange Rate Tariff) are:

<u>Business</u>	<u>Residence and Church Service</u>	<u>Classification</u>	(C)
\$19.00	\$19.00	Tier 2	(C)

Issued: March 1, 2004

By:

Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT  
issued by the Public Utilities Commission of Ohio, dated February 26, 2004.

Effective: March 2, 2004

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

CenturyTel of Ohio, Inc.

Original Title Sheet

CenturyTel of Ohio, Inc

GENERAL CUSTOMER SERVICES TARIFF

Applying in all exchanges of the Company

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Issued: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission of Ohio, dated May 12, 1999

Effective: May 14, 1999

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

EXHIBIT B

CenturyTel of Ohio, Inc.

Check Sheet  
27th Revised Sheet 1  
Cancels 26th Revised Sheet 1

CHECK SHEET

This tariff contains the pages listed below, each of which is effective as of the date shown thereon

<u>SECTION</u>	<u>PAGE</u>	<u>REVISION</u>
	Title	Original
	Check Sheet 1	27th Revised *
	Check Sheet 2	5th Revised
	Check Sheet 3	4th Revised
	Check Sheet 4	5th Revised
	Check Sheet 5	6th Revised
	Check Sheet 5A	4th Revised
	Check Sheet 6	16th Revised*
	Check Sheet 7	1st Revised
	Table of Contents	3rd Revised
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1	9	Original
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1	13	Original
1	14	Original
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1	18	Original
1	19	Original
1	20	Original
1	21	Original
1	22	Original
1	23	Original
1	24	Original

\* Denotes new or revised sheet

Issued: January 11, 2008

By: Duane Ring, Vice President

Effective: January 11, 2008



CenturyTel of Ohio, Inc.

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

CenturyTel of Ohio, Inc.

Check Sheet  
5th Revised Sheet 2  
Cancels 4th Revised Sheet 2

CHECK SHEET

This tariff contains the pages listed below, each of which is effective as of the date shown thereon

<u>SECTION</u>	<u>PAGE</u>	<u>REVISION</u>
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2	7	Original
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2	10	Original
2	11	2nd Revised
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2	14	2nd Revised
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2	17.1	Original*
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2	25	Original
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3	2	1st Revised
3	3	2nd Revised
3	4	1st Revised
3	5	1st Revised
3	6	1st Revised

\* Denotes new or revised sheet

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Issued: September 27, 2004      Effective: October 27, 2004  
By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Case No. 04-1483-TP-ATA filed with the  
Public Utilities Commission of Ohio, dated September 27, 2004.

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

CenturyTel of Ohio, Inc.

Check Sheet  
4th Revised Sheet 3  
Cancels 3rd Revised Sheet 3

CHECK SHEET

This tariff contains the pages listed below, each of which is effective as of the date shown thereon

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3	13	1st Revised	4	7	1st Revised*
3	14	1st Revised	4	8	Original
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4	Index A	Original	6	8	1st Revised
4	Index B	Original	6	9	2nd Revised

\* Denotes new or revised sheet

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Public Utilities Commission of Ohio, dated December 21, 2004.

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

EXHIBIT B

CenturyTel of Ohio, Inc.

Check Sheet  
5th Revised Sheet 4  
Cancels 4th Revised Sheet 4

CHECK SHEET

This tariff contains the pages listed below, each of which is effective as of the date shown thereon

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9	Index A	Original
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9	Index C	3rd Revised*
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9	26	Original

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Issued: December 12, 2007

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

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

CenturyTel of Ohio, Inc.

Check Sheet  
6th Revised Sheet 5  
Cancels 5th Revised Sheet 5

CHECK SHEET

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9	51	1st Revised *
9	52	Original
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9	57	Original

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

EXHIBIT B

CenturyTel of Ohio, Inc.

Check Sheet  
4th Revised Sheet No. 5A  
Cancels 3rd Revised Sheet No. 5A

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<u>SECTION</u>	<u>PAGE</u>	<u>REVISION</u>
9	58	Original
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9	71	Original
9	72	Original
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By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

Effective: December 12, 2007

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

EXHIBIT B

CenturyTel of Ohio, Inc.

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16th Revised Sheet 6  
Cancels 15th Revised Sheet 6

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15	Index A	Original
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17	15	1st Revised *

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Issued: January 11, 2008

By: Duane Ring, Vice President

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CenturyTel of Ohio, Inc.



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

CenturyTel of Ohio, Inc.

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1st Revised Sheet 7  
Cancels Original Sheet 7

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This tariff contains the pages listed below, each of which is effective as of the date shown thereon

<u>SECTION</u>	<u>PAGE</u>	<u>REVISION</u>
18	Index A	Original
18	1	1st Revised *
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By: Chantel Mosby, Manager, Tariffs and Compliance  
In accordance with the Application filed in Case No. 07-186-TP-ATA  
Filed with the Public Utilities Commission of Ohio on February 23, 2007.

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

CenturyTel of Ohio, Inc.

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4th Revised Sheet No. 1  
Cancels 3rd Revised Sheet No. 1

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14	Local Private Line Service and Channels
15	Vacation Number Reservation
16	CenturyTel Ohio Lifeline
17	Packaged Services
18	N11 Abbreviated Dialing Codes

(C)

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By: Chantel Mosby, Manager, Tariffs and Compliance

In accordance with automatic filing provisions of Case No. 06 -1426 -TP-ZTA

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

CenturyTel of Ohio, Inc.

3rd Revised Sheet No. 1  
Cancels 2nd Revised Sheet No. 1

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(N)

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By: Glen F. Post, III, President and Chief Executive Officer	
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GENERAL CUSTOMER SERVICE TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

2nd Revised Sheet No. 2  
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By: Chantel Mosby, Manager, Tariffs and Compliance  
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GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

1st Revised Sheet No. 3  
Cancels Original Sheet No. 3

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Issued: March 1, 2004

Effective: March 2, 2004

By: Glen F. Post, III, President and Chief Executive Officer  
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issued by the Public Utilities Commission of Ohio, dated February 26, 2004.

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

CenturyTel of Ohio, Inc.

3rd Revised Sheet No. 4  
Cancels 2nd Revised Sheet No. 4

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Issued: June 9, 2005

Effective: June 12, 2005

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 05-461-TP-UNC  
issued by the Public Utilities Commission of Ohio, dated April 13, 2005.

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

CenturyTel of Ohio, Inc.

3rd Revised Sheet No. 5  
Cancels 2nd Revised Sheet No. 5

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Issued: August 24, 2006

Effective: August 25, 2006

By: Glen F. Post, III, President and Chief Executive Officer  
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issued by the Commission on February 26, 2004.

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

EXHIBIT B

CenturyTel of Ohio, Inc.

6th Revised Sheet No. 6  
Cancels 5th Revised Sheet No. 6

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

EXHIBIT B

CenturyTel of Ohio, Inc.

5th Revised Sheet No. 7  
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\*Voice Mail is not regulated by the Public Utilities Commission of Ohio

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GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.  
1

SECTION

Original Sheet No. 1

DEFINITION OF TERMS

AC	-	Alternative Current
ACD	-	Automatic Call Distribution
AIOD	-	Automatic Identification Outward Dial
ASR	-	Automatic Send and Receive
CPE	-	Customer-Provided Equipment
CPI	-	Customer-Provided Instrument
DA	-	Directory Assistance
db	-	Decibel
DC	-	Direct Current
DID	-	Direct Inward Dial
DOD	-	Direct Outward Dial
EAS	-	Extended Area Service
FCC	-	Federal Communications Commission
FX	-	Foreign Exchange
Hz	-	Hertz (cycles per second)
INC	-	Initial Nonrecurring Charge
IOD	-	Identification Outward Dial
KSR	-	Keyboard Send and Receive
msc	-	Microseconds
NC	-	No Charge
OCC	-	Other Common Carrier
PBX	-	Private Branch Exchange
PERMO	-	The Monthly Charge
PL	-	Private Line
RO	-	Receive Only
ROTR	-	Receive Only Typing Reperforator
SC	-	Service Charge
WATS	-	Wide Area Communications Service

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GENERAL CUSTOMER SERVICES TARIFF

P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

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SECTION

Original Sheet No. 2

DEFINITION OF TERMS

Abandoned Call Clearing - Provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call is presented to the agent position.

Access Line - A central office line which provides access by a customer to the exchange telephone network for local and long distance telephone service.

ACD - Automatic Call Distribution.

ACD Call-Forcing Tone - Provides a warning tone either to the headset or the handset, thereby alerting the agent to the arrival of an incoming call.

ACD Call Transfer with Time - Enables a call that has been answered by an ACD Agent and then requires transfer to another ACD Group to be inserted in the new group's highest priority queue, based on the total time the call has previously been enqueued for and talking with an agent in the Original group.

ACD Directory Numbers - Any valid directory number of up to seven digits within the customer numbering plan, used to receive incoming ACD calls.

ACD Distinctive Ringing - Enables agents to distinguish between ACD and non-ACD calls.

ACD Line-of-Business Code Key - Allows a supervisor to review a record of each agent's incoming call category and holding time by assigning this feature to each agent's position. Each call category is recorded.

ACD MIS Interface, Data Link - Enables a downstream processor to use a data stream to collect ACD information from the DMS ACD mode.

ACD Multiple Line-of-Business Codes - Increases the number of business codes an agent can enter for each call from one to three. This enables the customer to track multiple activities handled on the same call simply and accurately.

ACD Multistage Queue Status Refresh - An option which enhances the existing Multistage Queue Status display at agent stations by automatically updating and displaying ACD enqueued call status information on a regular, near real-time basis.

ACD Observe-Agent/Three Way Calling - Allows a supervisor to monitor (visually) or observe (audio-monitor) three-way calls in which an ACD agent is taking part.

ACD Overflow of Enqueued Calls - Enhances the existing DMS ACD call-overflow capability by adding new timing thresholds for calls that are already enqueued.

ACD Remote Load Management - Allows the ACD Load Management and ACDSHOW capabilities to be implemented from a supervisor terminal linked to the down-stream processor.

ACD Set Login/Logout - Allows an agent to login to an ACD group by dialing an activation code, identification code, and, if required, a password. The agent can also logout of an ACD group by dialing a deactivation code.

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CenturyTel of Ohio, Inc.

SECTION 1  
1st Revised Sheet No. 3  
Cancels Original Sheet No. 3

DEFINITION OF TERMS

ACD Walkaway/Closed Key Operation - Introduces the following two ACD-group options, ACD Walkaway and Non-Immediate Cutoff, which enhance the capability of the existing ACD Not-Ready (NR) Key feature for the Business Set user.

ACD on 2500 Sets - Allows many of the DMS ACD features available for Business Sets to be used. However, because it lacks the feature keys and display of a Business Set, a 2500 set cannot access key or display-dependent features.

ACD on 2500 Set Feature Assignment - 2500-type sets can be assigned and deleted from ACD groups and moved from one ACD group to another.

ACD 2500 Set Not-Ready - Allows an agent to perform post-call processing of a call before the next ACD call is presented.

ACD 2500 Set MIS/Load Management - Allows sets to be reassigned from one ACD group to another, and ACDSHOW commands display information about the group's agent positions.

Acoustic Connection - A connection made by sound.

Add-On - An arrangement by which a third telephone can be added to the conversation.

Agent Key - Permits the supervisor to call an agent by pressing the Call-Agent key and then pressing the key associated with a particular agent (ACD).

Agent Login Enhancement - Provides two new options to ensure that only assigned agents are able to log into an Automatic Call Distribution (ACD) group.

- a. Partitioning of agent login identification numbers between customer groups; and
- b. Agent login password option.

Agent Queue - Ensures an even distribution of the workload among the agents in the group. The agent waiting the longest in the answering position receives the first incoming call (ACD).

Agent Status Lamp - Provides the status of agent positions to the supervisor of the group (ACD).

Air Line Measurement - The shortest distance between two points.

Alternating Current Supply - Electrical energy which is used for the operation of bells and signal devices.

Alternative Regulation Plan - A plan authorized by the Public Utilities Commission of Ohio allowing the Company pricing flexibility on certain services depending on their Tier designations of Tier 1 Core, Tier 1 Non Core, or Tier 2. (N)

Apartment Hotel - An establishment of a hotel type, offering residential apartments with facilities for preparing meals, for occupancy by tenants primarily on other than a day-by-day basis. (N)

Apartment House - A residential building, offering residential apartments with facilities for preparing meals, for occupancy by tenants on other than day-by-day basis.

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SECTION

Original Sheet No. 4

DEFINITION OF TERMS

Appointment Call - An arrangement made in advance with a particular party for the establishment of a person-to-person long distance message telephone connection at a specified time.

Attendant's Cabinet - A cabinet used in connection with dial switching private branch exchange systems in which central office lines and tie lines terminate on jacks or keys for the purpose of answering incoming calls, and for the performance by the attendant of other service functions (in connection with which various features may be provided according to need).

Attendant Console to ACD - Increases the accessibility of DMS ACD groups, and can be used to originate or extend calls to ACD directory numbers.

Authorized Protective Connecting Module - A protective unit approved by the Company which is manufactured in accordance with the design set forth in Bell Specifications and is in compliance with the requirements set forth in the latest issue of AT&T specifications. This module is to be incorporated in a Conforming Answering Device.

Auto Answer Back (AAB) - Allows any incoming call to the Primary Directory Number (PDN) of the set to be automatically answered after 4 seconds. Conversation takes place through a handsfree unit. When the calling party hangs up, the call is automatically disconnected (ACD).

Automatic Dial (AUD) - Allows a station user to call a frequently dialed number by pressing the assigned feature key. The user is permitted to change to assigned number stored against the feature key (ACD).

Automatic Identification Outward Dial - Provides the capability of automatically identifying the number being called and the number from which the call originated.

Automatic Line (AUL) - A directory number (DN) feature that can be assigned to individual DN appearances on a business set including the primary DN. When an off-hook is reported from a DN appearance to which AUL has been assigned, a conversation is automatically established to a predetermined location (ACD).

Automatic Line and Multiple Appearance Directory Number - Allows a Multiple Appearance Directory Number (MADN) SCA/MCA member to be assigned as an AUL. In addition, it makes automatic lines compatible with main features and options that do not require initial dial tone (ACD).

Automatic "Not-Ready" Capability - This feature automatically applies Not-Ready against the Incalls Key when the agent presses the Secondary Directory Number key (ACD).

Automatic Overflow (30% standard queuing) - Permits a customer to specify both a maximum number of calls that can be queued and a maximum waiting time for incoming calls. A new incoming call will be rerouted according to the customer's instructions when one of the preceding conditions is exceeded (ACD).

Auxiliary Line - An individual circuit connecting an additional main station with a central office and used for the purpose of relieving the load on the main individual lines service of a customer.

Base Rate - A schedule rate for any class of exchange service available within the base rate area.

Base Rate Area - That portion of the exchange area in which exchange service is furnished at schedule rates for each class of service without mileage or construction charges.

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CenturyTel of Ohio, Inc.

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SECTION

Original Sheet No. 5

DEFINITION OF TERMS

Baud - A unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark or space) within a code signal. The speed in baud is the number of signal elements per seconds.

Bridging Connection - Amplifying equipment and services required to connect a station, or an interexchange channel serving a station, at an intermediate point on an additional station at a terminal point.

Building (Same) - A structure under one roof, or two or more structures under separate roofs, but connected by passageways, in which the wires or cables of the Company can be safely run - provided the plant facility requirements are 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.

Busy Lamp Field - Allows a Business Set User to monitor station status of a directory number (DN) through the use of Business Set Lamp state (ACD).

Busy Override - Allows a business set user to gain access to a busy station by pressing the Busy Override key. Busy Override is a set feature and applies to all DNS on the business set (ACD).

Call Agent Key - Permits a supervisor to directly call an agent (ACD).

Call Back Queuing - Allows the user encountering an all-trunks-busy condition to have the option of being notified when a trunk becomes idle. The user is then automatically connected to the called number (ACD).

Call Delay Announcement - Provides an announcement to callers such as status of call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. A call delay announcement is a prerecorded central office announcement produced by the Company (ACD).

Call Forcing - Provides that an agent can be presented with a call without activating a key. Rather than ringing, a short burst of tone alerts the agent that a new call is connected (ACD).

Call Forward - A subset feature that allows the user to specify at data fill time what DN Keys will be affected (ACD).

Call Forwarding - A service which permits a customer to transfer all incoming calls to another dialable telephone number.

Call Forwarding Busy Line - Causes all calls to be redirected to an alternate station when the called station is busy (ACD).

Call Forward Don't Answer - Allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings (ACD).

Call Hold - Allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call (ACD).

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Original Sheet No. 6

DEFINITION OF TERMS

Call Monitoring - Allows a supervisor to monitor an agent's activity by viewing that individual's Agent-Status lamp. The lamp always automatically reflects the agent's current status (ACD).

Call Observing - Allows a supervisor to observe agent ACD calls and non-ACD calls on the data filled DSDN. The feature automatically switches between calls as the agent moves between conversation on the two directory numbers (ACD).

Call Park - Enables a user to park a call against his/her directory number. The parked call can be retrieved from any station by first requesting Call Park Retrieve and then dialing the directory number of the station against which the call was parked (ACD).

Call Park by ACD Agent - Allows ACD agents to park calls. The initial application for this feature is in the hospital environment (ACD).

Call Pick-Up - Permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code (ACD).

Call Source Identification - Provides for the display, at the agent's position, of either the calling party's extension number (for calls originating from within the same customer group) or the common language location identified (CLLI) code of the incoming trunk group (ACD).

Call-Supervisor and Answer-Agent Keys - Allows communication and quick access between the supervisor and agents. The lamp on the Answer-Agent key flashes and ringback is heard at the supervisor's set. A busy tone is heard by the agent if the supervisor is talking to another agent (ACD).

Call Transfer - Allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number (ACD).

Called Name/Number Display - Provides display of the directory number the caller dialed and the associated ACD group name. It also allows ACD agents to identify the called ACD group and to appropriately answer and process the call (ACD).

Call Waiting - A service which by means of a tone signal alerts a customer who is using his telephone that another caller is trying to reach that station. This permits putting the first call on hold by depressing the switch hook so that the second call can be answered.

Cancel Call Waiting - Allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code (ACD).

Cancellation Charge (See Termination Charge) - A charge applicable under certain conditions when an application for service and/or facilities is canceled in whole or part prior to the completion of the work involved.

Caption Listing - The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business, names of individuals, etc.

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CenturyTel of Ohio, Inc.

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SECTION

Original Sheet No. 7

DEFINITION OF TERMS

Central Office - A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

Central Office Line (See also "Access Line") - A circuit connecting an individual or party-line main station, key telephone system, PABX system or Data equipment with a central office.

Channel - A path or combination of paths, for electrical 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.

Channel Terminal - The facilities required for terminating and connecting a channel of the base capacity to a station and also the facilities required where, at the request of the customer, such an interexchange channel is terminated in Company office.

Circle Hunting - Allows calls directed to busy station in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

Circuit - The term applicable to a channel used for the transmission of electrical energy in the furnishing of telephone and other communication services. In the case of battery circuits and generator circuits, each pair of wires is considered as a separate channel

Class of Service - A subgrouping of telephone customers for the purpose of rate distinctions.

Code Restriction - Blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines (ACD).

Collect Call - The procedure by which toll messages, upon request, may be reversed (charged to the called station) upon acceptance of the call by the called station.

Common Battery Service - The type of telephone service for which electrical energy for talking and signaling is supplied from a central point.

Communications Systems - As used in connection with Telephone Exchange Service, WATS, Long Distance Telecommunications, DATAPHONE Digital Service, and Telecommunications Channel Service, denotes channel and other facilities which are capable, when not connected to such services, of two-way communications between customer-provided terminal equipment or between Company stations.

As used in connection with communications systems provided by an Other Common Carrier, denotes channels and other facilities furnished by The Other Common Carrier for private line services as such carrier is authorized by the Federal Communications Commission to provide.

Conduit or Duct - A tubular runway for underground cables.

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SECTION

Original Sheet No. 8

DEFINITION OF TERMS

Conformance Number - An identifying number assigned by AT&T to a particular model of "Conforming Answering Device" incorporating an "Authorized Protective Connecting Module", when the model complies with the latest issue of the AT&T specification PUB 46001 for Conforming Answering Devices. This number may be revoked if it is established that the associated Conforming Answering Device no longer complies with the latest issue of AT&T specification PUB 46001.

Conforming Arrangement - The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company, or of facilities of the Company with other facilities of the Company.

Conforming Device - A customer-provided terminal device, bearing a valid Identification Number, which has been approved by the Telephone Company for connection to Telephone Company equipment and facilities.

Connecting Company - A corporation, association, firm or individual owning or operating a toll line or one or more central offices and with whom communications traffic is interexchanged.

Connecting Stations - An exchange or toll station of a connecting company.

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 exchange tariffs.

Continuous Property - The continuous plot of ground, including any buildings thereon, owned or leased and occupied by a customer, which is not separated by public highways or by property occupied by others, except that where a customer owns or leases and occupies private properties on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., which properties otherwise would be continuous, such properties are considered continuous property, provided poles or conduit are not required for the placing of wire facilities between the properties, or, if required, are provided and maintained by or at the expense of the customer.

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 the authorized users specifically named, are furnished in accordance with the provisions of this tariff.

Controlled Interflow - Allows the supervisor to temporarily place an ACD group in a controlled-interflow mode, which directs new incoming calls to a customer-defined route in Table ACD RTE (ACD).

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.

Customer Premises Equipment - Customer premise equipment is defined for this tariff as all equipment provided by the Telephone Company and located on the customer's premises except over voltage protection equipment, inside wiring, coin-operated or pay telephones, and multiplexing equipment to deliver multiple channels to the customer.

Customer Provided Equipment - Devices or apparatus and their associated wiring provided by a customer which are connected either electrically, acoustically or inductively and which are capable of communications between customer provided equipment and other stations.

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SECTION

Original Sheet No. 9

DEFINITION OF TERMS

Data Access Arrangement - A protective connecting arrangement for use with the network control signaling unit; or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth by the Company.

Data Set - A device designed to accept from and/or impart to customer-provided data transmitting and/or receiving terminal equipment, material in the form produced and/or accepted by the customer-provided equipment into a form acceptable for transmission over Company facilities.

Delay Announcements - Can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available (ACD).

Dial Call Waiting for Business Sets - Allows the user to assign Call Waiting to a directory number of a business set.

Direct Burial - The installation of cables or conductors directly in the earth and not in conduit or duct.

Direct Current Supply - Electrical energy for talking and signaling purposes other than ringing except in the case of intercommunicating systems when direct current may be used for ringing the station bells.

Direct Electrical Connection - A physical connection of the electrical conductors in the communications path.

Direct Inward Dial - Provides the capability in a PBX or Centrex System for dialing to a station from the switching network, without attendant assistance.

Direct Outward Dial - Provides capability in a PBX or Centrex for outward dialing to an outside station without attendant assistance.

Directory - A book which alphabetically lists each telephone customer with his address and telephone number.

Display Agent Summary Key - Enables the ACD supervisor using a Business Set with display to quickly check the status of all ACD agent positions assigned to a particular agent group.

Display Queue-Status Key - Permits a key(s) to be reserved on the supervisor's position to monitor queues of different agent groups (ACD).

Distinctive Alerting/Call Waiting Indication - Allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones (ACD).

Do Not Disturb - Allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb (ACD).

Duplex Service - Service which provides for simultaneous transmission in both directions.

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GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.

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SECTION

Original Sheet No. 10

DEFINITION OF TERMS

Emergency and Answer-Emergency Keys - Enables the agent to confer immediately with the supervisor or automatically connects a tape recorder in the event of a threatening or abusive call (ACD).

Emergency Key Backup - Allows the agent to obtain emergency help from a supervisor, and the abusive or difficult caller is unaware that a request for help has been initiated (ACD).

Emergency Key-Enhanced - Allows an ACD agent to add a supervisor and a recording device to a call simultaneously (ACD).

Entrance Facilities - Facilities extending from the point of entrance on private property to the premises in which service is furnished.

Equalization - The procedure applied to a program channel so that the component frequencies of the program material transmitted have about the same relationship at the two ends of the channel.

Exchange - A geographical area established for the administration of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may contain one or more central offices together with the associated plant, equipment and facilities used in furnishing communications service within that area.

Exchange Access Line - A central office line which provides access to the exchange telephone network for local and long distance telephone service.

Exchange Service - The service of furnishing facilities for telephone communication within a local service area, in accordance with the regulations and charges specified in the Exchange Rate and General Customer Services Tariff.

Flat-rate Service: Customer exchange service in connection with which a stipulated monthly charge is made covering all local-message use within a defined area.

Payphone Service: Exchange service in connection with which local message use is measured in terms of local messages for purposes of charging for the service, and in connection with which a coin-collecting device is included as a part of the station equipment.

Extended Agent Observe - Extends the supervisor's ability to observe calls presented on the Incalls Key of any agent or supervisor in any DMS ACD group within the same customer group.

Extended Area Service - A type of telephone service furnished under tariff provisions whereby customers of a given exchange may complete calls to and receive messages from one or more exchanges without the application, where provided by the tariff, of long distance message telecommunications charges.

Extension Line - A circuit connecting an extension telephone and signaling device with a telephone circuit to which the main telephone is connected, or for connecting a station to a PBX or Centrex switchboard or to another PBX or Centrex Station.

Extension Line Mileage - The measurement applying to that portion of an extension line in excess of the length provided by the Company without additional charge.

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SECTION

Original Sheet No. 11

DEFINITION OF TERMS

Extra Listing - Any listing of a name or information in connection with a customer's telephone number beyond that to which he is entitled in connection with his regular service.

Facilities - Equipment which is provided by the Company and utilized by it in the furnishing of telecommunications services, or which is provided by a customer for his telecommunications purposes.

Flat Rate Service - A classification of exchange service furnished a customer under tariff provisions for which a stipulated charge is made regardless of the amount of use.

Forced Agent Availability - Allows the ACD supervisor to require an agent to receive available incoming ACD calls, even though the agent has pressed the Not-Ready key.

Forced Announcement for New and Overflowed Calls - Enables a recorded message to be presented to every incoming and overflowed call, regardless of priority level (ACD).

Foreign Central Office Service - Exchange service furnished under tariff provisions by means of a circuit connecting a customer's main station, key or PBX system with a central office other than that regularly serving customers within the same central office service area.

Foreign Exchange Listing - The listing of a customer in an exchange other than the exchange from which the customer is served.

Foreign Exchange Mileage - The mileage applied in establishing the rate for a customer receiving "Foreign Exchange Service".

Foreign Exchange Service - Exchange service furnished under tariff provisions by means of a circuit connecting a customer's main station, key, or PBX system with a central office of an exchange other than that which regularly serves the exchange area in which the customer is located.

Frozen Service - Frozen Service is a discontinued service offering that is not made available to additional customers and is limited to existing customers. The existing customers may continue subscribing to such service so long as the service is continuous. In the event the frozen service offering is terminated by disconnection, by changing to a different class of service or by changing to another address, such service will not be reestablished.

Grade of Service - Description of exchange service with respect to the number of main telephones which may be connected to a central office line.

Group Intercom - Enables a customer to terminate on a member of a predesignated group by using abbreviated dialing. An intercom group can have a maximum size of 10, 100, 1,000 or 10,000 numbers.

Half Duplex - The capability of transmission alternately in either direction, or for transmission in one direction only.

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GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.

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Original Sheet No. 12

DEFINITION OF TERMS

Household - A household comprises all persons who occupy a dwelling unit, that 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) and also the lodgers and employees, if any, 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 assigned by AT&T to a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the latest edition of AT&T specifications. This number may be revoked if it is established that the associated "Conforming Device" no longer complies with the latest issue of AT&T specifications.

Incalls Key - Allows a DMS ACD agent with an Electronic Business Set to answer calls to any of the ACD group's 17 directory numbers by pressing the first key on the set.

Incoming-Call Queue - Places incoming calls in queue when all agents are busy (ACD).

Indented Listing - A directory listing indented under a captioned or subcaptioned listing.

Individual Line Service (or Single Line Service) - A classification of exchange service furnished under tariff provisions which provides that only one main station shall be served by the circuit connecting such station with the central office or other switching unit.

Inductive Connection - A connection made by using the electro-magnetic field generated by telephone equipment.

Initial Nonrecurring Charge (INC) - A nonrecurring charge made for the placing or furnishing of telephone equipment, which may apply in addition to service connection and other applicable charges for service or equipment.

Initial Rate - A schedule rate for any class of exchange service available within the initial rate area.

Initial Service Period - The minimum period of time for which service, facilities or equipment are provided.

Installation Charge - A nonrecurring charge made for the placing, connecting, or furnishing of telephone equipment, or for the establishment of service.

Intercom Dialing - Allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.

Intercommunicating Line - An arrangement involving two or more stations which permits intercommunication between two or more stations associated with any such system.

Interexchange Channel - That portion of through channel which interconnects exchanges, or locations outside of exchanges, in which stations or channel termination in Company offices are located.

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DEFINITION OF TERMS

Interexchange Facilities - Refers to circuits designed and suitable for use, and ordinarily used, for handling interexchange calls. Such circuits have both terminals in central offices. (Term is used in distinction from "local channels.")

Interexchange Local Channel - That portion of a through channel between "Primary Terminations" in different exchanges which is provided to connect a "Primary Termination" with an interexchange channel.

Interface - Denotes that point on the premises of the customer, authorized user or joint user, at which provision is made for connection of other than Company provided facilities to facilities provided by the Company.

Interface Equipment - Equipment provided by the Company at the interface location to accomplish the direct electrical connection of facilities provided by the Company with facilities provided by other than the Company.

Intermediate Central Office - A central office from which a service point on a private line is served and through which the private line is routed.

Intraexchange Channel Service - Channel connecting two or more "Primary Terminations" in the same exchange.

Joint User Service - An arrangement whereby an additional person or firm (whose telephone needs, in the judgement of the Company, are not such as to require the provision of separate customer service) is permitted to use the service of an existing customer. A person who is designated by the customer as a user of the service will be billed under a "Joint User" arrangement in accordance with Company provisions.

Loading Coil - A device added to a circuit to improve transmission by reducing attenuation.

Local Channel - Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more stations within an exchange area.

Local Message - A communication between a calling telephone and any other telephone within the local service area of the calling telephone.

Local Service - The intercommunication (by means of facilities connected with a Company central office or offices and under the provisions of the Company) between telephone stations located in the same exchange or in different exchanges between which no toll rates apply.

Local Service Area - That area in which a customer obtains local telephone service without the payment of a toll charge. A local service area may be made up of one or more central office areas.

Long Distance Message Telecommunications Service - Facilities furnished by means of wire, radio or a combination thereof for telecommunications between stations in different local service areas in accordance with the regulations and system of charges specified by the Company. The toll service charges specified are in payment for all service furnished between the calling and called telephone.

Long Distance Trunk - A line used exclusively for toll services and directly connected with a toll center.

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DEFINITION OF TERMS

Main Station - A communication between two telephone stations. Messages may be classified as local or toll.

Make Busy - Can be used to temporarily to make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station (ACD).

Make Set Busy - Is used by agents to log out of service, and allows them to continue to originate calls on secondary numbers (ACD).

Malicious-Call Hold - Allows a business set user to hold a connection at the DMS-100 enabling the call to be traced back to the originating party. Where both the calling and called parties are terminated in the DMS-100, the entire connection is held until the called party releases the call (ACD).

Meet-Me Conference - Allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time, and can be accessed by 500/2500 type sets, Business Sets, Attendant Consoles, and incoming trunks (ACD).

Message - A communication between two telephone stations. Messages may be classified as local or toll.

Message Rate Service - A class of exchange service furnished to a customer at a rate which includes the privilege of sending a specified number of local messages, termed a message allowance, to other stations within the local service area in which the customer is located, and of sending additional local messages at a stipulated rate per message.

Message Unit - The measurement upon which the charges for telephone connections are based when the calling station and the station with which connection is established are both within a specific area in which the unit plan of charging is operative.

Message Waiting - The capability of a visual message waiting indication key, that indicates a message is waiting at the message center.

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.

Mileage Service Area - A geographical area defined by the Company for the purpose of administering its mileage service rate.

Mileage Service Area Center - A specified geographical location with a mileage service area from which mileage measurements are determined for the application of mileage rates between the mileage service areas.

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.

Miscellaneous Common Carriers - Communications common carriers which are not engaged in the business of providing either a public landline message telephone service or a public message telegraph service.

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DEFINITION OF TERMS

Miscellaneous Equipment - Equipment associated with the various classes of customer service and furnished at additional charges.

Multifunction System - The multifunction system generally located on the customer premises has the ability through programming to become a true PABX with dial access trunks of a Key Telephone system with direct button access of each trunk or a combination of both systems. A multifunction system will be considered a PABX for the purposes of applying rates for service.

Multiple Appearance Directory Number (MADN) - Allows a directory number that is assigned to more than one business set. MADN groups can be comprised of up to 32 stations, and can be configured in either a Single-Call Arrangement (SCA) or a Multiple-Call Arrangement (MCA) (ACD).

Multistage Queue Status Display - Increases the efficiency of handling incoming calls by allowing ACD supervisors with display sets to quickly and easily determine the length of time calls are held in the incoming call queue before being answered. This information then enables supervisors to add or redistribute agents as required (ACD).

Music on Delay - The ability to connect incoming callers in a queue to a customer provided music source while waiting for an available agent or when calls are placed on hold at an agent position (ACD). Does not include the music source or the connection.

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.

Night Service - Allows calls directed to the attendant to be rerouted to predesignated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends) (ACD).

Night-Service Recorded Announcement and Forward - Allows a recorded message to be given to out-of-hours callers before their calls are forwarded to a night-service number (or to an ACD group at another location) (ACD).

Night Treatment - Provides for a night announcement advising callers that the ACD location is closed, or automatically forwards calls to an ACD group at another location or to a night-service number.

Nonmultiple Cord Switchboard - A cord switchboard arranged so that each line has only one appearance or jack termination.

Nonpublished Telephone Number - A telephone number associated with an exchange station 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.

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DEFINITION OF TERMS

Normal Exchange - The exchange which normally serves the exchange area in which the customer is located.

Not-Ready Key - Used when an agent requires post-call work time to complete a transaction (ACD).

Observe Agent from 2500 Set - Enables supervisors to observe agents who are active on either ACD or non-ACD calls, and if desired, to conference in on those calls. It allows monitoring quality of service received by callers, as well as be used in agent training.

Observe-Agent Key - Permits the supervisor to establish a listening path into a conversation between an agent in that supervisor's group and a caller (ACD).

One Party Service - Any access line designated for the provision of exchange to one customer.

On-Hook Dialing - Allows the user to originate calls within lifting the handset. On-Hook Dialing can be used with Feature Keys such as Speed Calling, Ring Again, and Automatic Dialing, and can be terminated by pressing the release key (ACD).

Optional "Not-Ready" Capability - This feature enhances the existing Not-Ready Key feature by enabling it to be selectively assigned on a per-ACD set basis. Also, it allows an agent to follow up on a transaction without being interrupted by the next ACD call, which is not desirable in certain high-volume applications characterized by short transaction times.

Other Common Carrier (OCC) - This term denotes Specialized Common Carriers, Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing private line services as such carriers may be authorized by the Federal Communications Commission to provide.

Overflow Enhancement - Allows the capability to program up to four ACD groups within the DMS ACD node as potential overflow routes before a call is rerouted to the customer-specified overflow destination.

Overflow of Enqueued Call to Directory Number - Enhances the existing ACD Overflow of Enqueued Calls feature to give the ACD customer greater flexibility in handling enqueued incoming calls.

Pay Station - A coin telephone.

Payphone Service - Includes lines to which coin, coinless, card reader, or a combination of coin/card reader telephones may be attached.

Person-to-Person Call - A service whereby the person originating the call specifies to the Company operator a particular person to be reached, particular mobile station to be reached through a "Miscellaneous Common Carrier" attendant, or a particular station, department or office to be reached through a PBX or Centrex attendant.

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DEFINITION OF TERMS

Premises (Same) - Except in connection with inside moves, the same premises consist of:

- a. The building or buildings, together with the surrounding 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 corridor or by space occupied by others.
- c. The continuous property operated as a single farm whether or not intersected by a public road. In connection with inside moves, the premises consists of the building or portion of a building occupied as a unit by the customer in the conduct of his business or as a residence or a combination thereof, and not intersected by a combination thereof, and not intersected by a public thoroughfare, a corridor, or a space occupied by others.

Primary Termination - Applies to channels which extend beyond the continuous property of a customer to the confines of a single building housing the premises of more than one customer. Also, denotes the first termination of such a channel at a station or PBX on the continuous property of a customer. When more than one customer's premises is located within the same building, the first termination of such a channel at that building constitutes 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.

Primary Trunk - A unit or assembly of automatic switching equipment which provides the path from the calling station line to and inclusive of the first selector or selector-connector, and in the case of one type of automatic switching equipment, to and inclusive of the station line. (Is not a trunk line.)

Principal Central Office - Refers to the central office in a single office exchange or to that office (usually the toll office) or a multi-office exchange which is designated as such for the purposes of measuring local and interexchange channel mileages.

Private Branch Exchange (PBX) - A PBX system is a versatile common control switching system generally located on customer premises. The system consists of single line or Key Telephones, attendant answering set and associated switching equipment. Permits telephone access to and control of a number of outgoing central office lines and features through dial access and/or switch hook control. Incoming central office lines are generally answered by the attendant at the attendant's set and extended inward to any one of the assigned stations. Incoming calls can also be answered with dial access providing the system has night access arrangements.

Private Line - A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office apparatus.

Public Right-Of-Way - A road, highway, way, lane, or alley under the control of and kept by the public.

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DEFINITION OF TERMS

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.

Queuing - May optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed onto a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt groups or Series Completion groups (ACD).

Queue-Status Lamps - Enable supervisors to determine which ACD groups need help and whether additional agents or a redistribution of agent positions is required to handle incoming calls more efficiently.

Rate Area - A specific section of an exchange area within which schedule rates for local service apply without exchange line mileage charges.

Rate Center - A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

Rates or Charges Based Upon Costs Incurred - Whenever rates or charges "based upon costs incurred" are applied in this tariff, such costs consist of an estimate of the following items, to the extent that they are applicable:

- a. Cost of maintenance
- b. Cost of operation.
- c. Depreciation of the estimated cost, installed, of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- d. Administration costs, taxes, and uncollectible revenue, on the basis of reasonable average charges for these items.
- e. Any other specific item of expense associated with the particular situation.
- f. A reasonable amount, computed on the estimated cost, installed, of any facilities provided, for return and contingencies.

Estimated cost, installed, as mentioned in (c) and (f), above, includes cost of equipment and material specifically provided or used, plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way, and any other items which are chargeable to the capital accounts.

Reference Listing - The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

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DEFINITION OF TERMS

Regular Hunting or Linear Hunting - Is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal (ACD).

Registered Equipment - The term "Registered Equipment" as used in this tariff denotes equipment which complies with and has been approved within the Registration provision of Part 68 of the Federal Communications' Rules and Regulations.

Remote Console - A regular Centrex attendant's or supervisor's console connected to the Centrex common equipment, but located at a location other than the principal location. Remote consoles are not connected to switching equipment at secondary locations.

Repeater - A combination of one or more amplifiers, together with their associated equipment, so arranged as to provide for two-way transmission in a telephone circuit.

Right-of-Way - The right which the Company obtains to use the land of another for the purpose of installing, constructing, operating, and maintaining its facilities. The phrase "right-of-way" also means a strip of land which the Company has acquired to use for its facilities.

Private Right-of-Way: A right-of-way on private property which is not a part of a public highway.

Ring Again - Allows the business set user to monitor a busy DN and notify the user when the called station becomes free (ACD).

Ring-Down Operation - A type of signaling in connection with which ringing current is applied to the line by the operation of a key or other device.

Ring Threshold - Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue if there is no agent available (ACD).

Rotary Service - An arrangement whereby two or more lines or private-branch-exchange trunk lines furnished to a customer at any given location are grouped so the calls to the first number of the grouped lines are automatically routed to the first nonbusy line of the lines so grouped, and a busy signal or busy report is not given unless all the grouped lines are busy.

Satellite Location - Secondary location service provided to the same customer at a different premise through the use of auxiliary dial switching equipment connected by tie lines to the dial switching equipment at the primary location on the customer's premises.

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DEFINITION OF TERMS

Secondary Directory-Number Key - Allows agents to place or receive non-ACD calls or to receive transferred calls directed specifically to them (ACD).

Secretarial Lines - Extension or main station lines of the patrons of a telephone answering bureau which terminate in telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls of such lines.

Selective Ringing - The method of signaling stations on a party line circuit which permits a particular station to be signaled without ringing the bells of the other stations on the circuit.

Service Charge - The nonrecurring charge a customer is required to pay at the time of establishment of telephone service or subsequent addition to that service.

Service Point - A rate center (usually an exchange) in which a customer's station is located, or an interexchange channel terminated in a Company office at the request of the customer. Where a station is not located in an exchange, the location of the station is considered to be an exchange for the purpose of this definition.

The point on the customer's premises where channels provided by or furnished to the customer terminate in transmitting and receiving terminal equipment or in switching equipment used, at least in part, for communications with stations or customer provided terminal equipment located on the premises.

Short Term Rate - A rate quoted for service for a period less than the regular service term and quoted specifically for such period of service.

Signal Conditions Equipment - That equipment connected to a channel to condition signals generated by date terminal equipment.

Signal Source - A location at which video and audio baseband signals are supplied to a local distribution system or an interexchange system.

Signal Channel (Half Duplex) - A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

Speed Calling - A feature which permits the station dialer to reach other stations by abbreviated dialing.

Station - A telephone instrument, consisting of a transmitter, receiver, and associated apparatus, so connected as to permit the transmitting and receiving of telephone messages. ("Station" is synonymous with "telephone station".)

- a. Main Station: A station directly connected by means of an individual line or by a toll circuit (foreign-exchange), with a central office or toll office.
- b. Extension Station: An additional station connected on the same central office line as a main station and having the same telephone number as the main station. (The term "extension station" is not applied to any station which is part of a PBX system.)

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DEFINITION OF TERMS

Station (Continued)

- c. Private Branch Exchange Station: Any station (including the attendant's set or sets) connected directly or indirectly with a PBX system. May be of the following categories (among others).
- (1) Manual Station - A station, with or without a station dial, which requires the assistance of the private branch exchange attendant for originating or completing all calls.
  - (2) Restricted Station - A dial station furnished for intercommunication service only. Connections cannot be established between such stations and central office lines.
  - (3) Semi-restricted Station - A dial station which has direct access to other dial stations for intercommunication, but requires the assistance of the private branch exchange attendant to establish connection to a central office line.
  - (4) Non-restricted Station - A dial station which has direct access to other dial stations for intercommunication, and direct access to central office lines for originating calls.
- d. Intercommunicating Line Station: A station connected directly to an intercommunicating line.

Station Controlled Conference - Allows a Digital Centrex user with a 500/2500 type set to establish a conference call consisting of more than three conferees (maximum six) without the assistance of the attendant (ACD).

Supervisor Control of Night Service - Can eliminate or minimize unanswered calls left in the incoming-call queue at the onset of Night Service, and allows newly arriving calls to be given night-service treatments (ACD).

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 premises where that is being rendered 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.

Suspension of Service - An arrangement made at the request of the customer or initiated by the Company, for temporarily interrupting service, without termination of contract. During the period of suspension, the Company's equipment remains at the customer's premises in anticipation that normal service will be resumed at some future date.

Telephone Network (or System) - The circuits and central office switching equipment, accessories, controlling, signaling, and other supporting facilities, of the Company and all other telephone companies, with whose customer serving circuits are directly or indirectly connected for the rendition of switched telecommunications service to the Company's customers.

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DEFINITION OF TERMS

Terminal Equipment - Equipment on a customer's premises or at which a central office line terminate, or with which the central office line is connected. When the central office line is an access line terminating in a network protective device, the term "terminal equipment" does not include such device. It includes all other interconnected and associated equipment, devices, accessories, and facilities, wherever located, beyond the point of termination of connection of the central office line. (Examples of terminal equipment are telephone, private branch exchange system, data sets, key telephone systems and equipment, etc.)

Termination of Service - The discontinuance of service or facilities (including channels and station equipment) provided by the Company, either at the request of the customer or by the Company under its regulations concerning cancellation for cause.

Termination Charge - A charge applied when a customer discontinues an item of service or equipment prior to the expiration of the minimum contract period designated for such item.

Three-Way Calling - Permits adding a third party to an established connection without operator or attendant assistance.

Tie Line - A circuit connecting two switching systems (PBX and/or Automatic Call Distribution Systems) for the purpose of intercommunicating between the station connected. The circuit is not intended to provide for general exchange service through either of the systems with which it connects.

Tie Line Mileage - The measurement upon which the rate for tie lines is based in accordance with tariff provisions.

Tie Trunk - A tie trunk is a voice grade communication channel between PBX systems. The circuit is not intended to provide for general exchange service through either of the systems with which it connects.

Toll Message - A communication between two telephone stations, the called station being outside of the local or metropolitan service area of the station from which the message originates.

- a. Person-to-Person Toll Message - A toll message in which the user stipulates a desire for communication with a specified person or extension station at a specified location.
- b. Station-to-Station Toll Message - A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.
- c. Collect Message - A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.
- d. Third Number Message - A toll message in which associated charges are not billed to the calling station, but rather to a station not involved in the message.
- e. Credit Card Message - A toll message in which associated charges are billed to a credit card number assigned by a telephone company and issued to either the called or calling party.

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DEFINITION OF TERMS

Toll Service - That part of the total telephone service rendered by the Company which is furnished between local service areas in accordance with the rates and regulations specified in the Company's Exchange Rate Tariff.

Toll Terminal - A line to which only toll service is furnished.

Touch Calling Service - A classification of exchange service furnished from certain central offices, whereby calls are originated through the use of pushbuttons in lieu of a rotary call.

Transfer to Incalls Key - Enables the ACD agent to transfer an incoming ACD call directly to another agent's Incalls key in the same customer group.

Trunk Line - A circuit between central office switching equipment and the switching equipment of a private branch exchange.

Two-Point Intraexchange Channel Service - A channel connecting two "Primary Terminations" in the same exchange.

Type of Service - The term used in describing exchange service with respect to each of the following:

- a. The use to be made of such service; i.e., by the customer, his family, employees, etc., or by the general public, or by both. With respect to this use of the term, the Company furnishes two types of service: Customer Service and Payphone Service.
- b. The comparative limitations on the number of times customer service may be used for the stipulated monthly charge. With respect to this use of the term, the Company furnishes only one type of service: Flat rate (or unlimited) service.
- c. The scope of the service; i.e., the area throughout which service is rendered without the application of toll charges. With respect to this use of the term, the Company furnishes two types of service: Metropolitan Local Area Service and Community Calling Service.
- d. The physical characteristics of the service. With respect to this use of the term, the Company furnishes only one type of service: Common Battery Dial Service.

Uniform Call Distribution - Is intended to distribute calls evenly among the stations in a Multiline Hunt Group (ACD).

Uniform Service Order Code (USOC) - A Company assigned code used on internal records for service identification purposes.

Variable Wrap-Up Time - Enables the ACD customer to establish a predetermined interval between an agent completing one call and receiving the next one.

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DEFINITION OF TERMS

Voice Grade Facility - A communications path between two points comprised of any form of configuration of physical plant capable of and typically used in the telecommunications industry for the transmission of the human voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz.

Weather Announcement Service - An announcement service providing the means for telephone access by the general public to a brief announcement of current and forecasted weather conditions. The service is furnished by an electronic or electromechanical device and may be publicly advertised. The announcements may contain advertising messages.

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.

Wide Area Telecommunications Service Access Line - A central office facility provided for the purpose of completing WATS calls. Each such line will be arranged at the customer's option for either outward or inward service, but not both, subject to the provisions of this tariff.

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GENERAL REGULATIONS

2.1 General

The regulations contained in this Section are applicable, unless otherwise stated or unless modified by specific regulations contained elsewhere in this tariff, the Exchange Rate Tariff, or the Long Distance Tariff, to all telecommunications services offered by CenturyTel of Ohio, Inc. referred to as the Company.

2.2 Explanation of Symbols

- |     |   |                                 |
|-----|---|---------------------------------|
| (C) | - | Change in regulations           |
| (D) | - | Discontinued rate or regulation |
| (E) | - | Correction of an error          |
| (I) | - | Increase in rate                |
| (N) | - | New rate or regulations         |
| (O) | - | Obsolete                        |
| (R) | - | Reduction in rate               |
| (T) | - | Text change only                |

2.3 Limitations and Use of Service

2.3.1 Use of Customer's Service

- a. Customer service is furnished only for use by the persons residing in the customer's household or guests of the customer, except, as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises. The Company will refuse to install customer service, or to permit such service to remain, on premises of public or semipublic character where the instrument is so located that the public in general or the patrons of the customer may make use of the service.

If it is found that the customer is sharing the service with an individual other than a person residing in the customer's household, or a guest of the customer, the Company will thereafter require the customer to take Joint User Service unless he terminates the joint use of the service. The Company will require a customer permitting public use of service to take public or semipublic service unless such use is terminated.

- b. Except as otherwise provided in this tariff, service furnished by the Company is intended only for communications in which the customer has a direct interest. It shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any person, firm or corporation for the use of the service or for the collection, transmission or delivery of communication. This prohibition shall not apply to a customer who is engaged as a communications common carrier in a public telegram message business, nor does it restrict resale to carriers certified by the Public Utilities Commission of Ohio.

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GENERAL CUSTOMER SERVICES TARIFF  
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GENERAL REGULATIONS

2.3 Limitation and Use of Service (Continued)

2.3.1 Use of Customer's Service (Continued)

- c. In view of the fact that the customer has exclusive control of communication over the facilities furnished by the Company and of the uses for which such facilities may be furnished, and because of unavoidableness of errors incident to the services and to the use of such facilities, the service and facilities by the Company are subject to the terms, conditions and limitations herein specified.

2.3.2 Establishment of Identity

- a. The calling party shall establish his identity in the course of any communication as often as may be necessary, and shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called locations.

2.3.3 Customer Provided Equipment and Facilities

Customer provided equipment and facilities may be connected with the facilities by the Company for telecommunications services provided in Section 11 of this tariff.

2.3.4 Accessories Provided by the Customer

Accessories which aid a customer's convenience in the use of Company facilities in the service for which they are furnished under this tariff are permissible provided any such accessory meets the following conditions:

- a. The safety of Company employees or the public cannot be endangered.
- b. It must not damage or require alteration of Company equipment or facilities.
- c. Direct electrical connection to Company equipment or facilities cannot be made.
- d. The accessory must not impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services.

2.3.5 Broadcast of Recordings of Telephone Conversations

The broadcast of a recording of a telephone conversation or an incoming message during the period of recording is permissible provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with customer-provided voice recording, reproducing and automatic answering and recording equipment as specified in Section 11 of this tariff.

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CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 3

GENERAL REGULATIONS

2.3 Limitation and Use of Service (Continued)

2.3.6 Recorded Public Announcements

Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:

- a. For purposes of identification, telephone service customers who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided. Customers transmitting factual public announcements such as time, stock market quotations, airline schedules, and similar information are excluded from this condition.
- b. Nonpublished telephone numbers will not be furnished for use with recorded public announcements.
- c. Failure to comply with these provisions shall be cause for termination of the service.

2.3.7 Limited Communication

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

2.3.8 Transmitting Messages

The Company offers the use of its facilities when available for transmission of messages, but the Company will not transmit messages and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company.

2.3.9 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for any unlawful purpose. However, the Company cannot incur the potential liability associated with making judgments about the validity of allegations of unlawful use. Accordingly, the Company will refuse to furnish, or discontinue furnishing, service on the ground of unlawful use of the service only when ordered to do so by a court of competent jurisdiction.

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CenturyTel of Ohio, Inc.

SECTION 2  
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GENERAL REGULATIONS

2.3 Limitation and Use of Service (Continued)

2.3.10 Cancellation of Service for Cause

- a. The Company, may, without incurring any liability, either suspend service or terminate the customer's service without suspension for any of the following reasons:
- (1) Abandonment of service. A customer will be held responsible for all service rendered until service is discontinued upon the request of the customer or until abandoned service is discontinued as a result of the customer vacating the premises without advising the Company.
  - (2) Failure of a customer to make the suitable deposit as required by this tariff.
  - (3) Impersonation of another with fraudulent intent.
  - (4) Nonpayment of any sum due for exchange, Regulated Local Exchange Services.
  - (5) Unlawful use of the service.
  - (6) Permitting public use of the service
  - (7) Failure to comply with the "Recorded Public Announcements" provisions of this tariff.
  - (8) Use of service in such a way as to impair or interfere with the service of other customers including, but not limited to, the use of telephone service by a customer or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls to such customer at or about the same time, which may result in preventing, obstructing or delaying the telephone service of others.
  - (9) Provision of false or misleading information in obtaining telephone service or credit from the Company.
  - (10) Violation on the part of the customer of any of the regulations contained in this tariff.
  - (11) Attachment or connection of equipment, apparatus, circuits or devices not furnished by the Company, except as provided in this tariff.

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SECTION 2  
Original Sheet No. 5

GENERAL REGULATIONS

2.3 Limitation and Use of Service\_(Continued)

2.3.10 Cancellation of Service for Cause (Continued)

a. (Continued)

(12) Abusive or fraudulent use of service as follows:

- (a) The use of service or facilities of the Company to transmit a message, to locate a person, or to give or obtain information, without payment of the charge applicable for the service.
- (b) The obtaining or, the attempting to obtain, or the assisting of another to obtain or to attempt to obtain local or distance message telecommunications service; by rearranging, tampering with, or making connection with any facilities of the Company; by any trick, scheme, false representation, or false credit device; or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment in whole or in part, of the regular charge for such service.
- (c) The use of service or facilities of the Company for a call or calls anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
- (d) The use of profane, obscene, or abusive language over or by means of the Company's facilities.
- (e) The use of service in such a manner as to interfere unreasonably with the use of the service by one or more customers.
- (f) The use of the service for any purpose other than as a means of communications.

- b. Following a suspension of service for any of the above reasons, the Company may disconnect the service and remove any of its equipment from the customer's premises.

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SECTION 2  
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Cancels Original Sheet No. 6

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service

2.4.1 Availability of Facilities

- a. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.
- b. The rates and charges quoted in this tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- c. When excessive costs are involved for the construction of accordance with the regulations set forth in Section 5, except as otherwise specified.

2.4.2 Application for Service

- a. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect. If the applicant refuses to comply with the requirements set forth in the Company's tariffs prior to the establishment of service, the Company may cancel the application and any amounts collected from the applicant will be refunded. The application is merely a request for service and does not in itself bind the Company to furnish the service, (except under reasonable conditions as set forth in the tariffs), nor does it bind the applicant to take service.
- b. Pursuant to the provisions of 4901:1-5-13 and 4901:1-5-14, the Company reserves the right to refuse service, or subsequently can suspend or disconnect service of any applicant who is found to be indebted to the Company for service during the previous twelve months. The disconnect notice will comply with 4901:1-5-17 O.A.C. (C)
- c. Reserved for Future Use (D)
- d. When an application for service and facilities or a request for additions, rearrangements, relocation or modifications of service and equipment are canceled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge is not to exceed all charges which would apply if the work involved in complying with the request had been completed. (D)

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CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 7

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.2 Application for Service (Continued)

- e. If equipment has been ordered for the specific needs of a customer and the installation thereof is unduly delayed by or at the request of the customer, appropriate charges apply for such equipment for the period of the delay.
- f. When a customer requests a change in locations of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service and equipment prior to completion of the work involved, the customer is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.
- g. Any change in rates or regulations prescribed by public authority having jurisdiction modifies all terms and regulations of applications or contracts to the extent of such changes, without further notice.

2.4.3 Application of Rates For Business and Residence Service

- a. Although, in general, business rates apply at business locations and residence rates apply at residence locations, the determination as to whether customer service should be classified as business or residence is based on the character of use to be made of the service.

- b. Business Service Rate

The service is classified and charged for as Business Service where the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or where a business listing is furnished.

- c. Residence Service Rate

The service is classified and charged for as Residence Service where the use of the service is of a social or domestic nature and the business use, if any, is merely incidental and the service is located in a residence. In the case of a combined business and residence premises, the service is classified and charged for as Residence Service where it is located in a bona fide residential quarters of such premises. Residence Service may not be extended into the business quarters, but Business Service may be extended into residence quarters. A main station or an extension station located in a rectory, parsonage or pastor's residence will be classified and charged for as Residence Service.

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SECTION 2  
Original Sheet No. 8

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.3 Application of Rates for Business and Residence Service (Continued)

c. Residence Service Rate (Continued)

The service is classified and charged for as Residence Service when furnished at any location as an access to a repeater control and/or autopatch facility of a bona fide amateur radio operator, organization or society duly licensed as a primary station by the Federal Communications Commission as an amateur radio station pursuant to FCC Part 97, Section 5 [47 CFR Section 97.5] or any successor regulation. The Telephone Company may request a copy of the amateur radio station license prior to the installation of service.

- d. Changes from business service to residence service are made only in the event of a change in the customer's arrangements which would entitle him to a residence classification of his service, as specified in Paragraph c. The customer can be required to retain business service for the remaining directory period, unless the facts indicate that the service is no longer to be used substantially for business purposes.

- e. Changes from residence to business service may be made without change in telephone number if the customer so desires. Service connection charges applicable for such changes are quoted in Section 4 of this tariff.

When it is determined that the service of a customer to Residence Service should be classified and charged for as Business Service, the Company will discontinue the service of such a customer in the event he refuses to permit the service to be classified and charged for as Business Service.

2.4.4 Supersedure of Service (Transfer of Service)

- a. Service previously furnished to one customer may be assumed by a new customer upon due notice of cancellation or in the case of abandonment, provided there is no lapse in the rendition of service. Such supersedures are subject to service connection charge regulations and may be arranged for in either of two ways:

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CenturyTel of Ohio, Inc.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.4 Supersedure of Service (Transfer of Services) (Continued)

a. (Continued)

- (1) If the new customer fully understanding the regulations governing the service and the status of the account, willingly assumes all obligations thereunder, then future bills are rendered without an adjustment to or from any particular date, with the company arranging for the requested change in billing and directory listing.
- (2) If the new customer does not wish to assume payment of the old account, a new service application is taken and an adjustment in billing is made to and from the date the supersedure is effective.

b. Under either method of supersedure, the reassignment of the old telephone number to the service of the new party is arranged for only after the former customer has given consent to its use, and then only when there exists no relationship, business or otherwise, between the old and new customers, and a change in the telephone number is not required.

c. When a relationship does not exist, business or otherwise, between the old and new customers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid and then only if a change in the telephone number is not required.

2.4.5 Minimum Service Periods

a. Termination liability contracts will apply to all equipment provided under lease. This will include miscellaneous, Key, PBX and individual Residence and Business stations.

b. Unless otherwise specified, the minimum service period for all services offered in this tariff is one month commencing with the installation date of the service except as follows:

- (1) The minimum service period for Enterprise Service (Special Reversed Charge Toll) is two months.
- (2) The minimum service period for directory listings is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day succeeding directory is first distributed to customers.
- (3) For all other services furnished with minimum service periods exceeding one month, the applicable minimum service period is the number of months indicated in that section of this tariff containing the service offered.

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GENERAL REGULATIONS

2.4 Established and Furnishing of Service (Continued)

2.4.5 Minimum Service Periods (Continued)

- c. The minimum service period relates to each applicable unit of service, either on the initial or subsequent installations.
- d. For the purpose of administering this regulation and all other applicable regulations and rates of the Company's tariffs, every month is considered to have thirty days.
- e. Minimum service periods begin on and include the day following the establishment of service.

2.4.6 Floor Space, Electric Power and Operation of Company Facilities at the Customer's Premises

- a. All suitable space and floor arrangements including adequate lighting, temperature control, power outlets, commercial power and any other arrangements which may be required on the premises for communication facilities provided by the Company will be provided by and at the expense of the customer. All responsibility for the safe condition or wiring, outlets and power remains with the customer.
- b. The operation of communication facilities provided by the Company at the customer's premises will be performed at the expense of the customer and must conform with the operating practices and procedures of the Company.

2.4.7 Provision and Ownership of Equipment and Facilities

- a. Equipment and facilities furnished by the Company on the premises of a customer or authorized user are the property of the Company and are provided upon the condition that such equipment 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 premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the customer's premises, or to remove such equipment and facilities which are no longer necessary for the provision of service.
- b. Customers may not disconnect, remove or permit others to disconnect or remove any apparatus installed by the Company, except in the case of service furnished at hazardous locations and then only upon the written consent of the Company or as otherwise specified in the Company's applicable tariffs.

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2nd Revised Sheet No. 11  
Cancels 1st Revised Sheet No. 11

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.7 Provision and Ownership of Equipment and Facilities (Continued)

- c. Upon termination of service from any cause whatsoever, equipment and facilities furnished by the Company shall be returned in good condition, reasonable wear and tear thereof expected. The customer will be held responsible for loss of or damage to any equipment or apparatus furnished by the Company, unless such loss or damage is due to causes beyond his control.

2.4.8 Provision and Ownership of Directories

- a. Telephone directories shall be issued annually. The classification for the initial directory is Tier 1 Core. The Company reserves the right to make a charge for replacement of directories defaced or mutilated while in possession of customers. (C)
- b. Directories are furnished to customers as part of the telephone service. No binder, holder, insert, or auxiliary cover or attachment of any kind not furnished by the Company shall be attached to the telephone directory, except that this prohibition shall not apply to a customer-provided binder, holder, insert, or auxiliary cover which is attached so that it does not obstruct vital and essential information such as the identity of the exchanges covered by the directory, the effective date of the directory, emergency numbers, federal and state laws, and Rules and Regulations of the Commission pertaining to telecommunication services. Any person, firm or corporation violating this rule, or permitting it to be violated is made subject to having service suspended.
- c. Telephone directories are copyrighted by the Company and the Company is the sole owner of their content.
- d. One copy of the local directory shall be distributed per access line, with additional copies up to one per station available at no charge when the customer picks up the book at the Telephone Company. Additional directories may be mailed for a charge of \$1.00 plus postage per book. Upon a subscriber's request, free of charge, directories for Extended Area Service (EAS) exchanges will be provided.
- e. Foreign Directories may be provided as follows:

Customer Pick-up	\$3.00 first Book - Plus cost of Book .75 each add'l Book Same order - Plus Cost of Book
Mailed (U.S. Postal Service) Cost of Book	.75 per book plus postage - Plus

Issued: March 1, 2004

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT  
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GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 12

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.9 Provision and Ownership of Telephone Numbers

Telephone numbers are the property of the Company and are assigned to the service furnished the customer. The customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company, nor to the continuance of service through any particular central office.

The Company reserves the right to change such numbers and/or the central office designation associated with such numbers assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

2.4.10 Installation, Maintenance and Repairs

- a. All ordinary expense of installation, maintenance and repairs, unless otherwise specified in this tariff is borne by the Company. Where special conditions or requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft or destruction of any of the Company's property due to negligence or willful act of the customer or other persons authorized to use the service and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- b. The customer shall not install, disconnect, rearrange, remove, or attempt to repair any customer premises hardwired equipment or facilities furnished by the Company or permit others to do so, except in the case of service furnished at hazardous locations and then only upon the written consent of the Company or as otherwise specified in the Company's applicable tariffs.
- c. When equipment or facilities of the customer are connected to equipment or facilities of the Company under provisions of this tariff or a contract, it is contemplated that when trouble develops, the customer will make appropriate tests of his equipment or facilities to determine whether such trouble is in his own or the Company's equipment or facilities before reporting an out-of-service condition to the Company. Where the trouble is reported to the Company and the Company determines that the trouble is in the customer's equipment or facilities, the customer shall upon demand reimburse the Company for the expense incurred by it because of the customer's erroneous determination and report.

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Issued: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer  
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GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 13

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.11 Company Facilities at Hazardous or Inaccessible Locations

- a. Where service is to be established at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the customer may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company. Renumeration is to be based on the costs involved.
- b. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, other actions or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.

2.4.12 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 be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours, or prior to the normal installation interval, or that work once begun be interrupted, the customer may be required to pay, in addition to the other rates and charges specified in this tariff, the amount of additional costs the Company incurs as a result of the customer's special requirements.

2.4.13 Service at Outdoor Locations

The Company will refuse to provide, maintain, or restore service at outdoor locations unless the customer agrees in writing to indemnify and save harmless the Company from and against any and all loss or damage that may result to instruments, apparatus, wiring, or other equipment furnished by the Company at such locations.

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By: Glen F. Post, III, President and Chief Executive Officer  
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GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 2  
2nd Revised Sheet No. 14  
Cancels 1st Revised Sheet No. 14

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.14 Termination of Service

a. Termination of Service by the Company

(1) When the service is terminated on the initiative of the Company because of violation of its regulations by the customer, the regulations stipulated in the paragraphs below for termination of service by the customer apply.

(2) 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. (This provision shall be effective after April 22, 2002.)

(C)

(C)

(3) In addition to (1) and (2) above, the nonpayment of interexchange carrier (IXC) toll charges may result in the blocking of toll service.

(a) CenturyTel, when acting on behalf of an IXC, 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.

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

(c) All forms of toll blocking services offered by CenturyTel to toll service providers must be provided on a nondiscriminatory basis to all toll providers, regardless of whether CenturyTel has established a billing and collection agreement with the toll provider. Any charges for toll blocking services offered by CenturyTel must be set forth in a Commission-approved tariff.

(d) Upon payment by the customer of all past due toll debt to the IXC or to CenturyTel acting on behalf of the IXC, CenturyTel will lift the block and all 1+ dialing capabilities, including 10-XXX, will be restored.

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Issued: January 23, 2002

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By: Glen F. Post, III, President and Chief Executive Officer  
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GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 14.1

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.14 Termination of Service (Continued)

a. Termination of Service by the Company (Continued)

- (4) If a customer subscribing to a package or bundle that combines both regulated and deregulated services fails to submit timely payment sufficient to cover the entire amount of the regulated and unregulated services, the Company may discontinue the provision of any regulated and unregulated services, other than basic local exchange service, if payment is sufficient to cover the rate for basic local exchange service. The rate for basic local exchange service shall be the tariffed rate for stand-alone basic local exchange service. (N)
- If the customer loses services included in the package due to non-payment or partial payment pursuant to this rule, the customer shall be entitled to add, change, or discontinue any regulated services provided according to the Company's normal procedures for adding, changing or discontinuing such services. (N)

Issued: October 24, 2003  
2003

Effective: October 24,

By: Jeffrey Glover, Vice President - External Relations  
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GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 2  
1st Revised Sheet No. 15  
Cancels Original Sheet No. 15

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.14 Termination of Service (Continued)

b. Termination of Service by the Customer

(M)

(1) Miscellaneous Service - Special Systems, Data Sets, Stations, etc.

The customer will furnish the Company with thirty (30) days prior written notice should it desire to terminate, in whole or in part, an application or contract for special equipment for which the initial application or contract period is in excess of one month at the same location. Customers who terminate any such application or contract prior to the end of the minimum period will be subject to termination charges as follows:

(a) In the event of termination prior to the establishment of service, the termination charge will be an amount equal to all expenses incurred by the Company in connection with the performance of the contract.

(M)

(b) In the event of termination after the establishment of service, the charge will be the proration of the total termination liability due applicable to the customer's contract reducible by each month the equipment has been in service.

(2) A customer is not permitted to carry over a termination liability due from one system and apply it to a new system or contract.

(3) Periods for which a system has been temporarily suspended by the customer, or suspended for nonpayment by the Company will not be credited to the determination of a termination liability.

2.4.15 Ringer and Signal Equipment Limitations

a. Except as provided herein, one ringer is provided for each station and such ringer is located in the station. If additional ringers are desired, or if the ringer is not located in the station, such ringers will be provided as specified for in Section 10 of this tariff.

2.4.16 Special Equipment and Service Arrangements (Special Assemblages)

The rates and charges quoted in the General Customer Services Tariff and the Exchange Rate Tariff contemplate the use of service arrangements, equipment and facilities in quantities and types regularly furnished by the Company.

(M)

(M) Material Moved from Sheet No. 14

(M) Material Moved to Sheet No. 16

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

CenturyTel of Ohio, Inc.

SECTION 2  
1st Revised Sheet No. 16  
Cancels Original Sheet No. 16

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.16 Special Equipment and Service Arrangements (Special Assemblages) (Continued)

(M)

Where equipment, facilities, or service arrangements, not provided for in the Company's applicable tariffs are requested, rates and charges will apply based upon the cost incurred, in each case whenever it is practicable to provide the service requested. In such cases, the Company reserves the right to require a minimum contract period longer than one month at the same location.

2.4.17 Construction

The rates and charges quoted in the General Customer Services Tariff and the Exchange Rate Tariff provide of the furnishing of service and facilities where suitable plant facilities are available or when the construction of the necessary facilities does not involve excessive costs. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section 5.1 of this tariff.

(M)

2.4.18 Insufficient Central-office Lines

If a customer is served by a number of trunk lines or individual lines which is inadequate to handle the volume of his incoming and outgoing messages, the telephone service of persons trying to call him is impaired and the Company's central-office switching equipment is overburdened by the resulting excessive numbers of vain attempts by others to call the customer. This is detrimental to the Company's service to its patrons generally. Therefore, when such a condition exists, the Company will inform the subscriber of the inadequacy of the number of central office lines by which he is served. He must then subscribe to an adequate number of trunk lines or individual lines. If he fails to do so after reasonable notice, his service will be discontinued.

2.4.19 Promotional Offerings

a. For promotional purposes, the Company may from time to time offer certain optional services at reduced prices for periods not to exceed six months per type of service in any calendar year. Such promotions may include, but are not limited to, the following:

- (1) Waiver of service installation and change charges;
- (2) "Dollar Value" certificates to be applied against specified tariff charges;
- (3) Reductions or waiver of monthly service charge(s).

b. Promotions will apply only to optional services, which may include, but are not limited to, the following:

- (1) Custom Calling Services;
- (2) Touch Calling Services;
- (3) Advanced Calling Services

(M)

(M) Material Moved from Sheet No. 15

(M) Material Moved to Sheet No. 17

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

CenturyTel of Ohio, Inc.

SECTION 2  
2nd Revised Sheet No. 17  
Cancels 1st Revised Sheet No. 17

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.19 Promotional Offerings (Continued)

- c. The Company will file with the Public Utilities Commission of Ohio a report within 45 days of the conclusion of the Promotional Offering. The report will provide a description of the Promotional Offering, the number of customers who have established or added to the service(s) featured in the Promotional Offering, the amount of non-recurring or recurring charge revenue waived from said customers, and the amount of "new" recurring charge revenue received from said customers.

2.4.20. Telecommunications Service Priority (TSP) System

- a. A TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. Priority installation and/or restoration of NSEP telecommunications shall be provided in accordance with Part 64.401, Appendix A, of the Federal communications Commission's (FCC's) Rules and Regulations
- b. Regulations, rates and charges are specified in CenturyTel Operating Companies Tariff F.C.C. No. 1, Access Service, Section 13.

2.5 Customer Relations

2.5.1 Credit Deposit

- a. Applicants for service or existing Customers whose financial condition is not acceptable to the Company, or not a matter of general knowledge, may be required at any time to provide the Company a security deposit. All deposits will be handled in accordance with the provisions of 4901:1-17 O.A.C. and 4901:1-5-13 & 14 O.A.C. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation.

(C)

(C)

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In accordance with Case No. 04-1483-TP-ATA filed with the  
Public Utilities Commission of Ohio, dated September 27, 2004.  
Public Utilities Commission of Ohio, dated September 27, 2004.

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

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 17.1

GENERAL REGULATIONS

2.5 Customer Relations (Continued)

2.5.1 Credit Deposit (Continued)

- b. The deposit will not exceed an amount equal to two month's average monthly bill for all regulated local exchange services for the ensuing twelve months, plus thirty percent (30%) of estimated monthly recurring charges.
- c. The Company will pay interest on deposits held for 180 days or longer while the service is active. The interest rate paid for deposits is 3%.
- d. The applicant may provide a third party guarantor in lieu of a deposit.

2.5.2 Reserved for Future Use

(D)

(C)

(C)

(M)

(D)

2.5.3 Thirty-day Month

For the purpose of computing charges for equipment, facilities, and services, except for allowances for interruptions in service, every month shall be considered to have thirty days.

2.5.4 Payment for Service

The customer is required to pay all charges for service and equipment in accordance with the Company's billing and collection practices. The customer will be held responsible for all charges for telephone service rendered in connection with local and long distance messages placed from his station and in connection with toll messages received at his station on which the charges have been reversed with the consent of a person at the called station.

2.5.5 Subscriber Billing Adjustments for Local Exchange Service

The Company incorporates by reference, and will adhere to, the guidelines for subscriber billing adjustments for local exchange service as found in 4901:1-5-16 O.A.C.

(M)

(M) Material moved from Sheet 18

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 2  
3rd Revised Sheet No. 18  
Cancels 2nd Revised Sheet No. 18

GENERAL REGULATIONS

2.5 Customer Relations (Continued)

2.5.6 Allowance for Temporary Denial

(M)

When service is restored after temporary denial, the Company will make a pro rata allowance at the schedule rate for the service denied for the entire period of denial except that in cases where service is restored on or before the day following denial, no allowance will be made.

2.5.7 Multiple Copies of Bills

Normally the Telephone Company provides one bill per customer account each month. Where the customer requests additional copies of the bill the Company will provide them at a cost of \$1.25 per bill copy.

2.5.8 Establishment of Credit

(N)

The company will require the applicant to satisfactorily establish financial responsibility by meeting the criteria in 4901:1-17 O.A.C. When deposits are required, the Company will apply them based on the "individual service history method". This 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)

(M) Material moved to Sheet 17.1

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

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 19

GENERAL REGULATIONS

2.6 Liability of Company

2.6.1 Service Irregularities

- a. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delay, 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 customer or 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 equivalent to the proportionate charge to the customer period of service during which such service irregularities occur.
- b. When facilities of others are used in establishing connections to points not reached by the Company's facilities, the Company is not liable for any act or omission of others furnishing such facilities.
- c. When a service or channel is temporarily surrendered by a customer, at the request of the Company, credit determined as in a. above will be allowed for the entire period surrendered.

2.6.2 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.

2.6.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless (including cost and reasonable attorney's fees) 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, claims for infringement of patents arising from combining facilities furnished by the Company with, or using the facilities in connection with, apparatus and systems of the customer and all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

2.6.4 Defacement of Premises

The Company is not liable for any defacement or damage to the premises of a customer resulting from the furnishing of service or the installation, attachment or removal of the instruments, apparatus and associated wiring furnished by the Company on such premises, when such defacement or damage is not the result of the sole negligence of the Company or its employees.

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

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 20

GENERAL REGULATIONS

2.6 Liability of Company (Continued)

2.6.5 Equipment in Explosive Atmospheres

- a. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.
- b. The Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.
- c. The customer shall furnish, install and maintain sealed conduit with explosive-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

2.6.6 Liability for Directory Service

- a. The Company shall not be liable for any error, omission or other failure in connection with directory listings furnished without additional charge. The customer agrees to hold the Company free and harmless of and from any claims, loss, damage or liability which may result from such errors, omissions, or other failures.
- b. The liability, if any, of the Company for any error, omission or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for the listing during the effective life of the directory in which the error or omission is made.
- c. In accepting listings as prescribed by applicants or customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories.
- d. Approval of the above tariff 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.

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

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 21

GENERAL REGULATIONS

2.7 Ohio Gross Receipts Tax Surcharge

A surcharge shall be applied to the amount due on intrastate services on all bills rendered on or after January 1, 1982 at a rate of .71 percent thereof to recover the increase in excise tax levy payments as authorized by Section 4909.161, Revised Code.

2.8 Resale/Shared Use of Local Exchange Service

2.8.1 Definitions

The following is a list of definitions of terms used throughout this section.

CUSTOMER OF RECORD

Person or legal representative responsible for the following:

- administration, use and occupancy of the Resale Service Area by virtue of ownership, lease, management agreement and the like;
- placing application for service;
- requesting additions, rearrangements, maintenance or discontinuance of Telephone Company-provided service;
- payment in full of charges incurred for use of Telephone Company-provided service including, but not limited to, local and long distance charges, local and long distance directory assistance charges, etc.;
- providing legal description of the Resale Service Area to the Telephone Company.

INDIVIDUAL CUSTOMER

As used in Section 2.8, individual customer refers to a customer located within a Resale Service Area served directly by the Telephone Company at the individual customer's request.

LOCAL RESALE/SHARED USE

Local Resale/Shared Use is defined as the provision of Telephone Company exchange telecommunications service by a reseller or shared use provider to one or more individuals or users, located within a Resale Service Area, through a common switching and billing arrangement.

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

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 22

GENERAL REGULATIONS

2.8 Resale/Shared Use Of Local Exchange Service (Continued)

2.8.1 Definitions (Continued)

RESALE SERVICE AREA DEMARCATION POINT

The Resale Service Area Demarcation Point (or point of interconnection) is that point where the exchange access service provided by the Telephone Company is connected to the facilities provided by the customer. The Telephone Company will determine the demarcation point on a case-by-case basis.

RESALE SERVICE AREA

The Resale Service Area is the area within which a reseller provides local exchange telecommunications service.

RESELLER

A reseller is a broker of Telephone Company service capacity, providing resold services in a profit arrangement within a Resale Service Area.

RESELLER FACILITIES

For purposes of the Local Resale/Shared Use regulations, Reseller Facilities are defined as the common switching apparatus, inside wire and riser cable located within the customer's premises, commencing at the point of demarcation.

SHARED USER

The Shared User is a customer who subscribes to telephone service, shares it with others and then collects from the users an amount equal to each user's pro rata usage under a nonprofit plan.

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

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 23

GENERAL REGULATIONS

2.8 Resale/Shared Use Of Local Exchange Service (Continued)

2.8.2 Regulations

a. General

- (1) Resale is permitted within a single building or a contiguous complex of buildings under common ownership or management. Areas designated for resale may be intersected or transversed by public thoroughfares provided that the adjacent property segments created by intersecting or transversing thoroughfares would be continuous in the absence of the thoroughfare. The designated resale service area must be wholly within the confines of existing Century Telephone Company of Ohio, Inc. exchange boundaries.
- (2) Participation in reselling/sharing systems shall be limited to occupants of a building or contiguous complex of buildings which compose a resale/sharing system.

b. Conditions for Resale - Customer of Record Obligations

- (1) Customers of Record are not permitted to engage in the resale of exchange service furnished by the Company outside areas designated as Resale Service Areas. Customers desiring to resell exchange services provided by the Company must notify the Company in writing of their intent to resell, and provide a map or other sufficient documentation delineating the Resale Service Area within which it will resell service. In addition to the Resale Service Area layout map, the Customer of Record also must submit notice of intended development regarding new construction.
- (2) Facilities inside the Resale Service Area may be provided by the Customer of Record or individual customer. Such facilities that are connected to the Company's facilities must be installed in accordance with technical standards furnished by the Company.
- (3) All repairs behind and including the reseller's common switching apparatus will be the responsibility of the Customer of Record.
- (4) Applications for local Resale/Shared Use Service as well as requests for additions, rearrangements or discountenances of service will be accepted only from the Customer of Record or from the Customer of Record's legally authorized and designated agent where authorization has been confirmed in writing.
- (5) All rates and charges in connection with the Resale/Shared Use operations will be the responsibility of the Customer of Record. This includes charges for directory assistance that will only be billed to the Customer of Record.

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

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 24

GENERAL REGULATIONS

2.8     Resale/Shared Use Of Local Exchange Service (Continued)

2.8.2   Regulations (Continued)

b.       Conditions for Resale - Customer of Record Obligations (Continued)

- (6)      All charges will be billed only to the Customer of Record. In addition, the Customer of Record must provide the Company with the necessary deposit to adequately secure his/her account.
- (7)      The Customer of Record will be the single point of contact for all Resale/Shared Use client services provided in connection with the Resale/Shared Use of local exchange service.

2.8.3   Conditions for Resale - Company Obligations

- a.       The Telephone Company will directly serve, upon request, individual customers inside the Resale Service Area. The Telephone Company will obtain access to such customers either by leasing the existing intra-building wiring from the reseller or sharer, or by utilizing or installing its own facilities.
- b.       The Telephone Company will not be responsible for transmission quality beyond the point of interconnection with the reseller of customer-provided facilities.
- c.       Whenever customer notification to Telephone Company customers is required regarding, among other things, regulatory notices, service changes, and billing changes, the Telephone Company will not be responsible to give notice to any other party than to the Customer of Record, his/her authorized agent, and individual customers within the Resale Service Area.
- d.       Whenever Telephone Company customer notification is required, the Customer of Record should notify those resale/shared use customers located within his/her Resale Service Area.
- e.       In an instance where the individual requesting Telephone Company service is located in an industrial park Resale Service Area, and that park has public rights-of-way, the Telephone Company can either connect service via public right-of-way at the rates specified in the construction tariff, if additional construction is required, through the point of interconnection, or the individual customer may elect to secure a line extension facility that meets the Telephone Company's point of connection.
- f.       The customers of the Customer of Record may be listed in the local exchange telephone directory. Such listings are charged for at the business directory additional listings rate and billed to the Customer of Record. If the Resale Service Area is residential in nature, the listings will be placed in the residential section of the telephone directory

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CenturyTel of Ohio, Inc.

SECTION 2  
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GENERAL REGULATIONS

2.8 Resale/Shared Use Of Local Exchange Service(Continued)

2.8.4 Rates and Charges

- a. Local exchange access lines, terminated in customer provided equipment to be used for resale or shared use of the local exchange service, are provided at flat business line or trunk rates. However, when usage sensitive service becomes available, the flat rates will be discontinued and the service will only be provided on usage sensitive access lines or trunks. (If measured service is available, measured rates will apply.)
- b. Service charges provided for in Section 4 of this tariff are applicable to Resale and Shared Use lines.
- c. All other rates and charges provided for in the Company's tariffs are applicable to Resale and Shared Use Service.

2.9 School and Library Discounts

- 2.9.1 Pursuant to Case No. 97-632-TP-COI and to FCC Docket No. 97-157 (Universal Service Order), schools and libraries may be eligible for reduced rates funded by the federal universal service fund.

(N)  
|  
(N)

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2nd Revised Index A  
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DIGITAL CENTREX AND FRAME RELAY

(T)

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services

3.1.1 General

- a. Century Digital Centrex (here-in-after referred to as CDC) is a central office communications service provided in association with local exchange services furnished from digital central offices in select Company buildings. CDC, which is designed to serve all sizes of businesses and residential customers, is offered only in central offices equipped to provide such service.
- b. CDC Service is offered only from suitably equipped central offices with available outside plant.
- c. CDC is offered to subscribers as a flat rate service or a measured (usage-sensitive) service. All exchange lines in a Centrex group must have the same billing arrangement, either flat rate or measured service.
- d. CDC is not provided in association with coin telephone service or multi-party service.
- e. CDC Service will be provided on a month-to-month basis at the rates specified in Section 3.1.4 of this tariff. CDC Service may be provided in association with B1/Key or PBX trunks, however, CDC Service terminating on a Key or PBX system will be charged at the applicable Key or PBX trunk rate. Service for longer time periods will be available on a contract basis. The initial service period for CDC Service is a minimum of one month, commencing with the date of installation of the service. No portion of the Service Connection Charges and Initial Nonrecurring Charges provided for in the tariff are refundable under any circumstances.
- f. A CDC customer must subscribe to 2 or more CDC access lines.\*
- g. The Attendant Basic Package and Basic Business Set Service provide central office software and central office equipment to make the service available at the customer's premises. All equipment required at the customer's premises to use these services will be provided and maintained by the customer. Such equipment must be compatible with the service provided by the Company.

\*Single-Line CDC Service is grandfathered as of February 10, 1993

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.1 General (Continued)

- h. Depending upon customer feature selection, and due to the complex nature of CDC services, some features (both package and individual) may not be technically compatible when grouped with certain other features or if one CDC access line service is selected.
- i. One primary business or residence directory listing is provided for each CDC customer. Additional listings will be provided at the rates shown in Section 6 of this tariff.
- j. Service establishment and move or change charges shall be applicable as set forth in Section 4 of this tariff.
- k. All customer lines are installed as a group (identified as a User Group) and will be terminated at one point (identified as the demarcation point). It shall be the customer's responsibility to extend lines from the demarcation point to the station locations.
- l. CDC lines may terminate at multiple locations; however, all CDC lines in the same group must be served by the same central office.
- m. A customer may install more than one User Group and an Initial Nonrecurring Charge (INC) will apply for the establishment of each User Group.
- n. Initial training of customer's personnel in system operation is provided at the time of system cut over. Training is performed at the customer's location and/or the Telephone Company location. The customer is responsible for all expenses associated with customer travel to and from the Telephone Company location.
- o. If the customer requests additional training beyond the training mentioned in m. preceding, or if the customer requests additional training subsequent to the initial installation, the training will be provided on a time and material basis.
- p. Unless specifically exempted, CDC service shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in the General Customer Services Tariff.

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.1 General (Continued)

- q. The Attendant Basic Package is optional. It is used to answer calls placed to specific directory numbers, dial "0" calls from within the customer group, intercepted calls, and "don't answer" recalls. The Attendant can both originate calls and complete incoming calls.

Installation of the console requires three line terminations. Two lines interface with the processor and one line is for voice communication.

3.1.2 Rate Elements

- a. CDC is composed of the following rate elements.

OPTION I - Usage Sensitive

<u>Required</u>	<u>Tariff</u>	<u>Section</u>
CDC Access Line (2)	PUCO #11	Section 1
CDC Network Usage (1)	PUCO #11	Section 1
CDC Basic Package	PUCO #12	Section 3
Subscriber Line Charge	FCC #1	Section 4

OPTION II - Flat Rate

<u>Required</u>	<u>Tariff</u>	<u>Section</u>
CDC Access Line (2)	PUCO #11	Section 1
CDC Basic Package	PUCO #12	Section 3
Subscriber Line Charge	FCC #1	Section 4

Optional

CDC Enhanced Package	PUCO #12	Section 3
Attendant Basic Package	PUCO #12	Section 3
Attendant Enhanced Features	PUCO #12	Section 3
Basic Business Set Service	PUCO #12	Section 3
Enhanced Business Set Features	PUCO #12	Section 3
CDC Enhanced Packages and Features	PUCO #12	Section 3

- (1) Calls to emergency 911, repair service, directory assistance or the Company Business Office are not charged the Minutes Of Use (MOU) charge.
- (2) Century Digital Centrex Service may be provided in association with B1/Key or trunks, however, Century Digital Centrex Service terminating on a Key or PBX system will be charged at the applicable Key or PBX trunk rate.

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.3 CDC Service Packages and Features (Continued)

a. CDC Basic Package

The CDC Basic Package includes the following features:

Call Forward - All Calls  
Call Forward - Busy  
Call Forward - No Answer  
Call Pickup  
Intercom Dialing  
Last Number Redial  
Speed Call - Group List  
Three - Way/ Consultation Hold/Transfer

b. CDC Enhanced Package

The CDC Enhanced Package includes the following features:

Call Hold  
Call Park  
Call Waiting  
Cancel Call Waiting  
Dial Call Waiting  
Directed Call Pickup  
Distinctive Ringing  
Multiple Appearance Directory Number (MADN)  
Permanent Hold  
Restricted Dialing  
Ring Again  
Speed Call Individual List  
Station Control Conference - 6 Party

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.3 CDC Service Packages and Features (Continued)

c. Attendant Basic Package

The Attendant Basic Package includes the software requirements which enable the attendant console to function. The required associated equipment is customer provided.

The Attendant Basic Package includes the following features:

Attendant Call Selection  
Attendant Camp-On  
Attendant Conference - 6 Port  
Attendant Local/Remote Console  
Attendant Transfer  
Attendant Recall  
Attendant to Recorded Announcement  
Busy Verification - Stations/Trunks  
Call Hold  
Call Park  
Console Display  
Console Feature Interaction  
Multiple Console Operation  
Position Busy  
Secrecy  
Straightforward Outward Completion  
Supervisory Console - Basic  
Switched Loop Operation  
Trouble Key on Console  
Trunk Group Busy Indication  
Two-Way Splitting

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CenturyTel of Ohio, Inc.

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.3 CDC Service Packages and Features (Continued)

d. CDC Enhanced Attendant Features

(1) Attendant Enhanced Features

These features may be individually subscribed to as additions to the Attendant Basic Package.

- (a) Attendant Access to Paging - Loudspeaker
- (b) Attendant Access to Paging - Radio
- (c) Attendant Large Conference
- (d) Attendant Speed Calling
- (e) Uniform Call Distribution (UCD) From Queue
  - 1) With Announcement
  - 2) Without Announcement
- (f) Virtual Facility Groups - Attendant Control
- (g) Wild Card Key

e. CDC Basic Business Set Service

- (1) Basic Business Set Service provides subscribers with push button access to business features and directory numbers. The associated customer provided equipment (CPE) is required.

The Basic Business Set Service includes the following features:

Automatic Dial  
Basic Call and Call Control  
Intercom  
Make Set Busy  
On-Hook Dialing

f. CDC Enhanced Business Set Features

(1) Enhanced Business Set Features

These features may be individually subscribed to as additions to the Basic Business Set Service.

- (a) Automatic Answer Back
- (b) Automatic Line
- (c) Blind Transfer Recall
- (d) Busy Override
- (e) Calling Line Identification (ID) - Intragroup
- (f) Group Intercom
- (g) Malicious Call Hold
- (h) Privacy Release
- (i) Query Time Key

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.3 CDC Service Packages and Features (Continued)

g. CDC Enhanced Packages and Features

These features and feature packages may be individually subscribed to as additions to the CDC Basic Package.

- (1) Per Group
  - (a) Access to Paging - Loudspeaker
  - (b) Access to Paging - Radio
  - (c) Automatic Route Selection Package
    - includes the following features:
    - Automatic Route Selection (ARS)
    - Call Back Queuing
    - Expensive Route Warning Tone
    - Off-Hook Queuing
    - Time of Day Routing
  - (d) Code Call Access
  - (e) Dictation Access and Control
  - (f) Meet-Me-Conference
  - (g) Music On Hold (Customer Provided Music)
  - (h) Uniform Call Distribution (UCD)
  - (i) Virtual Facility Groups - WATS Access
- (2) Per Line or Trunk Equipped
  - (a) Blind Transfer Recall
  - (b) Hunting
  - (c) Tie Trunk Access
- (3) Advanced Calling Services
  - (a) Caller ID Number Delivery
  - (b) Caller ID Name and Number Delivery
  - (c) Repeat Dial
  - (d) Call Return
  - (e) Call Trace \*
  - (f) Call Blocking \*

\* Call Trace and Call Blocking Options are available to Centrex Customers at the rates specified in Section 9.10 and 9.12 of this tariff.

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services

3.1.4 Rates and Charges

The following rates and charges are for CDC Service only and are in addition to all other applicable service charges, monthly rates, and nonrecurring charges for individual exchange lines or trunks and other services or equipment with which they are associated.

	<u>INC</u>	<u>Per Month</u>
a. Establishment Charges CDC Service:		
Per Group - CDC Basic Package	\$100.00	
Per Group - Basic Pkg. with Enhanced Features or packages	\$200.00	
Attendant Service, Per Console With Enhanced Features or Packages	\$600.00	
b. CDC Features Packages		
(1) CDC Basic Package		
(a) 1 - 50 lines, each		\$5.50
(b) 51 - 100 lines, each		\$5.00
(c) Over 100 lines, each		\$4.50
(2) CDC Enhanced Package		\$2.50
(3) Attendant Basic Package requires 3 Attendant lines*, Per Console	\$2,100.00	
Per Console		\$300.00

\*Requires 3 additional access lines at rates found in P. U. C. O. No. 11.

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.4 Rates and Charges (Continued)

		<u>INC</u>	<u>Per Month</u>
c.	CDC Enhanced Attendant Features		
(1)	Attendant Access To Paging - Loudspeaker (1) Per Group	\$50.00	\$ 6.00
	Per Group		
(2)	Attendant Access To Paging - Radio (1) Per Group	\$50.00	\$ 6.50
	Per Group		
(3)	Attendant Large Conference Per Group	\$50.00	\$ 3.50
	Per Group		
(4)	Attendant Speed Calling Per Group		\$ 1.00
(5)	UCD From Queue		
(a)	With Announcement Per Group	\$100.00	\$15.00
	Per Group		
(b)	Without Announcement Per Group		\$ 2.00
(6)	Virtual Facility Groups - Attendant Control Per Group		\$ 1.50
(7)	Wild Card Key Per Group		\$ 1.25

(1) Requires an additional access line, however no usage or Subscriber Line Charge is applicable.

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.4 Rates and Charges (Continued)

		<u>INC</u>	<u>Per Month</u>
d.	CDC Basic Business Set Service		
	(1) Basic Business Set Per Line		\$3.50
e.	CDC Enhanced Business Set Features, Per Line Equipped		
	(1) Automatic Answer Back		\$ .50
	(2) Automatic Line		\$ .50
	(3) Blind Transfer Recall		\$ .50
	(4) Busy Override		\$ .50
	(5) Calling Line ID		\$ .50
	(6) Group Intercom		\$2.00
	(7) Malicious Call Hold		\$ .50
	(8) Privacy Release		\$ .50
	(9) Query Time Key		\$ .50
f.	CDC Enhanced Features and Packages		
	(1) Per Group:		
	(a) Access to Paging - Loudspeaker (1)	\$ 50.00	\$ 6.00
	(b) Access to Paging - Radio (1)	\$ 50.00	\$ 6.50
	(c) Automatic Route Selection (ARS) Package	\$ 50.00	\$ 7.50
	(d) Code Call Access (1) (2)	\$300.00	\$40.00
	(e) Dictation Access & Control (2)	\$300.00	\$40.00
	(f) Meet-Me-Conference	\$300.00	\$40.00
	(g) Music on Hold (1) (2)	\$300.00	\$50.00
	(h) Uniform Call Distribution	\$300.00	\$35.00
	(i) Virtual Facility Groups - Wats Access		\$ 1.75

(1) Requires no additional access line, however, no usage or Subscriber Line Charge is applicable.

(2) Requires customer provided equipment.

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.4 Rates and Charges (Continued)

f.	CDC Enhanced Feature and Packages (Continued)	<u>INC</u>	<u>Month</u>	Per
(2)	Per Line or Per Trunk Equipped			
(s)	Blind Transfer Recall			
	- Per Line Equipped		\$ .50	
(b)	Hunting			
	- Per Line Equipped		\$ .50	
(c)	Tie Trunk Access			
	- Per Trunk Equipped	\$100.00	\$25.00	
(d)	Directory Number Without A Unique Line Equipment Number			
	- Per Line		\$ 1.00	
(e)	Message Waiting Indication		\$ .50	
(3)	Advanced Calling Services * (1)			

Minimum Rates Per Month, Per Line Equipped

	Caller ID Name & No. <u>Delivery</u>	Caller ID Number <u>Delivery</u>	Repeat <u>Dial</u>	Call <u>Return</u>
2-3 Lines	\$ 7.00	\$ 5.50	\$ 2.50	\$ 2.50
4-6 Lines	\$ 6.50	\$ 5.00	\$ 2.25	\$ 2.25
7-10 Lines	\$ 6.00	\$ 4.50	\$ 2.00	\$ 2.00
11-20 Lines	\$ 5.50	\$ 4.00	\$ 1.85	\$ 1.85
21-50 Lines	\$ 4.50	\$ 3.00	\$ 1.70	\$ 1.70
51-100 Lines	\$ 3.50	\$ 2.00	\$ 1.50	\$ 1.50
101-200 Lines	\$ 2.50	\$ 1.00	\$ 1.00	\$ 1.00

g. Software Change Charge

- (1) Software Change Charges are applicable to each CDC line where features are changed, added or deleted subsequent to initial installation. The charge will apply to each request for changes in addition to a service order charge

Software Change Charge	<u>INC</u>
Per Line, Per Occasion	\$ 6.00

Notes:

- \* (1) Advanced Calling Services and Blocking regulations as found in Section 9 shall apply.

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.4 Rates and Charges (Continued)

h. Loop Extender

- (1) If a customer's access line requires treatment as a result of the use of terminal equipment which has technical limitations or is otherwise incompatible with the access line (i.e. resistance or transmission deficiencies), the customer will be required to bear the cost of the required line treatment apparatus.

	<u>Initial Non-Recurring Charge</u>	<u>Monthly Rate</u>
Per line equipped- Loop Extender	\$145.00	\$ 8.20

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.5 Digital Automatic Call Distribution (ACD)

3.1.5.1 General

- a. Digital ACD is an optional Centrex feature, available through suitably equipped central offices, which provides efficient handling of large volumes of incoming calls by distributing them evenly among a designated group of answering positions or agents.
- b. With ACD, a directory number (DN) is assigned to a group of answering positions rather than to a single line. The ACD system then queues the positions so that the first incoming call to the DN is presented to the agent who has been idle longest. If all agents are busy, later calls are queued and answered in the order of arrival.
- c. Digital ACD provides a full set of standard agent and supervisory features that work in conjunction with Electronic Business Sets (EBS) and 2500-type sets. Optional features include an ACD Management Information System (MIS) feature package that provides the features necessary to send an MIS data stream to a customer-premises processor. The ACD MIS feature package combined with the customer- premises MIS processor enables the generation both near real-time displays and historical reports of agent and call center performance.

3.1.5.2 ACD Feature Packages

ACD comes with the following feature packages as standard for the system and all supervisor and agent positions.

a. Standard Feature Packages

(1) Call Processing Control Feature Package

This feature package provides ACD system features for the basic operation, call-distribution, and call-queuing capabilities that enable Centrex Lines with Electronic Business Sets (EBS) to act as ACD answering positions. The following features are included in this package.

Abandoned-Call Clearing	Agent Queue
Attendant Console to ACD	ACD Directory Numbers
Secondary Directory-Number Key	Incoming -Call Queue
Call-Delay Announcement	Call-Source Identification
Automatic Overflow (30% standard queuing)	

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.5 Digital Automatic Call Distribution (ACD)

3.1.5.2 ACD Feature Package(Continued)

a. Standard Feature Package(Continued)

(1) Call Processing Control Feature Package (Continued)

Music on Delay  
Night Treatment  
Not-Ready Key  
Ring Threshold  
ACD Call Transfer with Time  
ACD Overflow of Enqueued Calls  
Call Forcing  
Forced Announcement for New and Overflowed Calls  
Night-Service Recorded Announcement and Forward  
Overflow Enhancement  
Overflow of Enqueued Call to Directory Number

(2) ACD Supervisor Position Feature Package

This package provides supervisory positions, equipped with Electronic Business Sets, with the features and capabilities necessary to manage and supervise the performance of ACD agent positions and includes the following features:

Call Monitoring  
Call Observing  
ACD Observe-Agent/Three-Way Calling  
Agent-Status Lamp  
Display Queue-Status Key  
Observe-Agent Key  
Agent Key  
Call Supervisor and Answer-Agent Keys  
Controlled Interflow  
Display Agents Summary Key  
Emergency Key Backup  
Extended Agent Observe  
Forced Agent Availability  
Multistage Queue Status Display  
Access to Visual Status Board  
Supervisor Control of Night Service.

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

CenturyTel of Ohio, Inc.

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.5 Digital Automatic Call Distribution (ACD)

3.1.5.2 ACD Feature Packages (Continued)

a. Standard Feature Packages (Continued)

(3) ACD Agent Position Feature Packages

This package provides specific agent features and capabilities to enhance agent performance and interaction with the ACD call processing features and supervisory features and includes the following features:

Agent Login Enhancement  
Incalls Key  
Make Set Busy  
Three-way Calling/Card Transfer to ACD  
ACD Call-Forcing Tone  
Optional "Not-Ready" Capability  
Automatic "Not-Ready" Capability  
Called Name/Number Display  
Call Park by ACD Agent  
Emergency and Answer-Emergency Keys  
Emergency Key-Enhanced  
Transfer to Incalls Key  
Variable Wrap-Up Time

(4) Automatic Call Distribution for 2500-Type Sets

This feature package supports the use of 2500-type sets as ACD answering positions and includes the following features:

ACD on 2500 Sets  
ACD on 2500 Set Feature Assignment  
ACD Set Login/Logout  
ACD 2500 Set Not-Ready  
ACD Distinctive Ringing  
ACD 2500 Set MIS/Load Management  
Observe Agent from 2500 Set

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.5 Digital Automatic Call Distribution (ADA)

3.1.5.2 ACD Feature Packages (Continued)

b. Optional Features

(1) Individual Optional Features

Queue Slots (in excess of 30%) per slot  
Call Delay Announcements (in excess of three), per announcement  
Access to Customer Premises Announcement, per connection  
Additional MIS Interface, Data Link  
Queue Status Lamp, per connection  
Music on Hold, per line

(2) ACD Management Information System Feature Package

This optional feature package provides the features necessary to send a Management Information System (MIS) data stream to a customer-premises processor and includes the following features:

ACD MIS Interface, Data Link  
ACD Line-of-Business Code Key  
ACD Multiple Line-of-Business Codes  
ACD Walkaway/Closed Key Operation  
MIS for Call Hold, Call Transfer, Call Supervisor, & Forceout  
ACD Remote Load Management

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Cancels Original Sheet No. 17

DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.5 Digital Automatic Call Distribution (ADA)

3.1.5.3 Rates and Charges

The following per line business rates and charges apply for contract periods ranging from month-to-month to 60 months.

<u>Optional ACD Features</u>	<u>Monthly Rates</u>	<u>24 Months</u>	<u>36 Months</u>	<u>48 Months</u>	<u>60 Months</u>
ACD Position, Per Position (Agent or Supervisor)					
3-20 Positions	\$40.00	\$30.00	\$27.00	\$24.00	\$21.00
21-100 Positions	\$37.00	\$27.00	\$24.00	\$21.00	\$18.00
101-200 Positions	\$34.00	\$24.00	\$21.00	\$18.00	\$15.00
ACD Management Information					
System Feature Package	\$36.00	\$33.00	\$30.00	\$27.00	\$24.00
Queue Slots (in excess of 30%), per slot	\$10.00	\$10.00	\$ 8.50	\$ 7.00	\$ 5.50
Call Delay Announcements (in excess of three), per announcement	\$19.00	\$19.00	\$17.00	\$15.00	\$13.00
Access to Customer Premises Announcement, per connection	\$36.00	\$36.00	\$32.00	\$28.00	\$24.00
Access to Visual Status Board	\$36.00	\$36.00	\$32.00	\$28.00	\$24.00
Additional MIS Interface, Data link	\$36.00	\$36.00	\$32.00	\$28.00	\$24.00
Music-On-Hold, per connection	\$50.00	\$40.00	\$30.00	\$20.00	\$10.00

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CenturyTel of Ohio, Inc.

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.1 Century Digital Centrex Services (Continued)

3.1.5 Digital Automatic Call Distribution (ACD)

3.1.5.3 Rates and Charges (Continued)

	<u>Non-Recurring Charges</u>
ACD Group Charge, Per Group	\$175.00
ACD Position, Per Position (Agent or Supervisor)	\$ 25.00
ACD Management Information System Feature Package	\$100.00
Queue Slots (in excess of 30%), per Slot	\$ 50.00 Per Order
Call Delay Announcements (in excess of Three) per arrangement	\$ 75.00
Access to Customer Premises Announcement, per connection	\$ 75.00
Access to Visual Status Board	\$ 75.00
Additional MIS Interface, Data Link	\$ 75.00

Note: Service Ordering Charges as specified in Section 4 of this tariff apply for the connection of the services listed above unless ordered at the time initial service is established.

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GENERAL CUSTOMER SERVICES TARIFF  
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SECTION 3  
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COMPETITIVE SERVICES  
CENTURY DIGITAL CENTREX SERVICES

Addendum to Schedule of Competitive Services

CENTREX  
Promotional Offering for Additional or New access lines

1. Tariff Reference: 3.1.4.a through 3.1.5.3
2. Name of Service: Centrex
3. CenturyTel will waive nonrecurring charges for installation of additional or new Century Digital Centrex lines for Business or Centrex customers during the promotion.
4. This promotion will be offered from January 15, 2004 through March 15, 2004.

(N)  
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(N)

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Effective: January 15, 2004

GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.

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2nd Revised Sheet No. 19  
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DIGITAL CENTREX AND FRAME RELAY

(T)

3.2 FRAME RELAY SERVICE

3.2.1 SERVICE DESCRIPTION

- a. Frame Relay Service (FRS) is a "fast packet" network service that permits the transmission of data at speeds of 56/64 Kbps (Upon request and where available), 128 Kbps, 256 Kbps, 384 Kbps, DS1, or DS3 using Permanent Virtual Circuits (PVCs) at speeds of 16, 32, 56, 64, 128, 192, 256, 384, 512, 768, 1,152, 1,544 Kbps or 4 Mbps, 10 Mbps, 15 Mbps, 20 Mbps, 25 Mbps, 30 Mbps, 35 Mbps, 40 Mbps or 45 Mbps..

Frame Relay is a transport service that facilitates the exchange of variable length information units (frames) between end user connections by way of assigned virtual connections. Each frame is passed to the Frame Relay network with an address that specifies the virtual connection.

Variable frame length capability is useful in communications between asynchronous Local Area Networks (LANs) and for transport of synchronous data traffic. Frame Relay is capable of handling the requirements of bursty data sources because of the ability of the service to allocate additional bandwidth when not in use by other sources.

- b. PVCs are logical circuits that define a specific path for data sent by the customer to another location. These circuits are virtual because they are established in software tables and do not tie up capacity when not in use. This also allows multiple PVCs to be defined on any given port, thereby providing a single access line the capability to transmit data to multiple destinations.
- c. The Committed Information Rate (CIR) is a traffic management parameter that allows the customer to fine tune implementation of Frame Relay Service.
- d. In operation of Frame Relay Service, customer premises equipment, such as routers, encapsulate arriving data into variable length frames. These frames contain information identifying which PVC in the network should be used to forward the frame to the proper destination. The customer premises equipment then sends the frame into the Frame Relay network. The Frame Relay switch reads identifying information and routes the frame to the proper destination based on a pre-established PVC.
- e. The statistical multiplexing Frame Relay switches are able to provide shared network resources to end users of this service.
- f. Frame Relay Service conforms to ITU-T (Telecommunication Standardization Bureau of the International Telecommunication Union, formerly Consultative Committee for International Telegraph and Telephone (CCITT)) and American National Standards Institute (ANSI) publications T1.602, T1.606, T1.617 and T1.618.

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CenturyTel of Ohio, Inc.

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Cancels 1st Revised Sheet No. 20

DIGITAL CENTREX AND FRAME RELAY

(T)

3.2 FRAME RELAY SERVICE (Continued)

3.2.2 SERVICE PROVISIONING

- a. Frame Relay is provided to the customer in the form of the Frame Relay User-to-Network Interface (UNI) Port with Access Line, or Frame Relay UNI Port Only, Frame Relay Network-to-Network (NNI) Port Only, based on Committed Information Rate (CIR) based Permanent Virtual Circuits (PVCs).
- b. The Frame Relay Access Line forms the component which provides the customer access to the customer's serving wire center and interoffice transport from the customer's serving wire center to the Frame Relay Switch. The Frame Relay Access line is provided for use only with Frame Relay Service and where pre-established by the Telephone Company.
- c. The Frame Relay UNI and NNI Port Only offerings are provided for digital special access line connections to the network supporting Frame Relay Service. Channel Terminations are available from the National Exchange Carrier Association Tariff FCC No. 5.
- d. PVCs are provisioned on either 16, 32, 56, 64, 128, 192, 256, 384, 512, 768, 1,152, 1,544 Kbps or 4 Mbps, 10 Mbps, 15 Mbps, 20 Mbps, 25 Mbps, 30 Mbps, 35 Mbps, 40 Mbps or 45 Mbps. ports, depending upon the customer's networking requirements. The actual throughput of aggregated PVC bandwidths in use at the same time on the same port cannot exceed the port speed. Since all PVCs need not be in use at the same time, it is possible for the total bandwidth of all CIR-PVCs associated with one Frame Relay Access Line to exceed the bandwidth of that Frame Relay Access Line. This is referred to as over-subscription and when this occurs, there can be no guarantee that the CIR defined for that port and PVC will be available at any point in time.
- e. No PVC can have a CIR greater than the lower of the two port speeds connected by the PVC segment.
- f. A PVC must be associated with at least one Frame Relay Port. A Frame Relay Port can be associated with multiple PVCs.
- g. A customer subscribing to a FRS port or port with access line will be referred to as the Controller of the Frame Relay Port. A separate entity may subscribe, with written authorization from the Controller, to a PVC which allows communication between entities. A disconnect of a PVC does not result in the disconnect of the underlying access line and port. Only the Controller may order the disconnect of the Frame Relay Access Service. Both customers must have a Frame Relay Service. The Controller of each Frame Relay Access Service must have written permission from the Controller(s) of each of the Frame Relay Services to which a PVC is requested.
- h. The Frame Relay Port with CIR-PVC capacity may be ordered and billed separately from an associated frame relay port and PVC and can have different customers as Controllers.

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SECTION 3  
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DIGITAL CENTREX AND FRAME RELAY

(T)

3.2 FRAME RELAY SERVICE (Continued)

3.2.2 SERVICE PROVISIONING (continued)

- i. Occasionally, in order to perform software updates and other maintenance, it may be necessary to take the Frame Relay Switch out of service, during the predetermined maintenance window of 12:01 a.m. - 6:00 a.m. In these cases, all attempts will be made to notify the customer in advance as to the time and duration of these outages. The Telephone Company reserves the right to temporarily interrupt Frame Relay Service at other times in emergency situations.
- j. The Telephone Company does not undertake to originate data, but offers the use of its service components, where available, to customers for the purpose of transporting customer-originated data.
- k. Frame Relay Service is available where facilities and conditions permit.

3.2.3. REGULATIONS

a. OBLIGATIONS OF THE TELEPHONE COMPANY

When a customer orders a PVC which is related to other Local Exchange Carriers, Interexchange Carriers or other Frame Relay networks, the Telephone Company will provide assistance in establishing this PVC.

The Telephone Company has the service responsibility up to and including the network interface.

b. RATE REGULATIONS

(1). Minimum Period

The minimum period for Frame Relay Service is one month, except when provided under a Term Discount arrangement. CIR based PVCs are not offered under an Term Discount.

When PVCs are added to existing Frame Relay Service, the minimum period for the added PVCs is one month.

(2). Rate Elements

(a) Frame Relay UNI Port and Access Line

A nonrecurring charge and a monthly rate, based on the speed of the port connection (i.e., 56/64 Kbps, 128 Kbps, 256 Kbps, 384 Kbps, DS1 or DS3), apply per port for each Frame Relay access line or digital private line connection to the network supporting Frame Relay Service. Each port can accommodate multiple PVCs.

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CenturyTel of Ohio, Inc.

SECTION 3  
1st Revised Sheet No. 21.1  
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DIGITAL CENTREX AND FRAME RELAY

(T)

3.2 FRAME RELAY SERVICE (Continued)

3.2.3 REGULATIONS (continued)

b. RATE REGULATIONS (continued)

(2). Rate Elements (continued)

(b) Frame Relay UNI Port Only

The User-to-Network Interface (UNI) port provides for an end user to carrier connection. A nonrecurring charge and monthly rate, based on the speed of the port connection, apply per port for each Frame Relay Access Line or digital private line connection to the network supporting Frame Relay Service. The digital private line connection can be provided via a special access line and special transport to the nearest Telephone Company Frame Relay capable serving wire center, if applicable, offered in the National Exchange Carrier Association Tariff FCC No. 5.

(c) Frame Relay Private NNI Port Only

The Private Network-to-Network Interface (NNI) port provides for connecting two networks together for Frame Relay Service, which is dedicated to one customer. A nonrecurring charge and monthly rate, based on the speed of the port connection, apply per port for each digital private line connection to the network supporting Frame Relay Service. The digital private line connection can be provided via a special access line and special transport, if applicable, offered in the National Exchange Carrier Association Tariff FCC No. 5

(d) Frame Relay CIR-PVC

The CIR PVC available speeds are: 16, 32, 56, 64, 128, 192, 256, 384, 512, 768, 1,152, 1,544 Kbps or 4 Mbps, 10 Mbps, 15 Mbps, 20 Mbps, 25 Mbps, 30 Mbps, 35 Mbps, 40 Mbps or 45 Mbps.

There are two types of PVCs available.

The standard PVC establishes a communications path between two ports within the Telephone Company Frame Relay network.

The extended PVC establishes a communications path between two ports on two interconnected Telephone Company frame relay networks.

A monthly rate applies for each standard or extended PVC based on the CIR requested by the customer. If no CIR indicated, the CIR will be set at the default of 50% of the associated Frame Relay port. One hundred percent CIR will be allowed when conditions and infrastructure permit.

(e) CIR-PVC Rearrangement Charge

A CIR-PVC Rearrangement Charge will be applied whenever a change is made to the CIR of an existing PVC after initial port installation and/or a change is made to the terminating port destination of the PVC.

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SECTION 3  
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DIGITAL CENTREX AND FRAME RELAY

(T)

3.2 FRAME RELAY SERVICE (Continued)

3.2.3 REGULATIONS (continued)

b. RATE REGULATIONS (continued)  
(3). Rate Application

A customer may access Frame Relay Service via a Frame Relay Access Line or via Telephone Company provided digital access facilities offered in the National Exchange Carrier Association Tariff FCC No. 5. If a customer utilizes a special access line to access FRS, the associated regulations, rates and charges for such facilities shall apply in addition to the rates and charges associated with the FRS rate elements.

A customer utilizing special access facilities to access FRS would incur the monthly rate and nonrecurring charge associated with the Frame Relay UNI or NNI Port Only charge. The UNI Port provides for a user to frame relay switch connection; the NNI Port provides for a frame relay switch to frame relay switch connection.

The Frame Relay Access Line with CIR-PVC capacity may be ordered and billed separately from an associated frame relay port and PVC and can have different Controllers, as discussed in the SERVICE DESCRIPTION. A request by one customer to discontinue a PVC does not result in the disconnection of the Frame Relay Access Line and Port. Only the Controller of a Frame Relay Access Line may authorize a disconnect of that line.

Administrative changes to existing service will be made without charge(s) to the customer. Administrative changes are as follows:

- Change of customer name, i.e., the customer or record does not change but rather the name of record changes its name, e.g., XYZ Company to XYZ Communications,
- Change of customer premises address when the change of address is not a result of a physical relocation of facilities,
- Change in billing data (name, address, or contact name or telephone number),
- Change of customer contact name or telephone number, and
- Change of customer service element identification.
- A move involves a change in the physical location of one of the following:

The Point of Termination at the customer's premises

The customer's premises

The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

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CenturyTel of Ohio, Inc.

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.2 FRAME RELAY SERVICE (Continued)

3.2.3 REGULATIONS (continued)

b. RATE REGULATIONS (continued)

(3). Rate Application

(a). Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the nonrecurring (i.e., installation) charge for the service termination affected. There will be no change in the minimum period requirements.

(b). Moves To a Different Building

Moves to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established for the new services. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

(4). Term Discounts

The terms and conditions specified herein are applicable to Frame Relay Service and are in addition to other regulations as specified in this tariff.

A Term Discount plan is available for Frame Relay UNI Port with Access Line . The Term Discount applies to the Frame Relay Access Connection and Frame Relay Inter-network Connection charges. The End User Port and Inter-network Customer Port charges are eligible for term discounts where the associated Special Access Service facility is eligible for a Special Access Service Term Discount.

The Permanent Virtual Connections (PVC) are not eligible for a Term Discount.

Under the Term Discount plan, the current monthly rates for eligible services are reduced by a fixed percentage. The amount of the discount percentage differs based on the length of the service commitment period selected by the customer.

The minimum service period on a month-to-month basis is one month. Under a Term Discount plan the minimum service period is twelve months.

Frame Relay services may be ordered at the customer's option on a month-to-month basis or for Term Discount periods of 36 months (3 years) or 60 months (5 years).

The minimum service period for all Term Discount plans is twelve months. The customer must specify the length of the service commitment period at the time the service is ordered.

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DIGITAL CENTREX AND FRAME RELAY

3.2 FRAME RELAY SERVICE (Continued)

3.2.3 REGULATIONS (continued)

- b. RATE REGULATIONS (continued)  
(4). Term Discounts (continued)

For customers that subscribe to the Term Discount plan for 36 or 60 months, the Term Discount percentage will be frozen from Company initiated decreases for the entire discount period at the percent in effect at the beginning of the Term Discount period.

If a Term Discount Percentage increase occurs during the term of an existing Term Discount plan, the increased percentage will be applied automatically to the remainder of the current Term Discount period.

At the end of the Term Discount period, the customer may convert to month-to-month service or subscribe to a new Term Discount plan. If the customer does not make a choice by the end of the discount period, the rates will automatically convert to month-to-month service rates.

To be included in a Term Discount plan, all eligible Frame Relay service rate elements must be ordered for the same commitment term (i.e., all 36 months or all 60 months) and with the same service date. When additional capacity is subsequently added, it will be available only on a month-to-month basis unless the discount period of the entire service is upgraded.

As long as the number of Frame Relay service connections included in a Term Discount plan remains constant, customer requests to install and disconnect Frame Relay service connections, including changes affecting different wire centers and/or customer designated premises, will not change the current Term Discount period or the minimum service period, and Discontinuance of Service charges will not apply.

(5). Upgrades in Term Discounts

Services provided under month-to-month rates or Term Discount rates may be upgraded to a Term Discount plan at any time without incurring Frame Relay service nonrecurring charges or discontinuance charges for existing services. The new Term Discount plan must meet or exceed the service term of the plan being upgraded. For example, a service with a 36 month commitment period may be upgraded to a new 36 month or 60 month service period. The monthly rates will be those that are in effect at the time the service is upgraded. A new minimum service period applies to all Frame Relay service that is upgraded.

(a). Upgrades in Capacity

If the customer chooses to upgrade a service under the Term Discount plan to a higher capacity (e.g., from 56.0 kbps to 64.0 kbps or from 56.0 kbps or 64.0 kbps to 1.544 Mbps), discontinuance charges will not apply,

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DIGITAL CENTREX AND FRAME RELAY

(T)

3.2 FRAME RELAY SERVICE (Continued)

3.2.3 REGULATIONS (continued)

- b. RATE REGULATIONS (continued)  
(6). Discontinuance of Service

Should the customer choose to discontinue a Term Discount plan prior to the completion of the minimum service period, discontinuance charges will apply. Discontinuance charges equal to one-hundred percent of the total undiscounted monthly rates, less any amounts previously paid, will apply for the minimum service period. Additionally, discontinuance charges of fifteen percent of the total undiscounted monthly charges will apply to the remaining portion of the discount service term.

Should the customer choose to discontinue service ordered under a Term Discount plan after the minimum service period but before the completion of the discount period, discontinuance charges will apply. Discontinuance charges of fifteen percent of the total undiscounted monthly charges will apply to the remaining portion of the discount period. For example, a customer has a 1.544 Mbps Frame Relay Access Connection which it chooses to discontinue after 33 months into a 60-month service term. The discontinuance charge would be 0.15 times 27 months times the undiscounted monthly rates for that service.

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DIGITAL CENTREX AND FRAME RELAY

(T)

PRICE LIST

3.2 FRAME RELAY SERVICE (Continued)

3.2.4. RATES AND CHARGES

a. Standard Arrangements

(1). Frame Relay UNI & NNI Port and Access Line, each	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>	One Year <u>Rate</u>	Three Year <u>Rate</u>	Five Year <u>Rate</u>
<u>56/64# Kbps</u>	\$240.00	\$135.00	\$135.00	\$121.50	\$108.00
<u>128 Kbps</u>	\$251.00	\$300.00	300.00	270.00	240.00
<u>256 Kbps</u>	\$251.00	\$320.00	\$320.00	\$288.00	\$256.00
<u>384 Kbps</u>	\$251.00	\$330.00	\$330.00	\$297.00	\$264.00
<u>DS1 Service</u>	\$251.00	\$340.00	\$340.00	\$306.00	\$272.00
<u>DS3 Service</u>	NA	NA	NA	NA	NA

# Upon request and where available.

Issued: March 1, 2004

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT  
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GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 3  
2nd Revised Sheet 23  
Cancels 1st Revised Sheet 23

DIGITAL CENTREX AND FRAME RELAY

(T)

PRICE LIST

3.2 FRAME RELAY SERVICE (Continued)

3.2.4. RATES AND CHARGES (Continued)

a. Standard Arrangements

(2). Frame Relay UNI & NNI Port only, each	Nonrecurring	Monthly	One Year	Three Year	Five Year
	<u>Charge</u>	<u>Rate</u>	<u>Rate</u>	<u>Rate</u>	<u>Rate</u>
<u>56/64# Kbps</u>	\$80.00	\$70.00	\$70.00	\$63.00	\$56.00
<u>128 Kbps</u>	\$150.00	\$80.00	80.00	72.00	64.00
<u>256 Kbps</u>	\$150.00	\$115.00	\$115.00	\$103.50	\$92.00
<u>384 Kbps</u>	\$150.00	\$140.00	\$140.00	\$126.00	\$112.00
<u>DS1 Service</u>	\$251.00	\$163.00	\$163.00	\$146.70	\$130.40
<u>DS3 Service</u>	\$395.00	\$1,140.00	\$1,140.00	\$1,026.00	\$912.00

(3). Frame Relay Permanent Virtual Circuit CIR Capacity, each  
Based on CIR Requested

Install - Non-recurring - all speeds \$50.00

	<u>16 Kbps</u>	<u>32 Kbps</u>	<u>56 or 64 Kbps</u>	<u>128 Kbps</u>
	Monthly Rate	Monthly Rate	Monthly Rate	Monthly Rate
Standard	\$5.00	\$6.00	\$7.00	\$9.00
Extended	\$6.00	\$7.00	\$8.00	\$15.00
	<u>192 Kbps</u>	<u>256 Kbps</u>	<u>384 Kbps</u>	<u>512 Kbps</u>
	Monthly Rate	Monthly Rate	Monthly Rate	Monthly Rate
Standard	\$12.00	\$14.00	\$20.00	\$28.00
Extended	\$25.00	\$30.00	\$45.00	\$60.00
	<u>768 Kbps</u>	<u>1,152 Kbps</u>	<u>1,544 Kbps</u>	<u>4 Mbs</u>
	Monthly Rate	Monthly Rate	Monthly Rate	Monthly Rate
Standard	\$36.00	\$38.00	\$50.00	\$120.00
Extended	\$90.00	\$128.00	\$160.00	\$400.00

@ Refer to the National Exchange Carrier Association Tariff FCC No. 5 for the appropriate Special Access Line and Transport Rate.

# Upon request and where available.

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

CenturyTel of Ohio, Inc.

SECTION 3  
1st Revised Sheet No. 23.1  
Cancels Original Sheet No. 23.1

DIGITAL CENTREX AND FRAME RELAY

(T)

PRICE LIST

3.2 FRAME RELAY SERVICE (Continued)

3.2.4 RATES AND CHARGES (Continued)

a. Standard Arrangements

(3). Frame Relay Permanent Virtual Circuit CIR Capacity, each

	<u>10 Mbs</u>	<u>15 Mbs</u>	<u>20 Mbs</u>	<u>25 Mbs</u>
	Monthly Rate	Monthly Rate	Monthly Rate	Monthly Rate
Standard	\$250.00	\$330.00	\$410.00	\$490.00
Extended	\$960.00	\$1,365.00	\$1,715.00	\$2,015.00

	<u>30 Mbs</u>	<u>35 Mbs</u>	<u>40 Mbs</u>	<u>45 Mbs</u>
	Monthly Rate	Monthly Rate	Monthly Rate	Monthly Rate
Standard	\$570.00	\$650.00	\$730.00	\$800.00
Extended	\$2,260.00	\$2,455.00	\$2,600.00	\$2,685.00

Nonrecurring  
Charge

- (4). PVC CIR Re-Mapping Charge \$25.00
- (5). PVC CIR Install \$50.00

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

CenturyTel of Ohio, Inc.

SECTION 4  
Original Index A

SERVICE CHARGES

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

CenturyTel of Ohio, Inc.

SECTION 4  
Original Index B

SERVICE CHARGES

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

CenturyTel of Ohio, Inc.

SECTION 4  
Original Sheet No. 1

SERVICE CHARGES

4.1 Definitions

4.1.1 Service Charges

A service charge consists of one or more of the following non-recurring charges for work required due to customer requests. The charges below are separately established in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

- a. Service Order Charge - Applicable for receiving information and taking action in connection with a customer's or applicant's request. Service order charges are classified as either primary or secondary.
- b. Line Connection Work Charge - Applicable for testing and connecting functions required within the central office and/or for work done in providing or rearranging the drop wire, outdoor circuit or protector on the customer's premises.
- c. Initial Nonrecurring Charge (I.N.C.) - A charge applicable to the provision of certain items of equipment or facilities. It is distinguishable from service charges in that it is listed within the specific tariff description with which it is associated. This charge is in addition to the applicable service charges.
- d. Restoration Charge - Applicable for restoration of service following a suspension of service.

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

CenturyTel of Ohio, Inc.

SECTION 4  
Original Sheet No. 2

SERVICE CHARGES

4.2 Application

4.2.1 General

- a. Service charges are applicable for all equipment and services furnished to the customer as indicated throughout this tariff except as provided hereinafter.
- b. Where the service desired requires more than one of the multi-element charges described in this tariff, the total charge is the sum of the separate charges for each function required except as hereinafter provided. All station handling work and line connection work requested at the same time for service on one premises will be covered by one service order charge and one premises visit charge.
- c. Service charges do not apply for service reestablished after destruction of the customer's premises by Act of God, public enemy, or fire whether at the same or another location. Regular Service Charges apply, however, to service reestablished in the old location after termination of service or subsequent to its establishment at another location under the above circumstances.
- d. Services charges may be required to be paid at the time of application for service.
- e. Service charges are not applicable for:
  - (1) Normal maintenance and repair of the Company's equipment and services.
  - (2) Change or correction in name or billing address when there is not a change in responsibility and no connection, disconnection, move or change in the service except as provided for dual name listing request.
  - (3) An upgrade of service except that premises visit and other charges will apply if necessitated.
  - (4) Customer provided telephone sets or other terminal equipment connected by the customer when no line connection or customer premises work is required.

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

CenturyTel of Ohio, Inc.

SECTION 4  
Original Sheet No. 3

SERVICE CHARGES

4.2 Application (Continued)

4.2.1 General (Continued)

- f. No service charges other than termination charges apply for the disconnection, discontinuance, or removal of equipment or service. Termination charges will apply as specified in Section 4.5 of this tariff.
- g. Changes in the locations of existing stations or terminations to points outside the customer's premises are considered new installations at the new location.
- h. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchanges.
- i. In no case shall the combination of charges applicable for a move or a change of equipment or service exceed the charges applicable for a new installation of that equipment or service.

4.2.2 Service Order Charges

- a. A service order charge will be applicable in addition to the appropriate line connection work and/or installation charge(s).
- b. The primary service order charge is applicable for requests for initial connection of service and connection of additional local exchange lines, private lines, off-premises extension lines, or tie lines to an established service, and transfer of service involving change in name and responsibility whether or not there is a lapse in service.
- c. The secondary service order charge is applicable for requests for connection of a number change, restoration of service and change from business to residence service or residence to business service.
- d. The primary service order charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the primary and secondary service order charges would otherwise be applied, only the primary service order charge is applicable.

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

CenturyTel of Ohio, Inc.

SECTION 4  
Original Sheet No. 4

SERVICE CHARGES

4.2 Application (Continued)

4.2.3 Premises Visit Charge

The premises visit charge is applicable if a premises visit is required to complete any requested work on the customer's premises with the following exceptions. The premises visit charge does not apply for:

- a. Removal of equipment or service.
- b. Number change (on a local exchange or a Centrex CO line number).
- c. Restoration of service following a suspension of service, when no physical work is required at the customer's premise.

4.2.4 Line Connection Work Charge

- a. The line connection work charge is applicable for work in the central office and for work done in providing or rearranging the drop wire or outdoor circuit on the customer's premises required in:
  - (1) Connection or reconnection of local exchange lines, local private lines, off-premises extension lines, and tie lines.
  - (2) Number changes on local exchange lines.
  - (3) Restoration of service following a temporary suspension.
  - (4) Rearrangement of Miscellaneous Service Arrangements.
- b. At least one line connection charge applies for each line connected or restored and for each telephone number changed.

When two or more segments of a local private line, tie line or off-premises extension line are bridged in the central office, only one Line Connection Charge - Central Office will apply for each line.

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

CenturyTel of Ohio, Inc.

SECTION 4  
Original Sheet No. 5

SERVICE CHARGES

4.2 Application (Continued)

4.2.4 Line Connection Work Charge (Continued)

- c. The Line Connection Charge - Central Office applies when work is performed due to customer request in the central office related to the connection, reconnection, rearrangement, restoration or change of telephone service.
- d. The Line Connection Charge - Outside Plant applies when work is performed due to customer request on any Telephone Company facilities, exclusive of central office facilities, related to the connection, reconnection, rearrangement, restoration or change of telephone service.

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

CenturyTel of Ohio, Inc.

SECTION 4  
1st Revised Sheet No. 6  
Cancels Original Sheet No. 6

SERVICE CHARGES

4.3 Schedule of Service Charges

4.3.1 Schedule of Charges

a.	Service Ordering Charge	<u>Residence</u>	<u>Business</u>	<u>Classification<sup>(1)</sup></u>	
(1)	Primary Service Order -	\$15.50	\$18.00	Tier 1 Core	(C)
(2)	Secondary Service Order -	\$ 7.50	\$ 8.30	Tier 1 Core	(C)
b.	Line Connection Charge, each central office line, off premises station line, or tie line.				
(1)	Line Connection Charge - Central Office	\$ 3.35	\$ 8.05	Tier 1 Core	(C)
(2)	Line Connection Charge - Outside Plant	\$10.15	\$24.20	Tier 1 Core	(C)

4.4 Initial Nonrecurring Charges

- a. Initial nonrecurring charges for services and/or equipment are identified and presented throughout this tariff is applicable as a part of the offering of individual service features.
- b. These charges apply in addition to the charges listed in 4.3.
- c. Initial nonrecurring charges do not apply where service is established without wiring, connection, inside move, or change.

4.5 Termination Charge

- a. The termination charge is determined by multiplying the monthly termination amount by the number of months remaining in the service contract.
- b. The basic termination charge and the initial service period are indicated in the section of this tariff covering the service items to which they apply.
- c. When a customer discontinues one or more units of a group of the same item, the equipment installed last shall be considered as the equipment first discontinued.

- (1) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

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

CenturyTel of Ohio, Inc.

SECTION 4  
Should be 20<sup>th</sup> 29th Revised Sheet No. 6A  
Cancels 19th Revised Sheet No. 6A

SERVICE CHARGES

Addendum to Schedule of Service Charges

BASIC LOCAL EXCHANGE SERVICE  
Promotional Winback Offering for Customers

1. Tariff Reference: P.U.C.O. No.12. 4.3
2. Name of Service: Schedule of Service Charges
3. CenturyTel will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service.
4. This promotion will be offered for a period of 90 days beginning January 1, 2008. (C)

ADDITIONAL LINE  
Promotional Offering

1. Tariff Reference: P.U.C.O. No.12. 4.3
2. Name of Service: Schedule of Service Charges
3. CenturyTel will waive the nonrecurring charges applicable to the installation or additional residential or business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks.
4. This promotion will be offered for a period of 90 days beginning January 1, 2008. (C)

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Issued: December 27, 2007

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

Effective: December 28, 2007

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

CenturyTel of Ohio, Inc.

SECTION 4  
1st Revised Sheet No. 6B  
Cancels Original Sheet No. 6B

SERVICE CHARGES (Cont'd)

Addendum to Schedule of Service Charges (Cont'd)

BASIC LOCAL EXCHANGE SERVICE  
Promotional Caller ID Plus Offering for Customers

1. Tariff Reference: P.U.C.O. No.12. 4.3, 9.6.2.a, 9.12.4(c)
2. Name of Service: Schedule of Service Charges
3. CenturyTel will waive the applicable nonrecurring charges for residential customers subscribing to the Caller ID Plus promotion.
4. This promotion will be offered for a period of 90 days beginning January 1, 2008. (C)

BASIC LOCAL EXCHANGE SERVICE  
Promotional Calling Feature Offering for Customers

1. Tariff Reference: P.U.C.O. No.12. 4.3
2. Name of Service: Schedule of Service Charges
3. CenturyTel will waive the applicable nonrecurring charges for customers who subscribe to any custom-calling feature.
4. This promotion will be offered for a period of 90 days beginning January 1, 2008. (C)

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Issued: December 27, 2007

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CenturyTel of Ohio, Inc.

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

CenturyTel of Ohio, Inc.

SECTION 4  
1st Revised Sheet No. 6C  
Cancels Original Sheet No. 6C

SERVICE CHARGES (Cont'd)

Addendum to Schedule of Service Charges (Cont'd)

BASIC LOCAL EXCHANGE SERVICE  
Promotional Caller ID Extra Offering for Customers

1. Tariff Reference: P.U.C.O. No.12. 4.3, 9.6.2.a, 9.12.4(c)
2. Name of Service: Schedule of Service Charges
3. CenturyTel will waive the applicable nonrecurring charges for residential customers subscribing to the Caller ID Extra promotion.
4. This promotion will be offered for a period of 90 days beginning January 1, 2008. (C)

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CenturyTel of Ohio, Inc.

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SECTION 4  
1st Revised Sheet No. 7  
Cancels Original Sheet No. 7

SERVICE CHARGES

4.5 Termination Charge (Continued)

- d. When a customer cancels an order for service, which is subject to a termination charge, prior to the establishment of that service, a charge applies equal to the costs incurred by the Company in engineering, ordering, providing the equipment and disposing of it, less credits obtained through disposal. In no event will the customer be liable for charges that exceed the termination charges associated with the canceled service.

4.6 Restoration Charges

When the service of a customer has been temporarily denied for non-payment in accordance with Section 2.3.10 but the contract has not been terminated or the order to remove service has not been issued and completed, such service will be restored upon payment of \$10.00 . In case service has been denied for non-payment of charges due, in addition to the restoration of service charge, the customer will be required to pay all the last past due current exchange bill at the time of restoration of service.

4.7 Late Payment Charge

A late payment charge of 1.50 percent applies to each customer when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The 1.50 percent charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

If payment for a current bill is received by the Company before the bill's due date, but for technical or other reasons the payment is not applied to the customer's account prior to the issuance of a subsequent bill, the customer shall not be liable for that portion of any unpaid balance attributable to a Late Payment Charge.

A customer shall not be liable for any Late Payment Charge applicable to a disputed portion of that customer's bill, so long as the customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute.

Agencies of the Federal government are exempt from the Late Payment Charge.

4.8 Maintenance Service Charges

See Section 11

4.9 Returned Check Handling Charge

Nonrecurring  
Charge

Charge per check returned

\$ 25.00

(I)

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 4  
Original Sheet No. 8

SERVICE CHARGES

4.10 Verification and/or Interrupt Service

4.10.1 General

- a. Customer may verify that a line is in use and/or request that the conversation be interrupted by calling the Telephone Company.
- b. Verification and Interrupt service is provided only where facilities permit.
- c. Charges specified in 4.10.2 following are billed only to the party requesting the verification and/or interrupt service.
- d. A request for verification will result in a report to the calling party that the line is or is not in service at the time Company tests the line.
- e. The calling party, upon receiving a report that the line is in use, may request that the call be interrupted. The Company may interrupt such call if the calling party declares that an emergency exists.
- f. The charge for verification will not apply if the line being verified is found to be inoperative.
- g. The charge for Verification and Interrupt will not apply to a Public Emergency authority when verification and interruption is required in the performance of their public duty.

4.10.2 Rates

Verification and/or Interrupt service, each request	\$ .45
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GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.

SECTION 4  
Original Sheet No. 9

SERVICE CHARGES

4.11 Extended Intercept Charge

4.11.1 General

- a. Changed telephone numbers are intercepted for a period of 90 days during which calls are referred to the customer's new telephone number, without charge.
- b. Discontinued telephone numbers are connected to a recording informing the calling party that the number is not in service.
- c. Customers who request that their former telephone numbers be intercepted longer than the 90 day period described in a. above may subscribe to Extended Intercept Service at the rates shown in 4.11.2 Rates, following.
- d. At the Company's discretion, Extended Intercept may be provided by a Telephone Company operator or a mechanical recording device.

4.11.2 Rates

Monthly  
Rate

- |    |  |         |
|----|--|---------|
| a. | Extended Intercept Service,<br>each Number intercepted | \$17.80 |
|----|--|---------|

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

CenturyTel of Ohio, Inc.

SECTION 5  
Original Index A

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

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P.U.C.O. NO. 12

CenturyTel of Ohio, Inc.

SECTION 5  
Original Sheet No. 1

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges

5.1.1 General

- a. All rates and charges quoted in this tariff provide for the furnishing of service or channels where suitable facilities are available or where the construction of necessary facilities does not involve unusual costs.
- b. When the revenue to be derived from the service or channels is not sufficient to warrant the Telephone Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs, as defined in the following paragraphs.
- c. When construction is provided by a connecting company or any outside contractor retained by the Telephone Company, charges made to the customer will be based on the charges of the connecting company or the outside contractor.
- d. Where a customer is so located that it is necessary to use private right-of-way to furnish a service or channels and the Telephone Company is unable to obtain the required right-of-way without cost, the customer may be required to pay the entire cost involved in securing such right-of-way.
- e. When attachments are made to poles of other companies in lieu of providing pole line construction for which the customer would be charged under the provisions of this section, the costs to the Telephone Company of such attachments will be borne by the customer.
- f. Title to all construction, except pole lines or conduit provided on private property at the customer's expense, is vested in the Telephone Company.
- g. Construction charges are payable prior to the commencement of construction. At the option of the Telephone Company, a deposit on construction charges and a schedule of progress payments may be required prior to the commencement of construction.
- h. "Cost", as used in this Section, in interpreted to mean the cost of labor and materials excluding cable, wire and associated hardware, or the cost of contracted labor and materials, including charges for supervision and other overhead expense.
- i. Any pole line, conduit, trench or other facility furnished by the customer for use by, or in conjunction with, the Telephone Company's facilities is subject to final approval by the Telephone Company.
- j. Point of Interface, as used hereinafter, is defined as that point on or in the customer's premises where Telephone Company facilities terminate, and customer-provided facilities are connected to the general exchange network.

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By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission of Ohio, dated May 12, 1999

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

CenturyTel of Ohio, Inc.

SECTION 5  
Original Sheet No. 2

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.1 General (Continued)

- k. Telephone Company facilities shall be terminated at the minimal point of penetration, on or in the customer's premises, that is required for maintaining quality service. Location of this termination shall be determined by the Telephone Company or by mutual agreement of all concerned parties.

5.1.2 New Construction

a. Residential

(1) General

- (a) The Telephone Company shall provide up to three (3) wire pairs for each residential household when facilities are originally installed on newly constructed premises. Requests for facilities in excess of three (3) wire pairs per household will be fulfilled on a cost basis.
- (b) All requests for unusual or extraordinary construction will be subject to review and final approval by the Telephone Company.

(2) Aerial Distribution Plant

- (a) In areas where the Telephone Company's distribution plant is generally of an aerial nature and where it is not precluded by city ordinance or other statute from doing so, entrance facilities to a customer's newly constructed premises will be provided via aerial facilities.
- (b) In those instances where the customer's newly constructed premises is located away from the Telephone Company's main distribution facilities, the Telephone Company will provide, free or charge, the first 250 feet (or 1 wire span, whichever is less) of entrance facilities free to charge. Each additional 125 feet of entrance facilities, or fraction thereof, is \$23.35.
- (c) In any instance where more than one (1) wire span of entrance facilities is required, the customer shall provide the pole line where no other exists.
- (d) If the customer requests buried entrance facilities, where the Telephone Company would normally provide aerial facilities, a labor charge of \$.45 per foot of buried facilities shall apply.

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

CenturyTel of Ohio, Inc.

SECTION 5  
Original Sheet No. 3

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.2 New Construction (Continued)

a. Residential (Continued)

(3) Buried Distribution Plant

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

b. Single-Tenant Business

(1) General

- (a) All requests for unusual or extraordinary construction will be subject to review and final approval by the Telephone Company.

(2) Aerial Distribution Plant

- (a) For service requests involving up to an including one hundred(100) wire pairs, the aerial distribution plant regulations outlined in Sections 5.1.2 a. (2)(a) through (c) preceding apply.
- (b) For service requests involving greater than one hundred (100) wire pairs, the buried distribution plant outlined in Section 5.1.2 b.(3) following apply.

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GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.

SECTION 5  
Original Sheet No. 4

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.2 New Construction (Continued)

b. Single-Tenant Business (Continued)

(3) Buried Distribution Plant

- (a) For service requests involving more than one hundred (100) wire pairs or where the Telephone Company's main distribution facilities are of a buried nature, new service requests will be provided with buried facilities.
- (b) The Telephone Company shall install, free of charge, the first two hundred fifty (250) feet of entrance facilities if the customer provides the appropriate path, i.e. pipe, conduit, open trench, etc. Additional facilities in excess of the original 250 foot allowance will be installed when the cost of labor and materials (other than cable), plus applicable overheads, is borne by the customer.
- (c) If the Telephone Company is required to provide the path (pipe, conduit, open trench, etc.) for the customer's buried entrance facilities, the cost of all time and materials required will be billed to the customer for the installation.  
  
Costs for pipe, conduit, etc., if required, shall be borne by the customer.
- (d) If the Telephone Company is requested or required to bury its facilities in the same path (pipe, conduit, open trench, etc.) as another utility, and the Telephone Company is required to share in the cost of that path, a rate of half the rate explained in paragraph (c) preceding shall apply to the customer provided a mutually acceptable agreement is in force with the other utility.

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

CenturyTel of Ohio, Inc.

SECTION 5  
Original Sheet No. 5

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.2 New Construction (Continued)

c. Multi-Tenant Businesses

(1) General

- (a) Multi-tenant business regulations will apply where a single building or related group of buildings houses more than one business concern in rented, leased, or owned offices, suites, etc.
- (b) All intra-building facilities installed by the Telephone Company for its use in administering its distribution plant remain the sole property of the Telephone Company. Use of these facilities by parties other than the Telephone Company and its assignees, agents, contractors, or designees is strictly prohibited. Such unauthorized use by any other party shall be discontinued by that party upon thirty (30) day's written notice from the Telephone Company.
- (c) Regulations as set forth in Section 5.1.2 b. (3) preceding shall apply for new construction for multi-tenant businesses.
- (d) The only facilities provided under this tariff shall be entrance facilities terminating in the Point of Interface. Intra-building facilities for new construction will not be provided. Previously installed intra-building facilities for existing multi-tenant buildings remain the property of the Telephone Company and are treated as grandfathered facilities. Provision of additional facilities will be examined on an individual case basis.

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

CenturyTel of Ohio, Inc.

SECTION 5  
Original Sheet No. 6

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.3 Moves and Changes

a. Residential

(1) General

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

(2) Aerial Distribution Plant

- (a) If the customer or his designated agent requests that existing aerial facilities be moved to accommodate construction, moving, etc. a charge of \$17.40 will apply to the first cable span of facilities moved. If more than one cable span of facilities must be moved, charges will be based on time and materials.
- (b) If a customer requests that his Point of Interface (i.e. protector) be moved from one location on a building to another location on that same building, charges as outlined in paragraph (a) above shall apply.

(3) Buried Distribution Plant

- (a) If a customer or his designated agent requests that existing buried entrance facilities be moved to accommodate construction, etc. a charge of \$.30 per foot of facilities moved will apply, with a minimum charge of \$40.10.
- (b) If a customer requests that his Point of Interface (i.e. protector) be moved from one location on a building to another location on that same building, charges as outlined in paragraph (a) above shall apply.
- (c) Buried distribution plant facilities serving the general exchange area will only be moved at the discretion of the Telephone Company.

b. Single-Tenant and Multi-Tenant Businesses

(1) General

- (a) Those regulations contained in Section 5.1.1 preceding shall apply to Moves and Changes, as applicable.
- (b) Moves and Changes in entrance facilities requested by Single and Multi-Tenant Businesses or their respective designated agents will be charged for on a time and materials basis.

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

CenturyTel of Ohio, Inc.

SECTION 6  
Original Index A

DIRECTORY LISTINGS

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DIRECTORY LISTINGS

## 6.1 General

## 6.1.1 Provision of Directory Listings

- a. Directory listings are provided to aid in the use of telephone service through the identification of customer's telephone numbers. Listings found to be in violation of the Company's rules and regulations or listings which tend to delay or impede the use of telephone service will be rejected by the Company upon notification to the customer.
- b. Listings are not provided in connection with public telephone service except when the listing will facilitate the operations of the Company. No additional listings are permitted.
- c. Each listing shall set forth the name of the person or firm to which service is rendered. However, when the name of any firm seeking a listing is the same as or is deceptively similar to the name of any firm previously listed in the directory, the Company may ascertain the business nature of the firm seeking each listing and add language in the directory to distinguish the identity of that firm. A firm name may be deemed deceptively similar when it may cause misidentification and misdirection of directory users.
- d. Special prominence or arrangement of names is not permitted nor is the listing of a service, commodity, or trade name except when such service, commodity, or trade name is a part of the name under which the listed party is doing business.
- e. The Company will refuse a listing which does not constitute a legally authorized or adopted name and any listing which, in the opinion of the company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is intended for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party.
- f. The length of any listing is limited by the use of abbreviations when, in the opinion of the Company, the clearness of the listing and the identification of the listed party are not impaired thereby.
- g. In connection with business service, a descriptive term characterizing the listed party's business, in a general way, is furnished (in abbreviated form) as part of the listing where desired. However, when the character of the listed party's business is already apparent from the form of the corporate or firm name, the business designation is unnecessary and is not furnished.
- h. The form of listings must conform to the Company's specifications with respect to its directories.

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 6  
1st Revised Sheet No. 2  
Cancels Original Sheet No. 2

DIRECTORY LISTINGS

6.1 General (Continued)

6.1.2 Number of Directory Listings Provided Without Charge

- a. Except as provided in this tariff, only one listing is provided without extra charge for each main service, joint user service, key system, PBX system, or for the first line in a rotary number group. If, in the judgment of the Company, additional reference or other listings in excess of the number of listings permitted without extra charge are required for identification of a customer, such listings may also be provided without charge.
- b. Additional listings for rotary number groups usually list the telephone number of the first line of the group. However, the customer may request additional listings for other than the first line of a rotary group.

6.2 Business Listings

Business listings consist of a name, a designation descriptive of the customer's business, the address of the premises at which service is rendered, and the telephone number.

6.2.1 Primary Listing

The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted. Where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party. The classification for the Primary Listing is Tier 1 Core.

(C)

6.2.2 Additional Listings

- a. Business additional listings are listings in addition to the primary listing furnished in connection with business service and may be: the names of partners or members, if the customer or joint user is a corporation; and for any business establishment, the names of representatives or employees of the customer or joint user. Business additional listings may also be the bona fide names of firms which the customer or joint user owns or controls or is duly authorized to represent.

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DIRECTORY LISTINGS

## 6.2 Business Listings (Continued)

## 6.2.2 Additional Listings (Continued)

- b. Business additional listings are not permitted in connection with residence service.
- c. Ordinarily, all additional listings are of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a private-branch-exchange station or extension station installed on premises of the subscriber, but at an address different from that of the switchboard or main station.
- d. Additional listings may be furnished for the following rates:

	<u>Monthly Rate</u>
(1) Business listing other than joint user	\$1.50
(2) Joint user listing	\$1.50

These charges begin on the date the information records are posted and are payable monthly in advance.

- e. The minimum chargeable period for additional directory listings is the life of the directory issue in which the listings first appear. This is not to exceed one year from the effective date of the listing. If the additional listing does not appear in the directory, the minimum chargeable period is one month.
- f. Listing charges are automatically discontinued upon termination of the main or joint user service.

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SECTION 6  
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DIRECTORY LISTINGS

6.2 Business Listings (Continued)

6.2.3 Business Designations

Business designation (e.g., ofc, atty, MD, etc.) may be used when appropriate.

6.3 Residence Listings

Residence listings consist of a name or dual names, the address of the premises at which service is rendered, and the telephone number.

6.3.1 Primary Listing

The primary listing is ordinarily the name or dual name of the customers who apply for the service, but the listing may be in the name of a second party designated by the customer. The classification for the Primary Listing is Tier 1 Core.

(C)

6.3.2 Dual Name Listings

- a. Dual name listings may be provided for customers subscribing to residence service who share the same surname and reside at the same address and for a person known by two first names.
- b. Dual name listings may be provided as the primary listing at no recurring charge for the addition of the second name of the listing.
- c. Dual name listings may be provided as an additional listing at the customers option at the regular additional listing rate.
- d. Dual name listings are available only for residence subscribers.
- e. A secondary service order charge as specified in Section 4.3.1 a. (2) applies for:
  - (1) Changing a primary single name listing to a primary dual name directory listing.
  - (2) Changing the primary or additional dual name directory listing once established.
  - (3) Changing an additional dual name listing to a primary dual name listing.
- f. No non-recurring charge applies when the dual name listing is established with the initial establishment or service or when a change in an existing listing is required on an order for which service charges are otherwise applicable.

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 6  
Original Sheet No. 5

DIRECTORY LISTINGS

6.3 Residence Listings (Continued)

6.3.3 Additional Listings

- a. Residence additional listings are listings in addition to the primary listing furnished in connection with residence service and may be the names of members of the customer's family or of other persons residing in the customer's household. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent guests residing in a hotel or club.
- b. Ordinarily, all additional listings are of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a private branch exchange station installed on premises of the subscriber, but at an address different from that of the switchboard or main station.

Monthly  
Rate

- c. Additional listings, each \$.85
- d. The minimum chargeable period for additional directory listings is the life of the directory issue in which the listings first appear. This is not to exceed one year from the effective date of the listing. If the additional listing does not appear in the directory, the minimum chargeable period is one month.
- e. Listing charges are automatically discontinued upon termination of the main service.

6.3.4 Residence Designations

Residence designations (i.e., "Res" indented under customer's business listing) are only used if the Company determines they are necessary for directory purposes.

6.4 Miscellaneous Listings

6.4.1 Reference Listings

Cross reference listings may be furnished at the regular rate for additional listings.

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

CenturyTel of Ohio, Inc.

SECTION 6  
Original Sheet No. 6

DIRECTORY LISTINGS

6.4 Residence Listings (Continued)

6.4.2 Foreign Listings

- a. Foreign listings (i.e., listings in an alphabetical directory of an exchange other than that in which the listed service is furnished) are permitted at the regular additional listing rate applicable for the alphabetical directory in which the listing appears.
- b. The charge at the rate specified above for foreign listings is effective with the date of directory delivery, and is payable in advance.

6.4.3 Additional Listings for Names Spelled More Than One Way

Customer's whose names may commonly be spelled in more than one way, may arrange for additional listings under the alternate spellings at the regular rate for additional listings found in paragraphs 6.2.2 or 6.3.2 of this tariff when in the opinion of the Company, they are not desired to secure a preferential position in the directory or for advertising purposes.

6.4.4 Alternate Call Number Listing

Monthly  
Rate

- a. A Listing referring calling parties to an alternate telephone number for nights, Sundays and holidays or if no answer is received, each

Res	\$ . 85
Bus	\$1.50
- b. The alternate number may be that of another customer's service. In such a case, the consent of the other customer must be obtained before the alternate listing is furnished.

6.4.5 Enterprise Service (Special Reversed Charge Toll) Listings

One listing is provided without extra charge for each exchange with respect to which the monthly service charge is made.

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 6  
1st Revised Sheet No. 7  
Cancels Original Sheet No. 7

DIRECTORY LISTINGS

6.5 Nonpublished Number Service

6.5.1 General

- a. Nonpublished Number Service provides for the omission or deletion of a customer's telephone number listing from the Company's directories and directory assistance records.
- b. Incoming calls to nonpublished telephone numbers will be completed only when the calling party places the call by number.
- c. The Company will refuse to furnish information relative to said telephone number to any person notwithstanding any claim of emergency or of right to receive such information which such person may allege or present. The acceptance by the Company of the customer's request for nonpublished number service does not create any obligation, direct or indirect, to any person other than the subscriber.
- d. The customer requesting nonpublished number service shall indemnify and save harmless the Company against any and all claims for damages caused or claimed to have been caused, directly or indirectly, either by a refusal to publish, either orally or in writing, information relative to the number of the telephone with respect to which nonpublished number service is being furnished, or by the publication or other disclosure of information relative to such number to any person.
- e. The Company's liability for damages arising from oral or written publication of the number of the nonpublished telephone shall not exceed the lesser of the actual damages sustained by the customer as a direct result of such publication, or \$6.00. The Company will not be a party to controversies arising between customers and others as a result of its refusal to publish any telephone number or its publication of any telephone number.

6.5.2 Rates and Charges

		Current Monthly <u>Rate</u>	Maximum Monthly <u>Rate</u>	<u>Classification<sup>(1)</sup></u>	
a.	Nonpublished number service, per number	\$1.50	\$3.00	Tier 1 Non Core	(C)
b.	The minimum chargeable period for nonpublished number service is the current directory period.				
c.	The monthly charge set out in the foregoing paragraph shall not apply to:				
	(1) Transfer of toll charge service.				
	(2) Foreign Exchange Service.				

- (1) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

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SECTION 6  
1st Revised Sheet No. 8  
Cancels Original Sheet No. 8

DIRECTORY LISTINGS

6.5 Nonpublished Number Service (Continued)

6.5.2 Rates and Charges (Continued)

c. (Continued)

- (3) Additional service furnished to the same customer at the same address who has other services listed in the alphabetical directory or the directory assistance records.
- (4) More than one non-published number service furnished simultaneously to the same customer at the same address.
- (5) Service of a customer living in a hotel, hospital, retirement complex, apartment house, rooming house, boarding house, or club, if the subscriber is listed under the telephone number of the PBX or semi-public service furnished to such establishment.
- (6) Temporary service furnished for short periods of time, such as for elections, special events (e.g., fairs, exhibits, parades, etc.) and in other special situations.

6.6 Directory Assistance Call Service

6.6.1 Local Directory Assistance

(T)

a. General

(T)

1. Telephone calls by customers for telephone number listings will be answered and numbers given if the requested number is listed in the Company's directory assistance records. (T)
2. A maximum of two requested telephone numbers will be provided for each directory assistance call. (T)
3. The rates in Paragraph 6.6.2 following apply for all calls to Directory Assistance from within the same Numbering Plan Area (Area Code), except as provided in paragraph 6.6.2.d. (T)
4. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorney's fees) that may arise from the use of such information. (T)

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CenturyTel of Ohio, Inc.

SECTION 6  
2nd Revised Sheet No. 9  
Cancels 1st Revised Sheet No. 9

DIRECTORY LISTINGS

6.6 Directory Assistance Call Service (Continued)

6.6.1 Local Directory Assistance

- |    |  |     |
|----|--|-----|
| 1. | The present rate for each direct dialed call to Directory Assistance is \$.30.   | (D) |
| 2. | Where a customer requests toll operator assistance to place a call to Directory Assistance, except in the case of a service difficulty, the charge will be \$.40 per call.   | (D) |
| 3. | Calls to Directory Assistance from Hotels, Hospitals, or lines of customers who have been certified by a physician or recognized agency as unable to use a directory because of a physical handicap are not subject to charge.                 | (T) |
| 4. | Calls to intra-area code Directory Assistance from Hotels, Hospitals, or lines of customers who have been certified by a physician or recognized agency as unable to use a directory because of a physical handicap are not subject to charge. | (T) |

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CenturyTel of Ohio, Inc.

SECTION 6  
Original Sheet No. 10

DIRECTORY LISTINGS

6.6 Directory Assistance Call Service (Continued)

6.6.2 National Directory Assistance

(N)

a. Description

National Directory Assistance Service is provided to customers of the company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

b. Conditions

1. There are no call allowances or exemptions for National Directory Assistance customers.
2. If a customer dials Directory Assistance for the purpose of obtaining a National Directory Assistance listing, and also asks for a listing within their local Directory Assistance service area, the charge for National Directory Assistance applies.
3. A maximum of two requested telephone numbers are allowed per call.
4. Charges apply to each call placed to National Directory Assistance from a Public Access Line.
5. In locations, including Public Access Lines, where the customer has the capability to dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, the operator assistance charge may apply, in addition to the National Directory Assistance Charge.

c. Rates

CHARGE

Each call dialed directly by customer

\$ 1.25

(N)

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DIRECTORY LISTINGS

## 6.6 Directory Assistance Call Service (Continued)

## 6.6.3. Directory Assistance Call Completion

(N)

## a. Description

Where facilities permit, a customer calling for directory assistance may request the completion of local, intraLATA calls to the telephone number that was provided to that customer on the directory assistance call.

## b. Conditions

1. Directory Assistance Call Completion is available to residence, business, and Public Access Line customers.
2. Directory Assistance Call Completion can be blocked at the originating customer's request.
3. All Operator Service charges apply as appropriate.
4. There are no call allowances; however, the charges and call allowances for Directory Assistance are not affected.

## c. Rates

The following rate is in addition to the Directory Assistance charge and any charge for intraLATA toll or any local message charge, if applicable.

**CHARGE**

Each call completed

\$0.35

(N)

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

CenturyTel of Ohio, Inc.

SECTION 7  
Original Index A

PAYPHONE SERVICE

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By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission of Ohio, dated May 12, 1999

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PAYPHONE SERVICE

7.1 Payphone Service

7.1.1 Conditions

- a. Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.
- b. Payphone Service is a business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer's premises, and the Network Interface Device (NID) at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling.
- c. A maximum of one customer-provided instrument implemented pay telephone may be connected to any one instrument-implemented or CO-implemented payphone line.
- d. General Regulations found in this tariff are applicable to the provision of Payphone Service.
- e. Directory listings may be provided under the regulations governing the furnishing of listings for business subscribers.
- f. A Network Interface Device will be installed at a location determined by the Company which is accessible to the customer. The Network Interface Device (NID) is a company-provided jack or its equivalent. It is the point of connection between the telephone company owned wiring and wiring owned by the Customer.
- g. Applicable Nonrecurring Charges will apply for the move or rearrangement of the Company's facilities which are made at the request of the customer.
- h. The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this Tariff and rules or regulations of the Commission. In case of conflict between the tariff provisions and Commission rules and regulations, the rules or regulations shall prevail.
- i. Extensions to a payphone line are not permitted.
- j. The Multiline business Subscriber Line Charge, found in the interstate access tariff, is applicable to all Instrument-Implemented and CO-Implemented payphone lines.

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PAYPHONE SERVICE

7.1 Payphone Service (Continued)

7.1.2 Responsibility of the Customer

- a. The customer, for the purposes of this tariff, is defined as the person subscribing to payphone service.
- b. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. The customer is responsible for complying with the requirements set forth in the Americans with Disabilities Act of 1990.
- c. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls.\*

The Customer is responsible for any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone.

- d. The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration program.
- e. The payphone customer may subscribe to Selective Class of Call Screening as found in Section 13 of this tariff. The rules and regulations pertaining to this service also apply to payphone service.
- f. The customer is responsible for compliance with the FCC's Rules and Regulations and the State Commission's Rules and Regulations regarding the use of pay telephones.

7.1.3 Violation of Regulations

Upon notification from the company that the customer-provided equipment or wiring is causing or is likely to cause harm, the customer shall make such changes as is necessary to remove such harm. Failure to make such changes will result in the disconnection of service until such change is completed to the satisfaction of the company.

7.1.4 Instrument Implemented Payphone Service

Instrument-Implemented Payphone Service is an access line for use with a payphone instrument designed to perform various functions. Payphone instruments are to be provided by the customer.

- \* Directory assistance charges assessed to end users at payphones and local coin-sent paid message service charges assessed to end users to payphones are deregulated after 10/7/97.

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

CenturyTel of Ohio, Inc.

SECTION 7  
Original Sheet No. 3

PAYPHONE SERVICE

7.1 Payphone Service (Continued)

7.1.5 Central Office (CO) Implemented Coin Line

- a. Central Office-Implemented Coin Line Service is an access line for use with a coin supervision feature. Payphone instruments are to be provided by the customer.
- b. Features are additives to the operation of a flat rate access line that provide for CO-Implemented Coin Line Service. The Company offers those features that are provided by the functionality of the Company's switches. These include coin monitoring, coin control (collect and return of coins, if applicable), and/or answer supervision. CO-Implemented Coin Line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).
- c. CO-Implemented Coin Line Service is provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line feature offered by the Telephone Company.

7.1.6 Features and Functions

- a. CO Coin Line Signaling (Coin Supervision) provides the electrical signaling for:

Coin monitoring - indicating to an operator service provider the number and denomination of coins deposited based on information provided by the payphone;

Coin collection and return - indicating to the payphone equipment to collect coin(s) from or return coin(s) to the calling party where applicable and offered by the Company, and;

Answer supervision - indicating to the payphone that the calling line has answered the call, where applicable and is technically feasible.
- b. Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request Selective Class of Call Screening and/or OLS.

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CenturyTel of Ohio, Inc.

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1st Revised Sheet No. 4  
Cancels Original Sheet No. 4

PAYPHONE SERVICE

7.1 Payphone Service (Continued)

7.1.6 Features and Functions (Continued)

- c. CO-Implemented Coin Line features, including coin monitoring, coin collect and return (where applicable) and/or answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.

7.1.7 Rates<sup>(1)</sup>

		Monthly <u>Rate</u>	Non-Recurring <u>Charge</u>
a.	Payphone Service		
	1. Instrument Implemented		Applicable Non-recurring Charge
	Flat Rate, per line, Maximum Rate	\$32.00	
	Flat Rate, per line, Current Rate	32.00	
	2. Coin Supervision/ Transmission	\$ 2.25	
	3. End User Local Message Charge (Deregulated after 19/7/97)	\$ .20 each	

- (1) The rates for payphones are governed by 96-1310-TP-COI and do not fall under a Tier designation. They do not have the pricing flexibility afforded the company by O.A.C. 4901:1-4.

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

CenturyTel of Ohio, Inc.

SECTION 8  
Original Index A

FOREIGN EXCHANGE AND FOREIGN CENTRAL OFFICE SERVICE

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

CenturyTel of Ohio, Inc.

SECTION 8  
Original Sheet No. 1

FOREIGN EXCHANGE AND FOREIGN CENTRAL OFFICE SERVICE

8.1 Foreign Exchange Service

8.1.1 General

- a. Foreign exchange service is exchange service furnished from an exchange other than that normally serving the area in which the customer is located.
- b. Foreign exchange service is not in accord with the general plan of furnishing telephone service; it is furnished only where, in the judgment of the Company, the circumstances warrant and facilities are available. Foreign exchange service will be furnished only to subscribers to local exchange service.
- c. Foreign exchange service will only be furnished with business or residence individual line or private branch exchange service.
  - (1) Foreign exchange service will not be furnished through a private branch exchange serving a hotel, motel, club, apartment house, or other establishment when the circumstances are such that a guest, member, customer, or tenant of the establishment, or anyone other than management or operating personnel of the establishment, will or might have access to the service.
  - (2) Foreign exchange service is not furnished in connection with payphone or for use on party lines.
- d. The rules, rates, and regulations herein set forth are inapplicable to foreign exchange service furnished jointly by the Company and The Ohio Bell Telephone Company (including such service as is also participated in by one or more additional telephone companies).
- e. Sections 8.1.1 and 8.1.2 of this tariff apply to foreign exchange service involving two exchanges of the Company, but without participation by any other telephone company.
- f. Foreign exchange service is, in general, furnished only within the territory served by the Company. When one of the exchanges involved is located outside of the territory served by the Company, foreign exchange service will be furnished only with concurrence of the other company involved.

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CenturyTel of Ohio, Inc.

SECTION 8  
Original Sheet No. 2

FOREIGN EXCHANGE AND FOREIGN CENTRAL OFFICE SERVICE

8.1 Foreign Exchange Service (Continued)

8.1.1 General (Continued)

- g. The Company shall determine the exchange area and the central office area from which the service will be furnished, within the local service area of the exchange area from which the service is requested, subject to the provision that the exchange area and the central office area from which the service is furnished will be within the local calling area of, and the local calling privileges shall be substantially the same as those available to subscribers located in, the exchange area from which service is requested.

Note: In such situations, when two or more telephone companies are involved in furnishing the service, such determination may be made only with the consent of the telephone company which operates the exchange from which the service will be furnished.

- h. Foreign exchange service is normally arranged for either manual or dial operation, the normal arrangement in each case being dependent upon the type of central office equipment in the serving exchange. When arranged for other than normal operation, additional charges apply for the additional facilities or equipment required and are based upon costs incurred.
- i. The scope of local service for, and the toll rates to and from, stations or trunk lines connected for foreign exchange service are in accordance with the tariff provisions applicable to the exchange area from which the service is furnished. Where special operating is required, an additional monthly charge may be made to cover the expense incurred by the Company for such operating.

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CenturyTel of Ohio, Inc.

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Original Sheet No. 3

FOREIGN EXCHANGE AND FOREIGN CENTRAL OFFICE SERVICE

8.1 Foreign Exchange Service (Continued)

8.1.2 Rates

- a. The monthly exchange service rate and associated service connection charge are those applicable for the exchange area from which the service is furnished. The monthly rates, service charges, and nonrecurring charges for all other items of service and equipment and all move and change charges are those applicable in the exchange area in which the customer is located. In addition, the following rates and charges apply:

- (1) When the customer is served by use of intexchange facilities which are wholly within the territory of the Company,

	<u>Monthly Rate</u>
(a) First mile or fraction thereof	\$8.35
(b) Each additional quarter-mile or fraction thereof	\$2.10

- (2) When the entire interexchange circuit is within the territory of the Company, the interexchange mileage is the air line distance between the toll rate center central office of the exchange which serves the customer and the toll rate center central office of the exchange area from which the dial tone is furnished.

- b. The following rates apply for the local channel furnished within the exchange area in which the customer is located:

	<u>Monthly Rate</u>
(1) When the customer's premises are in the central office area in which the main exchange of the toll rate center is located, for each local channel	\$9.90
(2) When the customer's premises are in a central office area contiguous to the central office area in which the main exchange of the toll rate center is located:	

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P. U. C. O. No. 12

CenturyTel of Ohio, Inc.

SECTION 8  
Original Sheet No. 4

FOREIGN EXCHANGE AND FOREIGN CENTRAL OFFICE SERVICE

8.1 Foreign Exchange Service (Continued)

8.1.2 Rates (Continued)

b. (Continued)

(2) (Continued)

	<u>Monthly Rate</u>
(a) If no intercentral office circuit is required to furnish the service, per channel	\$ 9.95
(b) If the use of an intercentral office circuit is required to furnish the service, per channel	\$18.60

(3) Where the customer's premises are in a central office area other than those specified above in (1) and (2), per channel \$41.60

c. When service is furnished from a multi central office exchange area, and at the customer's request it is furnished from a central office area other than that determined by the Company under the provisions of 8.1.1.b above, the required circuit between the central offices involved will be furnished at the rates specified in, and subject to the provisions of 8.2 of this Section 8.

d. When under the provisions of 8.1.1 above, the Company determines the service should be furnished from an exchange area other than that from which service is requested and the subscriber insists that the service be furnished from the exchange from which he requested service, the service will be so furnished. However, when in the judgment of the Company such the Company such compliance with the customer's request the use of equipment or facilities which would otherwise not be required, such as loading coils, repeaters, special relay circuits, signaling circuits, etc., for local or toll transmission or supervisory purposes, additional charges, based upon costs incurred, may be applied.

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CenturyTel of Ohio, Inc.

SECTION 8  
Original Sheet No. 5

FOREIGN EXCHANGE AND FOREIGN CENTRAL OFFICE SERVICE

8.1 Foreign Exchange Service (Continued)

8.1.3 Intercity Interexchange Foreign Exchange Service

a. Concurrence

The Company assents to, adopts, and concurs in the Foreign Exchange Service Tariff, filed with the Public Utilities Commission of Ohio by the Ohio Bell Telephone Company ("Ohio Bell"), as such tariff now exists or as it may be revised, added to, or supplemented by superseding sheets or issues, for foreign exchange service furnished jointly by the Company and Ohio Bell (including such services as are also participated in by one or more other telephone companies), and hereby makes itself a party thereto.

b. Cancellation Rights

CenturyTel of Ohio, Inc. reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Public Utilities Commission of Ohio, at any and such time it appears that such cancellation is in the best interest of the Company and its subsidiaries and/or its customers.

8.2 Foreign Central Office Service

8.2.1 General

- a. Foreign central office service is exchange service furnished to a customer in a multi-office exchange through a central office other than that regularly serving the central office area in which the customer is located.
- b. Foreign central office service is furnished only when, in the judgment of the Company, the circumstances warrant, facilities are available, and service conditions permit.
- c. Foreign central office service is furnished only in connection with business or residence individual line or private branch exchange service.

8.2.2 Rates

- a. The rate for foreign central office service is the monthly rate for the grade of service (individual line or private branch exchange trunk line service) normally applicable at the customer's location, plus the following rate for each circuit between the central office from which the customer normally would be served and the foreign central office from which the customer is to be served:

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CenturyTel of Ohio, Inc.

SECTION 8  
Original Sheet No. 6

FOREIGN EXCHANGE AND FOREIGN CENTRAL OFFICE SERVICE

8.2 Foreign Central Office Service (Continued)

8.2.2 Rates (Continued)

a. (Continued)

	<u>Monthly Rate</u>
(1) Where the circuit is between central offices in contiguous central office areas	\$ 9.95
(2) Where the circuit is between central offices in noncontiguous central office areas	\$41.60
b. When it is necessary to provide additional equipment, such as loading coils, special relay circuits, etc., additional charges based upon costs incurred may be applied.	

8.3 Other Charges

8.3.1 Unusual Expenditures

If unusual expenditures are involved in making any of the above facilities available, the customer may be required to pay an additional charge to cover the unusual expenditure and/or to contract for service beyond the minimum period.

8.3.2 Charges for Service Provided by a Foreign Exchange

Service provided by a foreign exchange is subject to the nonrecurring, termination charges and monthly rates for individual line or business trunk service applicable within the base rate area of that exchange.

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## GENERAL CUSTOMER SERVICES TARIFF

P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

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(T)

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

CenturyTel of Ohio, Inc.

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3rd Revised Index C  
Cancels 2nd Revised Index C

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SECTION 9  
Original Sheet No. 1

MISCELLANEOUS SERVICE ARRANGEMENTS

9.1 Joint User Service

9.1.1 General

- a. Joint user service is an arrangement whereby an individual, firm, corporation or an association doing business under a separate name may share in the use of a primary customer's business telephone service. To facilitate this use, an alphabetical and classified directory listing will be provided for each joint user without additional charge. The customer's facilities will not be extended off the premises on which the primary service is located to provide joint user service only.
- b. Joint user service is furnished upon application as follows:
  - (1) Application for the use of the customer's service by an individual, firm, company or association doing business under a separate name and occupying jointly, or in part, the premises on which the customer has existing off-premise service.
  - (2) Application for the use of the customer's service for another business publicly conducted by the customer and differing in character or scope and in name from the business for which the facilities are furnished.
  - (3) Application for service to be furnished over the facilities utilized in furnishing service to the customer, but in the name of another individual, firm, company, corporation, or association represented by the customer if the use of the name to be listed is authorized by the owner of the name.
  - (4) Applications for joint user service and for additional service, equipment, or facilities in connection therewith must be made by the customer, who is responsible for the payment of all charges incurred thereunder.

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CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 2

MISCELLANEOUS SERVICE ARRANGEMENTS

9.1 Joint User Service (Continued)

9.1.1 General (Continued)

- c. Joint User service will not be applicable when in the opinion of the Company, the service arrangement requested does not constitute the sharing of the primary customer's business telephone service.
- d. Joint User service is not permitted in connection with services furnished at stores, offices, or other business locations in a transient hotel, apartment house, or apartment hotel, when such services are used as a matter of convenience to the guests or tenants connected with the private branch exchange system for intercommunicating.
- e. Joint User service is provided only in connection with business individual line and private branch exchange services. Further, it will be furnished only to existing, and not to new, party line business subscribers.
- f. The minimum charge for joint user service shall be the monthly rate as set forth in this section. If a listing is included in the telephone directory, the charge will continue until the end of the directory period unless.
  - (1) The joint user vacates the primary customer's premises.
  - (2) The primary customer's service is discontinued.
  - (3) The joint user becomes a customer to business service in the same

exchange.

9.1.2 Rates

	<u>Monthly Rate</u>
Joint User Service, per individual line	\$13.10
Joint User Service, per trunk line,	
- Key	\$19.60
- PBX	\$26.35

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CenturyTel of Ohio, Inc.

SECTION 9  
1st Revised Sheet No. 3  
Cancels Original Sheet No. 3

MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 Touch Calling Service

9.2.1 General

- a. Touch Calling Service is provided for the origination of telephone calls through the use of pushbuttons rather than a rotary dial.
- b. Touch Calling Service requires special central office equipment for lines and trunks and will be provided only from Central Offices when facilities are available. In addition to special central office equipment for Key and PBX trunks, additional equipment within the Key and/or PBX is required for touch calling service.

9.2.2 Rates

The following rates apply for push button telephone service associated with lines equipped for touch calling service and are in addition to the monthly and nonrecurring rates and charges applicable for the associated service and facilities else where in this tariff provided for:

		<u>Monthly Rate</u>	<u>Classification</u>	
a.	Business Service			
	(1) Touch Calling Access Line			
	(a) An access line for each individual or two party line, to provide for push button dialing - Maximum Rate	\$ 1.65	Tier 1 Core	(C)
	Current Rate	1.65	Tier 1 Core	(C)
b.	Residence Service			
	(1) Touch Calling Access Line			
	(a) An access line for each individual or party line to provide push-button dialing from residence service - Maximum Rate	\$ 1.65	Tier 1 Core	(C)
	Current Rate	1.65	Tier 1 Core	(C)

Issued: March 1, 2004

Effective: March 2, 2004

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT  
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GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 4

MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 Touch Calling Service (Continued)

		Monthly Rate
9.2.3	Instruments Equipped with Touch Calling	
	-Bus	\$ 1.15
	-Res	\$ 1.15

9.3 Enterprise Service (Special Reversed Charge Toll)

9.3.1 General

- a. This service provides an arrangement in connection with message toll telephone service whereby a business customer's patrons have the privilege of calling him without the payment of a toll charge and without having to make specific request for reversal of the toll charge.
- b. This service is available only to business customers having private branch exchange service or individual line service.
- c. The exchanges in which such service is furnished are selected by the customer, subject to the approval of the Company, and the Company assigns and lists in the directory for each of such exchanges a special telephone number designation for the use of patrons.

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

CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 5

MISCELLANEOUS SERVICE ARRANGEMENTS

9.4 Special Industrial Services

9.4.1 Cable Rental

a. General

The Telephone Company will provide specific cable installations at the rate shown below which may be adjusted from time to time in accordance with the rules and regulations of the Public Utilities Commission of Ohio.

(1) The customer shall provide aerial supports and conduit where required.

Construction  
additions.

(2) The customer is responsible for additions to existing installations. charges provided in Section 5 of this tariff are applicable to cable

b. Rates

Monthly  
Rate

(1) Ford Motor Company, GMC

\$247.85

9.4.2 Lorain National Bank Money Mate Circuits

a. General

The Telephone Company will provide certain central office equipment to establish four wire circuits for Lorain National Bank. The equipment is provided at the rates shown below which may be adjusted from time to time in accordance with the rules and regulations of the Public Utilities Commission of Ohio.

b. Rates

Per  
Month

(1) Penfield C.O. Equipment for LNB

\$28.50

(2) Amherst C.O. Equipment for LNB

\$30.85

(3) Meister C.O. Equipment for LNB

\$33.15

(4) Main C.O. Equipment for LNB

\$74.05

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

CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 6

MISCELLANEOUS SERVICE ARRANGEMENTS

9.5 Mileage Charges

9.5.1 General

- a. Mileage charges are in addition to all other appropriate service charges.
- b. Mileage charges specified in this Section 9.5 do not apply to private line and foreign exchange services furnished by the Company or jointly with one or more other companies.
- c. Construction charges as specified in Section 5 of this tariff will apply when new construction is required to furnish any of the classes of circuits in this Section 9.5.
- d. When it is necessary to install additional equipment such as loading coils, repeaters, special relay circuits, etc., for local or toll transmission or supervisory purposes, additional charges based upon costs incurred may be applied.
- e. The rates and regulations specified in 9.5.2 apply when the use of the Company's general distributing plant is not required. If the use of the Company's general distributing plant is required, mileage charges specified in 9.5.3 will apply.
- f. The mileage charges specified in this section apply separately for each circuit as furnished to a particular customer.

when and

9.5.2 Private lines, TIE lines, PBX station lines and extension lines which do not require the use of the Company's general distribution plant.

- a. Continuous Property - Same Building

Monthly  
Rate

(1) Inside or Outside Wiring

- (a) 1st 200 feet measured by route, of each line or circuit beyond the main frame

N/A

- (b) Each circuit over 200 feet measured by route:

for each 1/4 mile or fraction thereof

\$2.50

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

CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 7

MISCELLANEOUS SERVICE ARRANGEMENTS

9.5 Mileage Charges (Continued)

9.5.2 Private lines, TIE lines, PBX station lines and extension lines which do not require the use of the Company's general distribution plant. (Continued)

b. Continuous Property - Different Building

Monthly  
Rate

(1) Wiring for Private line,  
TIE lines, PBX station lines  
or extension lines

(a) 1st 500 feet air-line  
measurement, per circuit \$1.05

(b) Each additional 250 feet  
or fraction thereof,  
air-line measurement \$ .50

c. Non-Continuos Property

(1) Same building Per Circuit \$1.30

(2) Different Building - Same Exchange

(a) 1st mile, or fraction  
thereof, per line,  
air-line measurement \$8.30

(b) Each additional 1/4 mile,  
or fraction thereof,  
air-line measurement,  
per line \$2.10

(3) Off premises extension relay \$2.75

d. Different Exchange

See Foreign Exchange Service - Section 7

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

CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 8

MISCELLANEOUS SERVICE ARRANGEMENTS

9.5 Mileage Charges (Continued)

9.5.3 PBX station lines, off premises extension lines, and tie lines which require use of the Company's general distribution plant.

	<u>Monthly Rate</u>
a. 1st mile, or fraction thereof, airline measurement, per circuit	\$8.35
b. Each additional 1/4 mile, or fraction thereof, airline measurement, per circuit	\$2.05
c. Foreign Central Office Service	
See Foreign Central Office Service in Section 7.	

9.5.4 Private Line Mileage (Full Period Service)

See Local Private Line Services and Channels - Section 14.

9.6 Custom Calling Services

9.6.1 General

- a. Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more of the following Custom Calling features:
  - (1) Call Waiting - By means of a tone signal a customer is alerted during a call when another caller is trying to reach that number. The customer may then put the first call on hold (or hang up) to answer the second call. In some exchanges, the customer has the ability to "Cancel Call Waiting", which will turn off this feature so that a call is not interrupted by the alerting tone. Cancel Call Waiting, where available, is an adjunct to Call Waiting and is user selective.

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

CenturyTel of Ohio, Inc.

SECTION 9  
1st Revised Sheet No. 9  
Cancels Original Sheet No. 9

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued)

- (2) Call Forwarding - These features permit a customer to have all incoming calls to a line automatically transferred to another preselected dialable telephone number.

Calls may be transferred to a long distance message telecommunications point. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment, in whole or in part, of message toll charges that would regularly in applicable between the station originating the call and the station to which the call is transferred. A customer utilizing Call Forwarding service is responsible for the payment of charges for each toll call between his Call Forwarding equipped station and the distant telephone to which the call is transferred.

Three options of Call Forwarding are offered as follows:

- (a) Call Forwarding. A customer activated feature that automatically transfers all incoming calls of the customer's telephone number to another dialable telephone number until the customer deactivates the feature. (C)
- (b) Call Forward No Answer. This feature automatically transfers incoming calls to a predesignated telephone number when the primary line is not answered. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described in (a) above. (C)
- (c) Call Forward Busy. This feature automatically transfers incoming calls to a predesignated telephone number when the primary line is busy. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described in (a) above. (C)
- A secondary service order charge will apply when the customer requests programming or changing the predesignated number for Call Forward Busy or Call Forward No Answer. If the programming or change is done in connection with a primary service order or additional customer requests, only one service order charge will apply. (C)

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

CenturyTel of Ohio, Inc.

SECTION 9  
1st Revised Sheet No. 10  
Cancels Original Sheet No. 10

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Customer Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued)

- (3) 3-Way Calling - Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards. (C)
- (4) Speed Call - Enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. Customers must subscribe to only one of either the 8 Code capacity or 30 Code capacity arrangement on the same line. (C)
- (5) Call Within - Allows a single line customer to communicate between telephone instruments connected to the same one-party access line. The customer, by dialing the Call Within code and his own telephone number, will hear a normal busy tone. The caller then hangs up and all the phones on the calling line will ring. When any phone is picked up, the ringing stops thereby letting the caller know that his call has been answered.
- (6) Hot Line - The feature will automatically dial a prearranged directory number when the telephone goes off hook.
- (7) Warm Line - Is a delayed Hot Line. If dialing has not begun within the delay interval after the telephone goes off hook, a prearranged directory number is dialed. The delay interval is adjustable between 0 and 20 seconds, determinable by the customer, during which time the automatic dialing feature may be overridden.

The Company must set the delay interval, and a secondary service order charge, as outlined in Section 4.3.1(a) of this Tariff, will apply if the customer chooses to have such interval changed after the service is originally installed.

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

CenturyTel of Ohio, Inc.

SECTION 9  
2nd Revised Sheet No. 11  
Cancels 1st Revised Sheet No. 11

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued))

- (8) Multi-Ring Service - A terminating line feature that provides the capability of assigning two directory numbers (DNs) to one line. Subscribers can differentiate by a different ringing cadence between calls terminated to the Primary Directory Number (PDN) and the Secondary Directory Number (SDN) on the same line. One PDN and up to one SDN may be assigned to a line.

One standard alphabetical listing for each PDN and SDN will be provided to subscribers of Multi-Ring Service, subject to charges and regulations specified in Section 6 of this Tariff.

- (9) Usage Sensitive 3-Way Calling - Usage Sensitive Three Way Calling is available (C)  
to all individual line residence and business customers where facilities permit. This service permits use of the 3-Way calling feature on an as needed basis, with (C)  
the subscriber paying the rate shown on Sheet No. 13 for each occasion it is successfully used. 3-Way Calling permits the subscriber activating the feature to (C)  
hold an in-progress call and originate a second call while maintaining privacy from the first call, or to add another party for a three way conference arrangement.

Switch-specific technology determines how a subscriber "activates" the feature. In certain switch technology, the feature is activated by "flashing" the serving switch from the subscriber's terminating equipment ("Flashing" is accomplished via a receiver button, switchhook, hook flash key, flash key, etc.). This technology provides the subscriber with spontaneous control of the feature. Other switch technology requires that the feature be dial-activated by the subscriber prior to establishing the first leg of a three way call, using a Company provided code.

The per use charge is applied only when a second call is completed and bridged to the first call. Completed calls include, but are not limited to those calls terminated to telephones, voice messaging systems, answering machines, facsimile machines, modems, etc.

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

CenturyTel of Ohio, Inc.

SECTION 9  
1st Revised Sheet No. 11A  
Cancels Original Sheet No. 11A

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued))

(9) Usage 3-Way Calling (Continued) (C)

The per use charge is in addition to any tariffed switched network usage charge appropriate for the line with which the Per Use 3-Way Calling feature is (C)  
associated. Such usage may include, but is not limited to, toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are as covered in tariff sections specific to that particular call type, and are not impacted by the application of the per use charge.

Access to the Per Use capability can be restricted at the customer's request at no charge.

(10) Call Waiting ID - This feature, also called Spontaneous Call Waiting Identification (SCWID), allows the subscriber to view the name and directory number (DN) of a call in the call waiting mode. The display appears between the first and second audio tones, alerting the subscriber that another call is incoming. (C)

(11) Call Waiting Deluxe - This feature, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), is a Stored Program Control System feature. Subscribers can receive calling party information during Call Waiting and control the treatment of incoming calls with disposition options. The disposition options are available through softkeys on the customer premises equipment.

Incoming calls to the line, while idle, receive normal terminating treatment. When the line is busy, the system provides audible ringing to the calling party and alerts the DSCWID subscriber that a call is waiting.

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

CenturyTel of Ohio, Inc.

SECTION 9  
2nd Revised Sheet No 11B  
Cancels 1st Revised Sheet No. 11B

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges

The following rates and charges apply in addition to the established rates and charges for the service with which these features are associated. (See Note)

		Current Monthly Rate	Maximum Monthly Rate	Classification <sup>(2)</sup>	(C)
a.	Each Feature, per line equipped:				
(1)	Call Waiting			Tier 1 Non Core	
(a)	Business (Full Rate)	\$3.50	\$7.00		
	Business (Reduced Rate) <sup>(1)</sup>	\$3.25			
(b)	Residence (Full Rate)	\$2.50	\$5.00		(C)
	Residence (Reduced Rate) <sup>(1)</sup>	\$2.25			
(2)	Call Forwarding				
(a)	Business (Full Rate)	\$2.50			
	Business (Reduced Rate) <sup>(1)</sup>	\$2.25			
(b)	Residence (Full Rate)	\$1.50			
	Residence (Reduced Rate) <sup>(1)</sup>	\$1.25			
	Call Forwarding - No Answer				
(a)	Business (Full Rate)	\$2.50			
	Business (Reduced Rate) <sup>(1)</sup>	\$2.25			
(b)	Residence (Full Rate)	\$1.50			
	Residence (Reduced Rate) <sup>(1)</sup>	\$1.25			

(1) Reduced Rates are grandfathered.

(2) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

Issued: March 1, 2004

By:

Glen F. Post, III, President and Chief Executive Officer  
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GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 9  
1st Revised Sheet No. 12  
Cancels Original Sheet No. 12

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

		Monthly Rate	
a.	Each Feature, per line equipped: (Continued)		
(2)	(Continued)		
	Call Forward Busy		(C)
(a)	Business (Full Rate)	\$2.50	
	Business (Reduced Rate)*	\$2.25	(C)
(b)	Residence (Full Rate)	\$1.50	
	Residence (Reduced Rate)*	\$1.25	(C)
(3)	3-Way Calling		(C)
(a)	Business (Full Rate)	\$2.50	
	Business (Reduced Rate)*	\$2.25	(C)
(b)	Residence (Full Rate)	\$1.50	
	Residence (Reduced Rate)*	\$1.25	(C)
(4)	Speed Call 8 or 30		(C)
(a)	Speed Call 8		
(i)	Business (Full Rate)	\$2.50	
	Business (Reduced Rate)*	\$2.25	(C)
(ii)	Residence (Full Rate)	\$1.50	
	Residence (Reduced Rate)*	\$1.25	(C)
(b)	Speed Call 30		(C)
(i)	Business (Full Rate)	\$3.50	
	Business (Reduced Rate)*	\$3.25	(C)
(ii)	Residence (Full Rate)	\$2.50	
	Residence (Reduced Rate)*	\$2.25	(C)
(5)	Call Within		
(a)	Business (Full Rate)	\$1.00	
	Business (Reduced Rate)		\$ .75
(b)	Residence (Full Rate)	\$ .75	
	Residence (Reduced Rate)		\$ .50
(6)	Hot Line		
(a)	Business (Full Rate)	\$2.50	
	Business (Reduced Rate)		\$2.25
(b)	Residence (Full Rate)	\$2.50	
	Residence (Reduced Rate)		\$2.25
*	Reduced Rates are grandfathered.		(N)

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

CenturyTel of Ohio, Inc.

SECTION 9  
2nd Revised Sheet No. 13  
Cancels 1st Revised Sheet No. 13

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

		Monthly Rate	
a.	Each Feature, per line equipped: (Continued)		
(7)	Warm Line		
(a)	Business (Full Rate)	\$3.00	
	Business (Reduced Rate)		\$2.75
(b)	Residence (Full Rate)	\$2.00	
	Residence (Reduced Rate)		\$1.75
(8)	Multi-Ring Service		
(a)	Business	\$5.00	
(b)	Residence	\$4.00	
(9)	Call Waiting ID	\$3.50	(C)
(10)	Call Waiting Deluxe	\$6.00	
		<u>Per Activation</u>	
(11)	Usage Sensitive 3-Way Calling*	\$ .95	(C)
b.	When two or more of the features specified in (1) through (7) preceding are provided on the same line, the reduced rate shall be charged for each feature.		

NOTE:

No additional service charges are applicable for the establishment of Custom Calling Services if established simultaneously with the establishment of local exchange service. Requests for, and rearrangements of, Custom Calling Services subsequent to the establishment of local exchange service will require a Service Ordering Charge and a Line Connection Charge.

As each central office becomes equipped to offer custom calling services, Call Waiting and Call Forwarding will be provided to all customers for a thirty day trial period at no charge for these services. No Service Ordering Charge and Line Connection Charge will be billed to customers for the trial services. Customers who contact the Company during the trial period desiring to retain the services offered on free trial will have the Service Ordering Charge and Line Connection Charge waived.

\* Usage Sensitive 3-Way Calling requires completion and bridging of second call. (C)

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CenturyTel of Ohio, Inc.

SECTION 9  
2nd Revised Sheet No. 14  
Cancels 1st Revised Sheet No. 14

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

(Continued) c. Feature Packages applicable to residence service only, per line equipped:

		Monthly Rate	
(1)	Basic Pak 1** (Touch Calling, Call Waiting, Call Forwarding*) (a) Residence	\$4.50	(C)
(2)	Basic Pak 2** (Touch Calling, Call Waiting, 3-Way Calling) (a) Residence	\$4.50	(C) (C)
(3)	Basic Pak 3** (Touch Calling, Call Waiting, Speed Call 8) (a) Residence	\$4.50	(C) (C)
(4)	Deluxe Pak 1** (Touch Calling, Call Waiting, Call Forwarding*, 3-Way Calling) (a) Residence	\$5.75	(C) (C)
(5)	Deluxe Pak 2** (Touch Calling, Call Waiting, Call Forwarding*, Speed Call 8) (a) Residence	\$5.75	(C) (C)
(6)	Deluxe Pak 3** (Touch Calling, Call Waiting, 3-Way Calling, Speed Call 8) (a) Residence	\$5.75	(C) (C) (C)
*	In lieu of Call Forwarding, the customer may choose Call Forward Busy or Call Forward No Answer		(C) (C)
**	Feature Packages are grandfathered.		(N)

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

CenturyTel of Ohio, Inc.

SECTION 9  
1st Revised Sheet No. 14A  
Cancels Original Sheet No. 14A

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

(Continued) c. Feature Packages applicable to residence service only, per line equipped:

	Monthly Rate	
(7) Premium Pak** (Touch Calling, Call Waiting, Call Forwarding*, 3-Way Calling, Speed Call 8 )		(C) (C) (C)
(a) Residence	\$6.50	
* In lieu of Call Forwarding, the customer may choose Call Forward Busy or Call Forward No Answer.		(C) (C)

\*\* Feature Packages are grandfathered.

(N)

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

CenturyTel of Ohio, Inc.

SECTION 9  
9th Revised Sheet No. 14B  
Cancels 8th Revised Sheet No. 14B

MISCELLANEOUS SERVICE ARRANGEMENTS

Addendum to Schedule of Miscellaneous Service Arrangements

(D)

(D)

Issued: December 27, 2007

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

Effective: December 28, 2007

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

CenturyTel of Ohio, Inc.

SECTION 9  
9th Revised Sheet No. 14B  
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MISCELLANEOUS SERVICE ARRANGEMENTS

Addendum to Schedule of Miscellaneous Service Arrangements

(D)

(D)

Issued: December 27, 2007

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

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

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SECTION 9  
Original Sheet No. 15

MISCELLANEOUS SERVICE ARRANGEMENTS

9.7 Direct Inward Dialing

9.7.1 General - Direct Inward Dialing Service (DID) is a service which allows incoming dialed calls from the exchange network to reach a specific P.B.X. station line without the attendant's assistance.

- telephone
- a. The service is furnished subject to the availability of central office facilities, numbers, and compatibility of PBX facilities.
- b. Provision of this service includes central office switching equipment necessary for in-dialing from the exchange and toll network directly to stations associated with switching equipment located on the customer's premises.
- service.
- c. The service must be provided on all lines in a trunk group arranged for inward
- d. The minimum contract period for the service is one year. In case of discontinuance or reduction of service within the minimum contract period, a termination charge equal to DID trunk equipment rate for each full month of service unexpired shall be applied.
- e. The rates herein contemplate the use of standard equipment and serving arrangements and are in addition to rates and charges for the service with which it is furnished.
- f. Where applicable, operational characteristics of interface signals between the Telephone Company provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Telephone Company considers necessary maintain proper standards of service.
- g. The Telephone Company shall not be responsible to the customer if changes in any of the facilities, operations or procedures of the Telephone Company render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- h. The providing of directory listings will be in accordance with the regulations of the "Directory Listings" section of this tariff for PBX trunks. DID numbers furnished herein are not entitled to free directory listings.
- i. Customer provided switching systems must provide for the intercepting of assigned but unused station numbers in a manner consistent with Telephone Company standards.
- j. The Telephone Company, will not modify its equipment from the original manufacturer's specifications in an effort to render it compatible with customer provided equipment.
- customer
- k. Customers are prohibited from sharing DID service as it is provided on per basis only.

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.7 Direct Inward Dialing (Continued)

9.7.2 Rates and Charges

		<u>Monthly Rate</u>	<u>Termination Liability</u>
	a. Each DID Trunk equipment**	\$48.45*	#
	b. Each 100 DID Telephone Numbers	\$103.60	--
	* In addition to Basic Local Exchange PBX Trunk Rate.		
trunk	** The customer is required to subscribe to a sufficient number of trunks in the DID group to maintain an incoming call completion rate of 99 percent.		
installed office prefix.	# The initial service period for DID service shall begin on the date the service is and shall continue for a period of one year with the same central		

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.8 Remote Calling Forwarding Service

9.8.1 General

- a. Remote Call Forwarding Service is a telecommunications network arrangement whereby a call placed from a station (the originating station) to a Remote Call Forwarding Service customer's Telephone Company electronic central office equipment to another station (the terminating station) designated by the customer, which may be located in a different exchange.
- b. Remote Call Forwarding Service will be provided under the following conditions:
- (1) Remote Call Forwarding Service is offered subject to the availability of facilities.
- (2) Remote Call Forwarding Service is not offered where the terminating station is a public telephone.
- (3) The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forwarding Service customer.
- (4) Transmission characteristics of a forwarded call may vary depending on the distance and routing necessary to complete the forwarded call.
- (5) Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
- (6) Remote Call Forwarding Service is provided on the condition that the customer subscribes to sufficient Remote Call Forwarding Service arrangements and terminating telephone numbers to adequately handle calls to the Remote Call Forwarding Service customer without interfering with or impairing any other service offered by the Telephone Company.
- (7) Remote Call Forwarding will not be provided when the terminating station is within the same Local Calling Area of the Call Forwarding central office.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.8 Remote Call Forwarding Service (Continued)

9.8.1 General (Continued)

- c. One listing in the alphabetical section of the directory covering the exchange in which the Remote Call Forwarding central office is located is provided without additional charge.
- d. The minimum contract period for this service is three months.

9.8.2 Rates and Charges

- |   | <u>Monthly Rate</u> |
|---|---------------------|
| a. Remote Call Forwarding Service per telephone number arranged for Remote Call Forwarding  | \$20.00             |
| b. The Remote Call Forwarding rate is applicable to central office facilities and is in addition to toll message charges and any other charges for equipment or service with which it may be used.  |                     |
| c. Remote Call Forwarding Service is not provided to Residence access lines.  |                     |
| d. For the portion of the call between the calling party and the telephone number arranged for Remote Call Forwarding, the calling party is responsible for payment of the applicable charges.  |                     |
| e. For the portion of the call between the telephone number arranged for Remote Call Forwarding Service and the number to which the call is forwarded, the Remote Call Forwarding customer is responsible for payment of the applicable charges.                    |                     |
| f. All calls are forwarded at the direct dialed sent paid rate. All calls answered at the terminating station including person-to-person and collect calls even though such calls might not be accepted at the answering location are billed at the sent paid rate. |                     |

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.8 Remote Call Forwarding Service (Continued)

9.8.2 Rates and Charges (Continued)

- g. The Remote Call Forwarding customer is responsible for the payment of applicable intrastate or interstate customer dialed station-to-station toll message charges. The above toll charges apply to which calls are being forwarded.
- h. Service charges as shown in Section 4 of this tariff shall apply as follows:
  - (1) For the initial installation of Remote Call Forwarding Service, Primary Service Ordering Charges shall apply. If Remote Call Forwarding is established at the same time that local service is removed, Secondary Service Ordering Charges shall apply.
  - (2) To change the number of the Remote Call Forwarding Service, the number at the terminating location or both numbers on the same order, Secondary Service Ordering Charges shall apply.
  - (3) A Line Connection Charge shall apply to the establishment or change of each Remote Call Forwarding Service number.

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SECTION 9  
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MISCELLANEOUS SERVICE ARRANGEMENTS

9.9 1.544 Megabits Per Second Digital Service

9.9.1 General

- which it
- a. 1.544 Megabits per second (Mbs) Digital Service consists of two-point digital channels and equipment which provide for simultaneous two-way transmission of serial, isochronous digital signals at a transmission speed of 1.544 Mbs.
  - b. The rates and regulations specified in this section are in addition to applicable rates and regulations specified in other sections of this tariff.
  - c. 1.544 Mbs service is composed of three rate elements.
    - (1) Central office equipment per each circuit and per each central office in appears.
    - (2) Inter office channel per each circuit between central offices, as required.
    - (3) Customer location to central office channel, applicable to each customer location.
  - d. The customer is required to provide customer premises equipment such as channelization equipment or customer service units.
  - e. Service is provided on a protected basis or a nonprotected basis.
  - f. Each rate element is priced individually and each customer location channel is priced individually.
  - g. Each circuit of this service must be engineered to meet the customer's requirement. Therefore the customer is either obligated to keep the service for 5 years (option A) or to pay an Initial Non-Recurring Charge (option B).

9.9.2 Regulations

- a. Provision of Service
  - (1) 1.544 Mbs Digital Service is available on a two-point basis.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.9 1.544 Megabits Per Second Digital Service (Continued)

9.9.2 Regulations (Continued)

a. Provision of Service (Continued)

(2) 1.544 Mbs Digital Service is furnished on a full time basis (24 hours a day, seven days a week).

(3) Performance Criteria

1.544 Mbs Digital Service is designed to provide an average performance of at least 95% error-free seconds of transmission over a continuous 24 hour period. The service is considered interrupted when the customer reports to the Company that continuity has been lost or that the service is operating at a performance level of 30 or more seconds of transmission containing errors in a consecutive 15 minute period.

b. Mileage Measurements

(1) Inter office channel

Mileage used to rate the inter office channel is the airline mileage measured between the central offices.

(2) Central office/customer location channels

Mileage used to rate the central office/customer location channel is the airline mileage between the customer's premises and the serving central offices.

c. Service Functions

(1) Automatic Protection Capability

The automatic protection capability provides protection for the channel by automatically switching the channel to a spare channel. This feature, including the protection channel, is part of the protected channel service. The ratio of channels to protection channels will not exceed 4 to 1.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.9 1.544 Megabits Per Second Digital Service (Continued)

9.9.3 Rates and Charges

a. Non-Protected

		<u>Option A</u>		<u>Option B</u>		(T)
		<u>Term. Charge</u>	<u>Per Month</u>	<u>I.N.C.</u>	<u>Per Month</u>	
(1)	Central Office Appearance, per circuit	\$1058.00	\$49.56	\$1058.00	\$25.04	
(2)	Inter Office Channel, per Circuit, per mile or fraction thereof	\$ 337.00	\$32.49	\$ 337.00	\$24.31	
(3)	Customer location to central office channel, per mile or fraction thereof,					
(a)	First Circuit	\$1821.00	\$102.01	\$1821.00	\$59.96	
(b)	Each add'l Circuit	\$ 280.00	\$29.82	\$ 280.00	\$22.81	

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.9 1.544 Megabits Per Second Digital Service (Continued)

9.9.3 Rates and Charges (Continued)

b. Protected

		<u>Option A</u>		<u>Option B</u>		(T)
		<u>Term. Charge</u>	<u>Per Month</u>	<u>I.N.C.</u>	<u>Per Month</u>	
(1)	Central Office Appearance					
(a)	First Circuit	\$3939.00	\$184.53	\$3939.00	\$92.27	
(b)	Each add'l Circuit	\$1795.00	\$84.09	\$1795.00	\$42.05	
(2)	Inter Office Channel, per mile or fraction thereof					
(a)	First Circuit	\$424.00	\$36.56	\$424.00	\$27.22	
(b)	First Circuit	\$337.00	\$32.49	\$337.00	\$24.31	
(3)	Customer location to central office channel, per mile or fraction thereof,					
(a)	First Circuit	\$1908.00	\$106.09	\$1908.00	\$61.70	
(b)	First Circuit	\$280.00	\$29.82	\$280.00	\$22.81	

c. Options

- (1) Option A - The customer accepts the responsibility for a termination charge which reduces by 1/60 for each month of service.
- (2) Option B - The customer pays an Initial Non-recurring charge and a lower month rate.

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SECTION 9  
Original Sheet No. 24

MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services

9.10.1 900/976 Services Call Blocking Service

a. Description

900 Services Call Blocking is an optional service providing residential and nonresidential customers with the capability to block the origination of direct dialed calls to all 900 services.

b. Regulations

- (1) LEC-provided blocking of 900 services shall be provided where technologically feasible.
- (2) 900 services blocking is to be offered to residential customers at no charge for initial service.
- (3) 900 services blocking is to be provided to nonresidential customers, free of charge, on a one-time basis, during a 60-day period after the inception of service.
- (4) Charges associated with nonresidential customers' initial requests (after the sixty-day free enrollment period has expired) and subsequent requests, and residential customers' subsequent requests, for 900 services blocking will not exceed the Company's service order charge.
- (5) Residential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge, even if they exercised an option to block services at a previous location at no charge.
- (6) Nonresidential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge during a 60-day period after the inception of service, even if they exercised an option to block 900 services at a previous location at no charge.
- (7) Customers may elect to remove 900 services blocking free of charge. Requests by customers to remove 900 services blocking must be in writing.
- (8) Call Blocking Service may be requested by a Sponsor or its billing agent (only upon the direction of the Sponsor) any time after notification by the Company that charges for "dial-it" type services (which are not in bona fide dispute or subject to the one-time forgiveness policy) have not been paid and are in arrears.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.1 900/976 Services Call Blocking Service (Continued)

b. Regulations (Continued)

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

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

c. Rates and Charges

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

Nonrecurring  
Charge

- (a) Residence Service  
Call Blocking, per request, per line

\*

- (b) Business Service  
Call Blocking, per request, per  
individual line or trunk line

\*

- (c) Centrex Service  
Call Blocking, per request, per  
Centrex line

\*

- (2) Residence and Business Customer Requested Call Blocking

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

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

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

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.1 900/976 Services Call Blocking Service (Continued)

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

- |     |  |   |
|-----|--|---|
| (a) | Residence Service Call Blocking,<br>per subsequent request, each<br>additional line. | * |
| (b) | Business Service<br>Call Blocking, per request, each<br>additional line.             | * |
| (c) | Centrex Service<br>Call Blocking, per request, each<br>additional Centrex line.      | * |

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

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

9.10.2 Toll Restriction Service

a. General

Toll Restriction Service is a central office service arrangement whereby calls dialed over residence and business individual lines or trunk lines, to other than the local toll free service area, receive a recorded restriction announcement or, where trunk lines are employed, are automatically routed to the PBX customer's attendant position.

b. Regulations

- (1) Toll Restriction Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.
- (2) Toll Restriction Service will not allow 1+, 0+, 0-, 101XXXX, 1+, 1+NPA+555+1212, 411 (when charges apply) and 900 calls.
- (3) The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any non toll free number for any purpose.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.2 Toll Restriction Service (Continued)

b. Regulations (Continued)

- (4) Subscribing to Toll Restriction does not relieve customers of responsibility for calls charged to the telephone number(s) associated with the restricted access line(s).
- (5) Toll Restriction does not provide restriction of nonchargeable calls to numbers such as repair service, public emergency service (i.e., 9-1-1), 1+800 calling, or local directory assistance (DA) service in the event charges do not apply to the provision of DA.
- (6) Toll Restriction Service will not be provided on coin or coinless pay telephone lines.
- (7) Toll Restriction Service will be provided to Residence One-Party, Business One-Party and Business Trunk customers. Toll Restriction Service will not be provided with party-line or Centrex services.
- (8) The minimum contract period for Toll Restriction Service is one month.

c. Rates

- (1) The following rates and charges apply to the Company's provision of Toll Restriction Service and are in addition to all other customer charges as specified elsewhere in the Company's tariff.

<u>Charge</u>	<u>Monthly Rate</u>	Installation
(a) <u>Option 1*</u> - 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	\$2.00	
Business, per line equipped	\$2.00	
Trunk, per trunk equipped		\$2.00

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

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.2 Toll Restriction Service (Continued)

c. Rates (Continued)

(1) (Continued)

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

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

9.10.3 Billed Number Screening Service

a. General

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

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

b. Regulations

- (1) The Company will place information required to utilize Billed Number Screening Service in the Line Information Database (LIDB) or other database necessary to implement Billed Number Screening Service. In the event a call is placed and charged to a number which should have been prevented by Billed Number Screening, the Company makes no guarantee and assumes no liability arising out of the use or misuse of Billed Number Screening Service by any other entities, including, but not limited to, Interexchange Carriers. The Company is fully responsible for calls charged to numbers which should have been prevented by Billed Number Screening Service, that originate and terminate within the Company's service territory, and are carried over no other carrier's network or facilities.
- (2) Billed Number Screening Service is offered subject to the availability of facilities.
- (3) The minimum contract period for Billed Number Screening Service is one month.

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c. Rates

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

<u>Charge</u>		Monthly	Nonrecurring
		<u>Rate</u>	
	(a) <u>Option 1</u> - No Collect or Third Number Billing,	No Charge	*
	(b) <u>Option 2</u> - No Third Number Billing	No Charge	*
	(c) <u>Option 3</u> - No Collect Billing	No Charge	*

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

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

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

a. General

Selective Class of Call Screening Service or Originating Line Screening is a two digit code passed by the Company's local central office switch with the Automatic Number Identification (ANI) at the beginning of a call that provides information about the line originating the call. The information provided in the two digit code is designed to inform the exchange or interexchange and/or the operator service provider about certain service classes or special characteristics of the billing number associated with the line originating the call. Under this arrangement, operators accept only those originating toll calls that are made collect, billed to a third number, or billed to a calling card.

b. Regulations

- (1) If a call is routed over another carrier's facilities to the Company, it will not complete a call which is identified by the two digit code accompanying the ANI as selectively screened, unless the call is either collect, billed to a third number, or billed to a calling card. If a call originates with the Company but is not carried solely over the Company's facilities, the Company will send, with the ANI, the two digit code that identifies the call as being selectively screened. The Company assumes no liability for calls completed by any other entity or carrier as long as the two digit code accompanies the ANI forwarded to the other carrier. The Company is responsible for properly handling calls which are selectively screened and are not carried over any other carrier's network or facilities.
- (2) Selective Class of Call Screening Service is offered subject to the availability of suitable facilities and equipment.
- (3) The service is offered to residence and business individual lines, trunk lines and payphone lines.
- (4) Customers subscribing to Selective Class of Call Screening Service are responsible for all toll charges billed to their lines, excluding any charges resulting from improper handling by the Company of any calls which are selectively screened and carried solely over facilities.
- (5) The minimum contract period for Selective Class of Call Screening Service is one month.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

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

c. Rates

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

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

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

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

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

CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 32

MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.5 International Blocking Service

a. General

International Blocking Service is a central office service arrangement which provides for the capability to block outgoing direct dialed International (011+a and 10XXX 011+) calls.

Regulations and rates relative to International Blocking Service are set forth in Tariff FCC No.1, "Facilities for Interstate Access," filed with the Federal Communications Commission (FCC) by CenturyTel of Ohio, Inc.

9.10.6 Blocking Options For Caller ID Name and Number Delivery

a. General

1. Customers may prevent the disclosure of their telephone name and number when placing calls to a party with service that reveals the calling party's name and/or number by subscribing to either Per Call Blocking, or Per Line Blocking, (see Section 9.12.).
2. Per Call Blocking and Per Line Blocking are provided according to the availability of facilities, features, and central office equipment in locations determined by the Company. The features described will only operate on calls originating and terminating within suitably-equipped offices, or similarly equipped offices of interconnecting Local Exchange Companies.

9.10.7 Per Call Blocking

Per Call Blocking enables customers to prevent the disclosure of their telephone name and number on a per call basis to the called party. The disclosure of the calling party's name and number can be prevented on a per call basis by dialing \*67 on a touchtone phone before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone name and number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone name and/or number.

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CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 33

MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.8 Per Line Blocking

Per Line Blocking prevents the disclosure of the customer's telephone name and number to the called party. Per Line Blocking is applicable on all outgoing calls placed from the customer's line. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone name and /or number.

Per Line Blocking will be provided at no monthly charge to customers of non-published service.

Per Line Blocking will be available for subscription to all eligible customers at the rates (\$1.50) in paragraph 9.10.a.

Law enforcement, domestic shelters and other special agencies will be offered free Per Line Blocking.

9.10.9 Regulations

- a. The Company's liability arising out of the provision of the delivery or non-delivery of calling numbers or names is limited as stated in Section 2 paragraph 2.3.8 of this tariff.
- b. Per Call Blocking will be provided to all eligible customers.
- c. Per Line Blocking will be provided when requested by the customer to all non-published service customers at no monthly charge. The customer must specify each line to be equipped with the specific blocking service desired. Customers subscribing to non-published service will be advised by Company personnel of the availability of Per Line Number Blocking.
- d. Non-published service customers may subscribe to Per Line Blocking without a non-recurring charge if subscribed to within 90 days of the introduction of the service. After the 90 day period has expired, a non-recurring Service Order charge will apply.
- e. Telemarketers are prohibited from blocking the disclosure of their telephone number or name when placing calls. Upon receiving complaints that a telemarketer is blocking the disclosure of its telephone number and name, the Company will investigate the complaints and terminate the number privacy service where appropriate.

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SECTION 9  
Original Sheet No. 34

MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.10 Rates

- a. The following rates apply to blocking options and are in addition to the rates and charges applicable to the associated services, equipment and facilities.

Monthly Rates	<u>Residence</u>	<u>Business</u>
Per Line Blocking *	\$ 1.50	\$ 1.50
Per Call Blocking	No charge	No charge

- b. A non-recurring Service Order charge as set forth in Section 4, paragraph 4.3.1a(2) of this tariff applies to the installation or changes of Per Line Blocking with the exception of Law Enforcement Agencies, domestic shelters and other special agencies and non-published service customers as described in 9.15.3 and 9.15.4, above.

\* Customers subscribing to non-published number service receive per line blocking at no monthly charge.

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CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No.

35

MISCELLANEOUS SERVICE ARRANGEMENTS

9.11 Emergency Services Calling Plan

9.11.1 General

- a. Message toll telephone calls to governmental emergency service agencies as set forth in b. following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made and meeting the definition and criteria of an emergency call as set forth in c. following, are offered at no charge to the customers.
- b. Governmental fire fighting, State Highway Patrol, Police and Emergency Squad Service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year.
- c. An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life and/or property and necessitate that prompt action be taken. An emergency call is a call of short duration to a governmental emergency service agency in order to seek assistance for such an emergency.

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SECTION 9  
1st Revised Sheet No. 36  
Cancels Original Sheet No. 36

MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services(ACS)

9.12.1 General

Advanced Calling Services are a group of capabilities that use industry-standard protocols to efficiently manage call flow. This is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving called party. That telephone number is held in network memory giving the called party options including identifying the called number, answering the call, and calling back to the originator.

Advanced Calling Services can be provided on a stand alone basis or as an enhancement to existing custom calling features to residential and business customers in central office switches having the generic capability to offer Advanced Calling Services.

9.12.2 Description of Services

Busy Redial \*66 - Automatically redials the last outgoing number after the customer activates the service by dialing a special code. Repeat Dialing is a way of keeping track of a busy line and performing call set-up when both the originating and terminating lines become idle. The customer must dial a special code before placing another outgoing call to activate the service.

(C)

When Busy Redial \*66 is active both the calling and called parties may originate and receive calls without affecting the Busy Redial \*66 service status.

(C)

(C)

This service can also be used to recall a called party after the conversation has been terminated.

Call Return \*69 -Enables a customer to return the last incoming call, whether or not it was answered.

(C)

In order to activate this service, the customer must dial a special code before receiving another call or a Call Waiting indication.

This network will place the call if the called line is idle. If the called line is busy and the customer activates the service, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes both the calling and called lines are checked periodically for an opportunity to complete the call. When the call can be completed, the customer is notified, via a unique ring, that the network is ready to place the call. The call will automatically be placed when the customer picks up the telephone. The call backs may be to areas where a toll charge would be applicable.

When Call Return \*69 is active, both the calling and called party may originate and receive calls

(C)

without affecting the Call Return \*69 service status. To deactivate the service, the customer must dial a special code.

(C)

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SECTION 9  
1st Revised Sheet No. 37  
Cancels Original Sheet No. 37

MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services(ACS) (Continued)

9.12.2 Description of Services (Continued)

Caller ID Number Only - Allows a customer to view the telephone number of the calling party when

receiving a telephone call. The telephone number of the incoming call is displayed on a customer-provided display device. However, the calling party may subscribe to services which will prevent the disclosure of their telephone number. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's number.

(C)

Caller ID - Allows a customer to view the name of the calling party when receiving a telephone call.

The calling party's name and number is displayed on a customer-provided display device. However, the calling party may subscribe to services which will prevent the disclosure of their name and number. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's name and number.

(C)

Selective Call Rejection \*60 - Provides the customer with a method to block calls from certain

telephone numbers, which may or may not be known to the customer.

(C)

The customer can create a screening list of up to nine telephone numbers and place them in network memory through an interactive dialing sequence. The customer may also activate the service after receiving a call, and thus place the number associated with the call on the Selective Call Rejection

(C)

\*60 list. In this case, the number is copied automatically from the customer's incoming memory slot.

(C)

Once the service is activated by dialing a special code, a calling party's number, if available, is checked against the customer's Call Block list on every incoming call.

If the number has been blocked either on a per call or per line basis a "Private Number" message will be displayed back to the customer.

Call Trace \*57 - Allows a customer to request an automatic trace of the last call received by dialing a

special code immediately following termination of the last incoming call. The customer will hear a recording explaining the charges and how to proceed with or terminate the trace. An announcement will also inform the customer if the trace has been successful and offers a number to call for further information.

(C)

Call Trace \*57 is provided on a subscription basis in appropriately equipped central offices.

(C)

Call Trace Removal will be available to customers. Call Trace Removal allows customers the option of having Call Trace removed from their telephone line at no charge if the customer finds that the

Call Trace \*57 procedures are being abused causing high monthly activation charges. A release form

must be signed absolving the Company from non-availability of Call Trace \*57 activity. Customers resubscribing to Call Trace \*57 will be assessed a non-recurring charge as set forth in Section 4

(C)

Paragraph 4.3.1a(2) for its reinstallation.

(C)

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CenturyTel of Ohio, Inc.

SECTION 9  
1st Revised Sheet No. 38  
Cancels Original Sheet No. 38

MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services(ACS) (Continued)

9.12.2 Description of Services (Continued)

A customer will not be assessed a charge for unsuccessful traces. An announcement will inform the customer that the trace was unable to be completed. Free activation of Call Trace \*57 will be made available to law enforcement agencies. (C)

Selective Call Accept \*64 - Enables customers to store up to twelve (12) numbers from which they wish to receive calls. (C)

An incoming call from a number that is not on the customer's Selective Call Accept \*64 list is routed to an announcement stating that the called party does not wish to receive the call. (C)

This feature is accessed by dialing a service specified access code. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement. Modifications to the Selective Call Accept \*64 list are made with the telephone keypad. (C)

Selective Call Forward \*63 - Enables customers to select up to twelve (12) numbers that can be forwarded to another number. (C)

An incoming call that is not on the customer's Selective Call Forward \*63 list will not be forwarded. (C)

This feature is accessed by dialing a service - specific access code. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forward \*63 list and the forward - to number can be changed at any time using the telephone keypad. (C)

Distinctive Ring - Enables customers to designate up to twelve (12) numbers that can be automatically identified by a distinctive ring. (C)

A distinctive ringing pattern accompanies incoming calls from the designated numbers. If a subscriber is engaged in conversation and a call from one of the designated numbers arrives, a distinctive call waiting tone accompanies the incoming call.

An incoming call that is not on the customer's Distinctive Ring list will ring normally. (C)

This feature is accessed by dialing a service - specific access code. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement. Modifications to the Distinctive Ring list can be made at any time by using the keypad. (C)

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SECTION 9  
3rd Revised Sheet No. 39  
Cancels 2nd Revised Sheet No. 39

MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services (ACS) (Continued)

9.12.2 Description of Services (Continued)

Anonymous Call Reject \*77 - Permits the customer with or without Caller ID to automatically reject calls marked "anonymous" from callers who have blocked their number/name, either through the use of per-call blocking or per line blocking. The customer must provide and connect their own compatible customer premises equipment (CPE) in order to reject these calls.

If the customer activates ACR by dialing a special code, the rejected call is automatically routed to an announcement and disconnected. The called party receives no ringing for this call. Only calls for which the number/name has been intentionally blocked are rejected. The customer deactivates by dialing a special code.

Distinctive Ring/Call Waiting - With Distinctive Ring/Call Waiting (DRCW), up to 31 directory numbers (DNs) are identified at the called station by a distinctive pattern of alerting tones. Distinctive alerting (short-long-short tones) is given when the subscriber receives a call from a DN that is on the DRCW list. If the incoming call's DN is not on the DRCW list, the call is given standard terminating treatment.

A subscriber programs a list of DN's through the Screening List Editing (SLE) services. The SLE also allows the subscriber to activate or deactivate the DRCW feature. The subscriber can modify the list at any time using the keypad.

Automatic Recall - This feature in combination with Usage Busy Redial \*66 allows a caller to automatically call back the last party they called if the directory number was busy.

Usage Call Return \*69 - Usage Call Return \*69 gives the subscriber the convenience of recalling the last incoming call without having to know the DN of that call. It is activated by means of a code. If the called DN is busy, automatic processing of the call continues until both lines are idle. The subscriber can continue to originate and receive calls without affecting the usage call return request. To cancel the request, the subscriber dials a deactivation code.

Usage Busy Redial \*66 - With Usage Busy Redial \*66 a subscriber can automatically re-originate a call to the last-dialed DN without having to redial the DN. This can be done regardless of whether the call was answered, unanswered, or busy. If the called DN is busy, automatic processing of the call continues until the DN is idle. When both lines are idle, the calling party hears a special ring. When the caller picks up the set, the called party's line rings. A subscriber can continue to originate and receive calls without affecting the usage repeat dial request. The request can also be canceled using a deactivation code.

Privacy Protector - Privacy Protector works to intercept unidentified callers. Calls that can be identified by Caller ID are connected as normal calls. Calls that cannot be identified are intercepted and routed to an announcement, which states that the called number does not accept calls from telemarketers. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must be also subscribed to Caller ID.

(N)  
|  
(N)

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By: Jeffrey Glover, Vice President - External Relations  
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CenturyTel of Ohio, Inc.

SECTION 9  
1st Revised Sheet No. 39A  
Cancels Original Sheet No. 39A

MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services (ACS) (Continued)

9.12.3 Regulations

- a. ACS features will be provided in connection with individual line and multi-line business and residence service.
  - b. ACS features are subject to available facilities and limited to central offices specifically equipped to provide such service. ACS features are applicable to calls placed to/from compatible central offices offering this service.
  - c. The Company's liability arising out of the provision of any ACS feature, including, but not limited to the delivery or non-delivery of calling names or numbers is limited as stated in Section 2 paragraph 2.3.8 of this tariff.
  - d. Caller ID Number Only and Caller ID services are available for multi-line customers equipped with hunting arrangements and all lines in the hunt group must be provisioned with Caller ID Number Only or Caller ID. (C)
  - e. The following restrictions apply to ACS:
    - (1) Operator assisted calls will override ACS features.
    - (2) Payphone Service will not be enabled with ACS features, with the exception of the Per Call Block feature. However, they will operate with the ACS system and interaction with all the features will be permitted.
  - f. Busy Redial \*66 and Call Return \*69 features cannot be activated for numbers with an 800 or 900 prefix, or PBX station lines not equipped with Direct Inward Dial Service. (C)
  - g. Call Trace \*57 will not replace existing procedures. Customers will not be provided with the traced number. The results of a customer originated trace will only be released to legally constituted authorities upon proper request by them. (C)
- (D)

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SECTION 9  
3rd Revised Sheet No. 40  
Cancels 2nd Revised Sheet No. 40

MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services (ACS) (Continued)

9.12.4 Rates

- a. The following rates apply to ACS features and are in addition to the rates and charges applicable to the associated service, equipment and facilities.  
A nonrecurring Service Order charge as set forth in Section 4, paragraph 4.3.1.a.(2) of this tariff applies for the installation or changes of the ACS features, with the exception of Call Trace \*57.  
A non-recurring charge will apply when a customer resubscribes to Call Trace \*57 Service.

- b. Local or Message Toll Service calls established by using Bust Redial \*66 or Call Return \*69 will be charged at the current tariffed rate.

c. Monthly Rates

	<u>Residence</u>	<u>Business</u>	<u>Classification</u> <sup>(1)</sup>	
Call Return *69	\$2.50	\$3.50		
Busy Redial *66	\$2.50	\$3.50		
Caller ID Number Only - Maximum Rate	\$4.50	\$5.50	Tier 1 Core	(C)
Caller ID Number Only - Current Rate	\$4.50	\$5.50	Tier 1 Core	(C)
Caller ID	\$ 7.00	\$8.00		
Selective Call Rejection *60	\$2.50	\$3.50		
Call Trace *57 - Maximum Rate	\$10.00	\$10.00	Tier 1 Non Core	(C)
Call Trace *57 - Current Rate	\$5.00	\$5.00	Tier 1 Non Core	(C)
(per activation)	\$25.00	\$25.00		
	(monthly cap)	(monthly cap)		
Selective Call Accept *64	\$2.50	\$3.50		
Selective Call Forward *63	\$2.50	\$3.50		
Distinctive Ring	\$2.50	\$3.50		
Anonymous Call Reject	\$2.50	\$3.50		
Privacy Protector	\$2.95	\$3.95		

- (1) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

Issued: March 1, 2004

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By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT  
issued by the Public Utilities Commission of Ohio, dated February 26, 2004.

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CenturyTel of Ohio, Inc.

SECTION 9  
2nd Revised Sheet No. 41  
Cancels 1st Revised Sheet No. 41

MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services (ACS) (Continued)

9.12.4 Rates (Continued)

c. Monthly Rates (Continued)

	<u>Residence</u>	<u>Business</u>	
Distinctive Ring/Call Waiting	\$ 4.00	\$ 4.00	(C)
Automatic Recall	\$ 4.50	\$ 4.50	

d. Usage Sensitive Rates

Usage Call Return *69, per activation	\$ .95	\$ .95	(C)
Usage Repeat Dial *66, per activation	\$ .95	\$ .95	(C)

e. Multiple Feature Discounts \* (C)

Residence customers will receive a multiple feature discount when subscribing to two or more features.

	<u>Monthly Discount</u>
First	None
Two Features	\$ .75
Three Features	\$ 1.25
Four or More Features	\$ 1.75

\* Multiple Feature Discounts are grandfathered.

(N)

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SECTION 9  
12th Revised Sheet No. 41A  
Cancels 11th Revised Sheet No. 41A

MISCELLANEOUS SERVICE ARRANGEMENTS

Addendum to Schedule of Miscellaneous Service Arrangements

CALLER ID EXTRA  
Promotional Offering

1. Tariff Reference: 9.6.2.a, 9.12.4(c)
2. Name of Service: Caller ID Extra
3. CenturyTel will offer a feature plan for residential customers, which includes Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived.
4. This promotion will be offered for a period of 90 days beginning January 1, 2008. (C)

CALLER ID PLUS

Promotional Offering

1. Tariff Reference: 9.6.2.a, 9.12.4(c)
2. Name of Service: Caller ID Plus
3. CenturyTel will offer residential customers subscribing to Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived.
4. This promotion will be offered for a period of 90 days beginning January 1, 2008. (C)

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Issued: December 27, 2007

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

Effective: December 28, 2007

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CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 42

MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service

9.13.1 General

- a. When requested by local government authority and subject to the availability of facilities and equipment, the Company will provide 911 Emergency Service (911 Service) for the purpose of voice reporting emergencies by the public.

The service is classified as both Local Exchange and Interexchange Telecommunications Service.

- b. The Company shall not be required to provide 911 Emergency Service to less than an entire central office (switching entity).
- c. A Public Safety Answering Point (PSAP) is the answering point for a 911 call. A PSAP must be created and staffed under an "Authority to Operate a 911 System" issued by the Public Utility Commission of Ohio.
- d. Any person dialing "911" from a telephone which is usable for local exchange telephone network access and arranged to provide 911 Service will be automatically connected to the Public Safety Answering Phone (PSAP) for that telephone.
- e. For the purposes of this tariff a Responding Agency is an agency which is prepared to provide one or more specific emergency services via calls transferred from a PSAP.
- f. 911 calls originated from local exchange telephone network access facilities shall be completed to the PSAP without a charge being assessed to the calling party by the Company.
- g. This offering is limited to the provision and use of the digits "911" as the Universal Emergency Telephone Number Code.
- h. 911 Service is a one-way service only.
- i. The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial, the digits "911" or to any other person who may be affected by the dialing of the digits "911". The Company's entire liability arising out of the provision of 911 Service under this tariff shall be limited as set forth in this Section and in Section 2.

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SECTION 9  
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Cancels Original Sheet No. 43

MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.1 General (Continued)

- j. For 911 Emergency Service, each PSAP must subscribe to sufficient 911 Service Lines to adequately handle incoming calls in each PSAP's busy hour so that less than 1 call out of 100 encounters a busy signal. In no case shall the PSAP subscribe to less than two such lines per central office routing calls to the PSAP.
- k. The applicant will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines provided for above.
- l. 911 Emergency Service is intended to be an emergency service only. Therefore, in addition to the 911 Emergency Service lines, each PSAP must subscribe to at least one non-emergency (Administrative) local exchange line with at least one listed directory number.
- m. The Company will not undertake to prorate any billing among agencies jointly subscribing to a 911 Service.
- n. Intercept service for the seven-digit emergency number(s) replaced by 911 will be provided for a period of time as negotiated between the Company and the subscriber; however, in no case shall intercept service be provided for more than one year or beyond the next subscriber directory issuance, whichever is longer.
- o. Company recommendations for 911 Service will provide for a transmission grade of service from the calling party to the PSAP at least equivalent to that provided by the exchange telephone network. If the customer desires service with a different (lesser) transmission grade of service, the customer must submit such a request in writing and indicate his recognition of the less than optimal transmission design.
- p. As mandated by Ohio state law, the financial burden of 911 Emergency Service is prorated among all telephone customer access lines in the County. The amount so prorated is shown in paragraph 9.13.4 following.

(T)

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SECTION 9  
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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.1 General (Continued)

- q. The Public Utilities Commission of Ohio will conduct an annual review of the rates charged herein and may adjust them according to costs required to provide this service at the time of the review.
- r. Any terminal equipment used in conjunction with 911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the Automatic Number Identification (ANI) feature as the source of an in-progress 911 call.
- s. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- t. 911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.

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(D)

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

CenturyTel of Ohio, Inc.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.1 General (Continued)

- (D)
- (D)
- (T)
- (T)
- u. 911 information consisting of addresses and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls. The 911 calling party forfeits the privacy afforded by Private and Semi-Private Directory Service to the extent that the telephone number and address associated with the originating station location are furnished to the PSAP.
  - v. The rates charged for 911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in event the system is not functioning properly.

9.13.2 Description of Service

- a. Emergency reporting trunks from each central office route emergency calls to the Public Service Answering Points (PSAP) currently located in the county being served by 911 Service.
- b. Calls to the Responding Agencies, as outlined in the county final plans, are initiated by the PSAP operator via ringdown circuits.
- c. The lead host telephone company in each county being served by 911 Service maintains a list of all telephone numbers and addresses within the county and the appropriate Responding Agency which provides emergency service. The information is maintained in a computer database.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.3 Liability

- a. The Company's entire liability to the Customer or any person for interruption or failure of any aspect of 9-1-1 Service shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 Service by the Company. This 9-1-1 Service is offered solely to assist the Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 9-1-1 Service to the Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the Customer.
- b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of their employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 Service other than Company acts or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the Customer for the time such interruption to service or facilities continues, after notice by the Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the Customer.
- c. The Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or Customer or any of their employees, directors, officers, contractors or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of the 9-1-1 Service or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 Service.

(N)

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(M)

(M) Material Moved to Sheet No. 46.2 and 46.3

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SECTION 9  
Original Sheet No. 46.1

MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.3 Liability (Continued)

(N)

- d. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of the 9-1-1 Service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines.
- e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a Customer. At the rates set forth herein, the Company will integrate any records provided to it by the Customer in a Company-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a Customer and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this data by the Customer, which may be asserted by any person, business, government agency, or other entity against the Company.
- f. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of 9-1-1 Service when there is a failure of or interruption in 9-1-1 Service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment of other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 Service ordered by the Customer, Company facilities or otherwise affect its telephone operations.

(N)

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SECTION 9  
Original Sheet No. 46.2

MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.3 Liability (Continued)

- g. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to a 9-1-1 Service or Host Provider using such information to provide a 9-1-1 Service.
- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the 9-1-1 Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the 9-1-1 Customer's service area. Neither the 9-1-1 Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the 9-1-1 Customer's service area or for calls originating from voice over internet protocol, or mobile/cellular telephones.
- i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of Customer provided facilities or equipment.
- j. The approval by the P.U.C.O. of the foregoing language in this tariff does not constitute a determination by the P.U.C.O. that the limitation of liability imposed by the company should be upheld in a court of law. Approval by the P.U.C.O. recognizes that since it is a court's responsibility to adjudicate negligent and consequent damage claims, it is also the court's responsibility to determine the validity of the limitation of liability therefore.

(N)

(N)

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CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 46.3

MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.4 County Rate List (1)

(T) (M)

<u>County</u>	<u>Current Rate Subscriber Charge</u>	<u>Implementation Date For 911 Service</u>	<u>Effective Date For Current 911 Subscriber Charge</u>	<u>Initial Case No. for 911 Implementation</u>	<u>Most Current Case No. for 911 Review</u>
Erie	\$.18	05-06-1992	05-06-1992	91-1767-TP-EMG	91-1767-TP-EMG
Lorain	\$.18	11-15-1989	11-15-1989	88-1607-TP-EMG	88-1607-TP-EMG

- (1) The rates for 911 Emergency Service are governed by 86-911-TP-COI and do not fall under a Tier designation. They do not have the pricing flexibility afforded the company by O.A.C. 4901:1-4.

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MISCELLANEOUS SERVICE ARRANGEMENTS

## 9.14 Memory Number Service

(M)

## 9.14.1 General

- a. Memory Number Service (MNS) allows business and residence customers to request a specific telephone number other than one that would normally be assigned by the Company. The specifically requested numbers include, but are not limited to, numbers with alphabetic equivalents or "easy to remember" numbers. The MNS charge does not give the customer a property right in the number selected.
- b. MNS is provided subject to the availability of telephone numbers requested.
- c. An initial non-recurring charge will apply when a Memory Number is assigned.
- d. The charge shown in 9.14.2 following is in addition to applicable service charges specified in Section 4 of this tariff.

## 9.14.2 Rates and Charges

Initial Nonrecurring Charge

Number search and assignment	\$35.00
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CenturyTel of Ohio, Inc.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.15 Dedicated Digital Data Service

9.15.1 General

Dedicated Digital Data Service provides a transmission path to connect customer designated premises directly through a telephone company's serving wire center.

A Digital Data channel is a channel for duplex four-wire transmission of synchronous serial data at the rate of 2.4, 4.8, 9.6, 19.2 or 56.0 Kbps. The actual bit rate is a function of the channel interface selected by the customer. The channel provides a synchronous service with timing provided by the Telephone Company through the Telephone Company's facilities to the customer in the received bit stream.

9.15.2 Regulations

- a. In addition to the following, appropriate regulations established in other tariffs of the Company will apply to Dedicated Digital Data Service.
- b. The minimum billing for this service is one month.
- c. The provision of Dedicated Digital Data Service and any associated features are subject to the availability of central office and outside plant facilities.
- d. As a result of any interface or technical change required of the Company due to FCC rules, the Company shall not be liable if changes in any of the equipment, operations or procedures of the Company utilized in the provision of Dedicated Digital Data Service, render any customer premises equipment provided by a customer obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.
- e. The Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Dedicated Digital Data Service.

9.15.3 Rates

	<u>Non-Recurring Charges</u>	<u>Monthly Rate</u>
a. Channel Termination * per termination		\$63.80
b. Channel Mileage * per airline mile		\$ 9.35
c. Installation per circuit	\$187.50	

\* Additional Channel Termination charges, Channel Mileage charges and Installation charges will apply whenever a spare channel is configured as a leg to the customer designated premises.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.17 Digital Trunk Service (DTS) (DSI behind PBX)

9.17.1 Service Description

- a. Digital Trunk Service, referred to as "DTS", provides a cost effective method of delivering voice grade service from the serving Central Office to a customer's premises.
- b. DTS is provided with 1.544 Mbps and the 24 channels may be used for the transport of trunks for termination on customer-provided equipment.
- c. DTS supports Direct Inward Dialing (DID) Service and Local Exchange Business Trunks. Touch-tone is a required feature of DTS.

9.17.2 Regulations

- a. DTS is offered from Central Offices where the Company has arranged facilities for such service. DTS is an arrangement that allows for the direct termination of digital trunks from a digital Central Office to customer-provided equipment. This arrangement supports trunk side features.
- b. Additional charges for Central Office services and features, including, but not limited to Direct Inward Dialing (DID) Service, are applicable when appropriate and can be found elsewhere in this tariff.
- c. All signals generated by customer-provided equipment must comply with the signal and format constraints contained within the Technical Reference specifications as used by the Company.
- d. Availability and functionality of DTS may vary by serving Central Office and switch type.
- e. Clear Channel capability is an optional feature of DTS, allowing the customer to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on quantity or bit sequence.

9.17.3 Rates and Charges

- a. The rates and charges for the services provisioned on the DTS channels are specified below.

Monthly Rate

DTS Trunk*	\$ 844.00
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\* Non-Recurring - Applicable Business Service Order charges apply. Applicable Line Connection Charges times 24 apply. See Section 4, Sheet 11.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.18 CENTURYTEL EXPRESS SERVICES <sup>(1)</sup>

(C)

9.18.1 General Description

CenturyTel Express Services utilize digital technology to provide customers with high-speed data services, which the customer can also select to include voice services, over metallic local loop facilities. If voice services are included, CenturyTel Express Services separate the two types of traffic allowing simultaneous, bi-directional voice and data transmissions.

Company-provided equipment located at the customer's premises and at Company Central Offices, allows the Company to accept traffic from the customer and then separate the voice from the data, sending each to the appropriate, separate networks. CenturyTel Express Services transmit data at peak bandwidths ranging from 192 kilobits per second (kbps) to 1.544 megabits per second (Mbps) depending on the service the customer chooses with the ability to add an analog voice channel to most of the options available.

The furnishing of CenturyTel Express Services requires certain physical arrangements of the facilities of the Company and is subject to the availability of such facilities. Distance limits will affect the availability of these services. CenturyTel Express Services are only available where appropriate facilities exist and at this time are limited to customers located at a nominal distance of 12,000 feet from the customer's serving wire center.

a. CenturyTel Express Subscriber Service

CenturyTel Express Subscriber Service applies statistically multiplexed bandwidth digital technology to local loop metallic facilities for home and business customers. This service provides peak data access at transmission speeds of 192, 384 or 704 kbps, with an analog voice channel capability.

b. CenturyTel Express Business Service

CenturyTel Express Business Service provides dedicated bandwidth for corporations who need the integrity provided by physical separation of their data network. This service provides peak data access at transmission speeds of 384 or 704 kbps, with an analog voice channel capability.

c. CenturyTel Express Connect Service

CenturyTel Express Connect is a data only service that provides peak data access at transmission speeds of 1.544 Mbps. CenturyTel Express Connect provides connectivity between the customer's host or central location to their serving wire center.

<sup>(1)</sup> Grandfathered to existing customers at their present location.

(N)

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.18 CENTURYTEL EXPRESS SERVICES (Continued)

9.18.2 Definitions

- a. 10BASE-T Interface - A CenturyTel Express Subscriber, CenturyTel Express Business or CenturyTel Express Connect customer is provided a 10BASE-T interface. The interface provided will be unbalanced, twisted pair, by way of an RJ-45 jack.
- b. Bit - The smallest unit of information in the binary system of notation.

9.18.3 Standard Features

a. Termination Unit

For CenturyTel Express Subscriber Service customers, the termination unit is provided and installed by the Company at the subscriber site and the serving wire center, the termination unit provides bi-directional, symmetrical peak data speeds of 192, 384 or 704 kbps and with the capability of a voice channel.

For CenturyTel Express Business Service customers, the termination unit is provided and installed by the Company at the subscriber site and the serving wire center, the termination unit provides bi-directional, symmetrical peak data speeds of 384 or 704 kbps and with the capability of a voice channel.

For CenturyTel Express Connect Service customers, the termination unit is provided and installed by the Company at the network interface, at the subscriber site and the serving wire center, the termination unit provides bi-directional, symmetrical peak data speeds of 1.544 mbps.

The termination units of both the CenturyTel Express Subscriber, CenturyTel Express Business and CenturyTel Express Connect Services provide a 10BASE-T, Ethernet interface to connect data equipment, and/or provides a standard interface for analog voice equipment.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.18 CENTURYTEL EXPRESS SERVICES (Continued)

9.18.3 Standard Features (continued)

b. Hub and Spoke Arrangement

1. CenturyTel Express Subscriber Services

With CenturyTel Express Subscriber Service, the Company will install and manage a Company-owned termination unit with Ethernet 10BASE-T interfaces at the customer's home (the "Spoke"), and the Company will install and manage a Company-owned termination unit with a Ethernet 10BASE-T interface at the central office. Each "spoke" provides dedicated peak bandwidth of 192, 384 or 704 kbps.

2. CenturyTel Express Business Services

With CenturyTel Express Business Service, the Company will install and manage a Company-owned termination unit with Ethernet 10BASE-T interfaces at the customer's business (the "Spoke"), and the Company will install and manage a Company-owned termination unit with a Ethernet 10BASE-T interface at the central office. Each "spoke" provides dedicated peak bandwidth of 192, 384 or 704 kbps.

3. CenturyTel Express Connect Services

With CenturyTel Express Connect Service, the company will install and manage a Company-owned termination unit with a Ethernet 10BASE-T interface. This service is considered "the hub" in the hub and spoke arrangement. The current version of "the hub" provides dedicated peak bandwidth of 1.544 Mbps.

c. Access Port

1. CenturyTel Express Subscriber Port

CenturyTel Express Subscriber Ports are interfaces on the termination unit located at the customer's home or remote location. They are used to connect a customer's voice and/ or data equipment to the termination unit, which in turn connects the customer to the CenturyTel Express Services Network. For the 10BASE-T Ethernet data port, the customer designates a port speed of 192, 384 or 704 kbps.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.18 CENTURYTEL EXPRESS SERVICES (Continued)

9.18.3 Standard Features (continued)

c. Access Port (continued)

2. CenturyTel Express Business Port

CenturyTel Express Business Ports are interfaces on the termination unit located at the customer's business, or remote location. They are used to connect a customer's voice and/ or data equipment to the termination unit, which in turn connects the customer to the CenturyTel Express Services Network. For the 10BASE-T Ethernet data port, the customer designates a port speed of 384 or 704 kbps.

3. CenturyTel Express Connect Port

CenturyTel Express Connect Ports are an interface on the termination unit located at the customer premise. They are used to connect a customer's data equipment to the termination unit, which in turn connects the customer to the CenturyTel Express Services Network. For the 10BASE-T Ethernet data port, the port transmission speed is 1.544 Mbps.

d. Access Link

1. CenturyTel Express Subscriber Services

Company-provided, residence or business telephone lines serve as the access facilities for CenturyTel Express Subscriber Services from the Customer's premise to their serving wire center. A CenturyTel Express Service customer may use their existing voice channels, or additional voice channels may be purchased by the customer, at the monthly and nonrecurring rates and charges applicable for the associated service and facilities as set forth in P.U.C.O. No. 11, Section 1 of this tariff.

2. CenturyTel Express Business Services

Company-provided, residence or business telephone lines serve as the access facilities for CenturyTel Express Business Services from the Customer's business or remote location to their serving wire center. A CenturyTel Express Service customer may use their existing voice channels, or additional voice channels may be purchased by the customer, at the monthly and nonrecurring rates and charges applicable for the associated service and facilities as set forth P.U.C.O. No. 11, Section 1 of this tariff.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.18 CENTURYTEL EXPRESS SERVICES (Continued)

9.18.3 Standard Features (continued)

d. Access Link (continued)

3. CenturyTel Express Connect Service

Company-provided, T-carrier lines serve as the access facilities for CenturyTel Express Connect from the Customer's business or remote location to their serving wire center.

9.18.4 Regulations

a. Provision of Service

CENTURYTEL EXPRESS SERVICES are provided at the option of the Company and can only be provided from digital Central Offices equipped and programmed to provide such service.

The furnishing of CenturyTel Express Services requires certain physical arrangements of company facilities and is subject to the availability of such facilities. Distance limits will effect the availability of these services. CenturyTel Express Services are only available where appropriate facilities exist, and at this time is limited to customers located at a nominal distance of 12,000 feet from the customers serving wire center. CenturyTel Express Subscriber, Business and Connect services will be designed and provisioned in accordance with all applicable ANSI/IEEE 802.3 standards.

The 10BASE-T interface provided in the CenturyTel Express Subscriber, Business and Connect services are 8-pin connectors that generally meet the requirements of ISO 8877 section 3 and figures 1-5. This interface is also generally known as an "RJ-45" connector. The electrical characteristics of the 10BASE-T interface are defined in the IEEE document: IEEE Std 802.3i-1990 Type 10BASE-T section 14.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.18 CENTURYTEL EXPRESS SERVICES (Continued)

9.18.4 Regulations (Continued)

b. Channel Services Specifications

All customer-provided equipment used to interface with EXPRESS SERVICES is required to conform to technical specifications outlined in this documents and applicable ANSI/eee std 803.3.

c. Payment for Service

1. Monthly or Contract

The initial order of a CenturyTel Express Business Service must be for one of the fixed service periods; however at the completion of the initial fixed period the customer may elect the month-to-month option for that service configuration or may elect any of the fixed service periods.

2. Temporary Suspension of Service

Temporary Suspension of Service is not offered with CENTURYTEL EXPRESS SERVICES.

d. Cancellation of Service Prior to Termination of Service Contract.

1. In the event that CENTURYTEL EXPRESS SERVICES is terminated by the customer prior to completion of the customer's contract period, a termination charge will be paid by the customer to the Telephone Company for the unexpired portion of the applicable contract period. The applicable termination charge will be developed by the Telephone Company and billed to the customer based on the formula and criteria specified below:

- (a) If the customer elects a 12, 24 or 36 month contract and terminates the contract prior to the expiration of the applicable contract period, the termination charge shall be equal to the applicable monthly rate specified in 11.18.6 Charges and Rates times the number of CENTURYTEL EXPRESS SERVICES lines initially in service, times the number of months in the unexpired portion of the applicable contract period.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.18 CENTURYTEL EXPRESS SERVICES (Continued)

9.18.4 Regulations (continued)

1. (continued)

(b) In addition to the termination charges specified above, the customer shall also be liable for any unpaid and deferred system and line installation charges.

2. In the event a customer initiates cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

e. Government Entity

Any Government Entity may authorize any other government entity to use its CENTURYTEL EXPRESS SERVICES. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred non-recurring charges and monthly rates.

9.18.5 Application of Charges and Rates

- a. The rates and charges shown herein apply in addition to all other applicable rates and charges for other services shown elsewhere in the Company's tariff.
- b. Circuit Switched Voice calls will be subject to Extended Community Calling Local Message charges or Long Distance Message Telecommunications Service charges as specified in P.U.C.O. No. 11, Section 1 or P.U.C.O. No. 12, Section 12 of the Company's tariff, if applicable.

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

CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 58

MISCELLANEOUS SERVICE ARRANGEMENTS

9.18 CENTURYTEL EXPRESS SERVICES (Continued)

9.18.5 Application of Charges and Rates (Continued)

c. CenturyTel Express Subscriber or CenturyTel Express Business Services

1. CenturyTel Express Subscriber or CenturyTel Express Business Port

A nonrecurring charge and monthly rate both based on the customer-selected port speed apply for each CenturyTel Express Subscriber or CenturyTel Express Business Port.

2. Access Link

The charges associated with the establishment of an Access Link are not included, and therefore, said customer should refer to monthly local exchange service rates found in P.U.C.O. No.11,Section 1.2.2, in addition to CenturyTel Express Subscriber and CenturyTel Express Business Port monthly and nonrecurring charges.

3. CenturyTel Express Subscriber or CenturyTel Express Business Change Charge

A nonrecurring charge applies when an CenturyTel Express Subscriber or CenturyTel Express Business customer changes a port speed or a Destination Channel after CenturyTel Express Service is established.

d. CenturyTel Express Connect Services

1. CenturyTel Express Connect Port

A nonrecurring charge and monthly rate both based on bandwidth up to 1.544 Mbps port speed apply for each CenturyTel Express Connect Port.

2. Access Link

The access links for CenturyTel Express Connect Services are included in the rates and charges for CenturyTel Express Connect Port monthly and nonrecurring charges.

3. CenturyTel Express Connect Change Charge

A nonrecurring charge applies when an CenturyTel Express Connect customer changes a Destination Channel after CenturyTel Express Service is established.

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GENERAL CUSTOMER SERVICE TARIFF  
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1st Revised Sheet No. 59  
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MISCELLANEOUS SERVICE ARRANGEMENTS

9.18 CENTURYTEL EXPRESS SERVICES <sup>(1)</sup> (Continued)

(C)

9.18.6 Charges and Rates

Per Port Charges

	Non-Recurring <u>Charge</u>	Monthly <u>Rate</u>
a. CenturyTel Express Subscriber		
1. CenturyTel Express Subscriber (192 kbps) Month-to-Month	\$ 75.00	\$ 59.95
2. CenturyTel Express Subscriber (384 kbps) Month-to-Month	\$ 75.00	\$119.95
3. CenturyTel Express Subscriber (704 kbps) Month-to-Month	\$ 75.00	\$169.95
b. CenturyTel Express Business		
1. CenturyTel Express Business (384 kbps) Month -to-Month(After Initial Contract)	\$150.00	\$191.95
12-Months	\$150.00	\$183.95
24-Months	\$150.00	\$176.95
36-Months	\$150.00	\$169.95
2. CenturyTel Express Business (704 kbps) Month-to-Month(After Initial Contract)	\$150.00	\$258.95
12-Months	\$150.00	\$248.95
24-Months	\$150.00	\$239.95
36-Months	\$150.00	\$229.95
c. CenturyTel Express Connect		
1. CenturyTel Express Connect (1.544Mbps) Month-to-Month(After Initial Contract)	\$225.00	\$394.95
12-Months	\$225.00	\$378.95
24-Months	\$225.00	\$363.95
36-Months	\$225.00	\$349.95

<sup>(1)</sup> Grandfathered to existing customers at their present location.

(N)

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

CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 60

MISCELLANEOUS SERVICE ARRANGEMENTS

9.19 Advanced Custom Calling Services

9.19.1 General

Advanced Custom Calling Services are optional telephone service arrangements in which the intelligence for the service is within the switch. The central office may be equipped to offer the services described in 9.19.2.

9.19.2 Description of Services

Call Pickup - The Call Pickup feature allows a subscriber to pick up calls within a predefined pickup group by dialing an access code. The Call Pickup (CPU) feature permits a station to answer calls incoming to another station within the same pickup group.

To activate or pick up a call within the preset pickup group, the subscriber goes off-hook, listens for dial tone, and dials the assigned access code used for CPU. Once the access code is translated, the ringing station within the preset pickup group is answered from the remote or distant station within the group. An immediate connection is made between the pickup station and the incoming call with no warning tone or other tone provided.

Call Transfer - The Call Transfer (CXR) feature allows a subscriber to transfer either a party who has called or a party who has been called to a third party. CXR is activated by entering an access code followed by the transfer-to directory number (DN). The telephone where the call was first received is then placed on-hook, freeing the line for incoming and outgoing calls.

Distinctive Ringing per Extension - The Distinctive Ringing per Extension service creates a distinctive ringing pattern for each extension so that incoming calls can be effectively transferred to the appropriate party. The service is activated, on a per call basis, by an access code. Deactivation occurs when the call is terminated.

Enhanced Long Distance Alerting - The Enhanced Long Distance Alerting functionality provides POTS and Residential Enhanced Services (RES) subscribers with an indication that they have an incoming long distance call. Subscribers are alerted by distinctive ringing if the line is idle or distinctive call waiting tones if the line is busy. If the called party does not respond to the Enhanced Long Distance Alerting distinctive call waiting tones within a predefined time period, the call is routed to no terminal response treatment. This service is no charge to customers subscribing to call waiting.

Extension Bridge Service - The Extension Bridge Service (EXB) feature associates a single directory number with a group of subscribers on different lines and enables these group members to behave as if they were extensions of a single line. EXB offers both Call Forward and Speed Calling for a Multiple Appearance Directory Number (MADN). Call Forward and Speed Calling can be assigned to the primary DN and controlled by any extension within the EXB arrangement. This service basically provides an off-premises extension with custom-calling options.

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GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 61

MISCELLANEOUS SERVICE ARRANGEMENTS

9.19 Advanced Custom Calling Services (Continued)

9.19.2 Description of Services (Continued)

Group Intercom - The Group Intercom (GIC) feature allows individuals within a designated intercom group to contact each other by using an access code and abbreviated dialing (intercom member number), which permits one-, two-, three-, or four-digit dialing.

Home Intercom - Home Intercom allows the subscriber to initiate internal conference calls. The service is activated, on a per call basis, by an access code. Deactivation occurs upon termination of the call.

Make Set Busy - The Make Set Busy (MSB) feature is a terminating feature that allows subscribers to make their lines busy to all incoming calls by dialing an access code. Incoming calls to a line with the MSB feature activated receive a busy tone. The line can be made available again to incoming calls by dialing a deactivation code.

Personal Ringing - Personal Ringing allows the assignment of up to four separate directory numbers to one single-party line. Special line signaling is provided for distinctive ringing, enabling subscribers to differentiate between calls terminating to the different DN's assigned to their lines.

Subscriber Activated Blocking/PIN - Subscriber Activated Blocking/PIN allows a subscriber to activate and deactivate call blocking, thereby restricting or allowing certain types of calls. If Subscriber Activated Blocking is active on a line, all calls originated on that line are screened for restricted calls. If a call is placed to a restricted number, the subscriber is routed to a digital recorded announcement machine (DRAM) announcement. The subscriber can enter a personal identification number (PIN) to override the blocked status and continue the call.

This feature has an extra level of security in that a subscriber must enter both an Subscriber Activated Blocking access code and a PIN to activate and deactivate blocking of restricted calls.

Wake-Up Service - Wake-Up Service is assigned as a line option and is activated and deactivated by the end user through the use of access codes. Upon activation, a wake-up call request is programmed by the end user to ring the end user's line at a particular time within the next 24 hours. The end user can deactivate the feature and cancel the wake-up call request at any time after it is programmed.

Usage Call Forwarding - With Usage Call Forwarding a subscriber can have incoming calls automatically forwarded to a predetermined DN. A subscriber dials the call forwarding activation code to provide call forwarding on the line. A confirmation tone is provided to the subscriber if Usage Call Forwarding is successfully added or removed from the line. A reorder tone is provided if the addition or removal fails.

(N)

(N)

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

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Original Sheet No. 62

MISCELLANEOUS SERVICE ARRANGEMENTS

9.19 Advanced Custom Calling Services (Continued)

(N)

9.19.3 Rates and Charges

	<u>Residence/Business</u>
a. Call Pickup	\$ 2.50
b. Call Transfer	\$ 3.50
c. Distinctive Ringing per Extension	\$ 2.50
d. Enhanced Long Distance Alert	\$ 3.00
e. Extension Bridge Service	\$ 3.50
f. Group Intercom	\$ 3.50
g. Home Intercom	\$ 1.50
h. Make Set Busy	\$ 1.50
i. Personal Ringing	\$ 4.00
j. Subscriber Activated Blocking/PIN	\$ 1.00
k. Wake-Up Service	\$ 2.50
	<u>Per Activation</u>
l. Usage Call Forwarding	\$ .95

(N)

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GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.

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Original Sheet No. 63

**9.20. Business Assist™**

(N)

9.20.1. General

- A. Business Assist™ provides an intra-exchange digital facility between the customer premises and the local serving wire center and will be used by the customer to aggregate their telecommunication services onto a digital local loop. It is an intra-exchange service that can be utilized with other intra-state services that provide transport between two or more central offices. Business Assist™ includes:

- 1) Exchange Dial Tone service, e.g., exchange lines/trunks.
- 2) Digital Data Services (56/64 Kbps increments)

- B. Business Assist™ is comprised of the following components:

Business Assist™ Facility  
Business Assist™ Digital Channels

- 1) Connection charges will be at the rates and charges specified in Section 4 of this Tariff.
- 2) Business Assist™ is available as a DS1 (1.544 Mbps) facility with increments of up to 24 DS0 channels. Term Payment Plans are available in quantities of 12, 24 or 36 months. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan or on a month-to-month basis at the 12 month Term Payment Plan. Rates for service under these options will be the current rates as specified in this Tariff.

- C. This service is not available for use in transmitting interexchange traffic that neither originates or terminates at the customer premises.

(N)

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CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 64

**9.20. Business Assist™ (Continued)**

(N)

9.20.2. Digital Architecture

- A. Business Assist™ provides a common line link between the customer and the local serving wire center. End-to-end private line and exchange services may utilize this digital link to the customer's premise, rather than the analog loop that might otherwise be provided. This architecture is intended to promote more efficient connectivity of analog and digital networks.
- B. Business Assist™ will be available on a digital basis at the network interface on a customer's premises. Traditional analog services can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, they will be provided as DS0 channels by the Company. Each digital channel provided will have an identity only as a "time slot" within a DS1 loop. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications of the 1.544 Mbps (DS1) that is actually terminated. Compatible digital-to-channelized conversion equipment must be provided by the customer to derive the desired analog services. Any terminating equipment necessary for digital services is the responsibility of the customer.

(N)

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 65

**9.20. Business Assist™ (Continued)**

(N)

9.20.3. Definitions

- A. Terminating Equipment. The network channel terminating equipment provided by the customer to terminate digital facilities on the customer's premises such as a Channel Service Unit/Data Service Unit (CSU/DSU) or Integrated Access Device (IAD).
- B. Business Assist™ Facility. A multifunctional DS1 or signal between the customer premises and the local serving wire center. This digital link can be used to transport switched and dedicated services. This element acts as the transport medium for the network services ordered by the customer. The Business Assist™ Facility is available in quantities of DS1 facilities.
- C. Business Assist™ Digital Channel. The connection between the Business Assist™ Facility and the network service accessed.
- D. DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmission rates may be limited to 56 Kbps by existing or available central office equipment.
- E. DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. DS1 facilities are normally provided on copper transmission medium.

(N)

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CenturyTel of Ohio, Inc.

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Original Sheet No. 66

**9.20. Business Assist™ (Continued)**

(N)

9.20.4. Regulations

- A. Business Assist™ is furnished subject to the availability of facilities and requisite digital equipment located in a central office building owned or leased by the Company. Service inquiries will be necessary to determine availability.
- B. Special Construction Charges as specified in 5 of this Tariff may be applicable.
- C. The Private Line Mileage as specified in Section 9.5 of this tariff will apply when Business Assist™ is extended beyond the customer's local serving wire center.
- D. The customer may activate any number or combination of digital channels within the limitations as set forth in E following. Digital channels may be activated coincident with or at any time subsequent to the initial installation of Business Assist™. Once activated, a digital channel is subject to a minimum service period (month to month).
- E. A minimum of six voice channels and two data channels must be activated for Business Assist™. The total number of digital channels activated by the customer may not, at any time, exceed the total Business Assist™ Facility capacity.
- F. When individual digital channels are activated to provide the local loop link for services offered in other sections of this Tariff, the regulations, rates, and charges specified in this Tariff will apply.
- G. All Business Assist™ facilities must be terminated at a single equipment location on a customer's premises.
- H. Channelization on a customer's premises will be provided by the customer.

(N)

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CenturyTel of Ohio, Inc.

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**9.20. Business Assist™ (Continued)**

(N)

**9.20.4. Regulations (Continued)**

- I. Joint provisioning of channelized services introduces joint responsibilities between the customer and the Company as specified following:
  1. Responsibilities of the Company:
    - (a) The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.
    - (b) The Company will provide the customer with information regarding the type and manufacturer of Central Office channelization equipment to be used in each application.
    - (c) The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
    - (d) The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover, if required.
    - (e) Digital synchronization timing for Business Assist™ will be provided by the Company.
  2. Responsibilities of the Customer:
    - (a) The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.
    - (b) The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the Central Office.
  3. Trouble resolutions:
    - (a) The Company will assist the customer in resolving any installation or day-to-day Business Assist™ problems. However, the Company does not assure responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in a Premises Visit Charge as specified in Section 4.
    - (b) When a customers Business Assist™ is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro-rata adjustment of the monthly charges involved will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this Tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the customer does not provide access to the Company for such restoration work.

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 68

**9.20. Business Assist™**

(N)

9.20.5. Application of Rates

- A. Two basic rate elements; Business Assist™ Facility, and Business Assist™ Digital Channels are applicable to each Business Assist™.
- B. The Business Assist™ Facility element includes the transport between the customer premises and the local serving wire center. The Business Assist™ Facility is offered with 12, 24 or 36- month Term Payment Plan periods. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan or on a month-to-month basis at the 12 month Term Payment Plan. Rates for service under these options will be the current rates as specified in this Tariff.
- C. Digital Channel charges are recurring charges applicable for each network service (switched or dedicated, voice or data) required by the customer. Voice and data services include connectivity to the local serving wire center and associated charges such as trunk port charges or channel termination charges. Business Assist™ Digital Channels are offered on a month-to-month basis for each digital channel (DS0) connection.
- D. Monthly rates and charges as specified in Section 9.20.6 B. following for the Business Assist™ Facility apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point in time.
- E. Rates and charges specified in other Tariff sections for services such as Custom Calling Services, etc., are in addition to the monthly rates for Business Assist™.
- F. Rates and charges for other services extended beyond Business Assist™ are in addition to the rates specified in this Tariff for the Business Assist™ portion necessary to provide customer end-to-end service.

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CenturyTel of Ohio, Inc.

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**9.20. Business Assist™**

(N)

9.20.5. Application of Rates (Continued)

- G. All elements of a Term Payment Plan will expire at the same time (be coterminous).
  - 1. The customer may order additional Business Assist™ Facilities(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.
  - 2. Business Assist™ Digital Channels are available on a month-to-month basis.
- H. In the event Business Assist™ is terminated by the customer prior to completion of the initial contract period, the customer shall be liable for early termination charges.
- I. Should customer request interconnection between different Business Assist™ provisioned in two or more different local serving offices, the Private Line Mileage Tariff as referenced in Section 9.20.4C. preceding will apply. This charge will apply in addition to Business Assist™ charges for each premise for which Business Assist™ is provisioned.
- J. Additional charges for time and materials associated with customer premises visit(s) may apply for the initial installation or for subsequent customer requested visits.

(N)

GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.

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9.20. Business Assist™

(N)

9.20.6. Rates and Charges

A. Nonrecurring Charges

1. Nonrecurring charges are one-time charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of nonrecurring charges that apply for Business Assist™ are those listed below.

(a) Installation of Business Assist™. These are nonrecurring charges associated with the work performed by the Company in connection with the physical installation activities involving central office and/or outside plant facilities during initial installation.

(b) Service Change Charge. This charge is applied per Business Assist™ payment plan and is associated with a customer request for additions or modifications to an existing Business Assist™. This would include activities such as, but not limited to:

- Change of associated channel assignment.
- Addition of supplemental features
- Activate/Deactivate service connections
- Early service termination.

(c) Service Ordering Charges:

	Nonrecurring Charge
(1). Service Installation	\$300.00
(2). Service Change Charge, per request	\$150.00

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CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 71

**9.20. Business Assist™**

(N)

9.20.6. Rates and Charges (Cont'd)

B. Business Assist™ Facility		<u>Monthly Rate</u>
1.	Per Business Assist™ Facility	
	12 Month Term Payment Plan	\$350.00
	24 Month Term Payment Plan	\$300.00
	36 Month Term Payment Plan	\$250.00
C. Business Assist™ Digital Channels		
1.	Voice Service	
	(a) Per Access line, trunk, Centrex station (6 line minimum)	
	12 Month Term Payment Plan	\$42.00
	24 Month Term Payment Plan	\$40.00
	36 Month Term Payment Plan	\$36.00
2.	Data Service*	
	(a) Per DS0 channel (2 channel minimum)	\$5.00

\* If data services are provided using Frame Relay, see applicable charges in Section 3.2.4. Customers who subscribe to the Business Assist™ will receive the following discounts on the applicable charges for Frame Relay UNI Port Only:

1 – 2 year OPP	30% Discount
3 – 4 year OPP	50% Discount

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CenturyTel of Ohio, Inc.

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Original Sheet No. 72

**9.21. High Voltage Protection**

(N)

**9.21.1. GENERAL**

- A. Protective equipment is provided for voice and signal channel services furnished at power generating stations and substations which may be subject to high ground potential during fault conditions. The special protection equipment is designed to isolate or neutralize the fault produced hazardous voltages.
- B. The customer shall be responsible for providing adequate structures to support or enclose as required, all protective equipment provided by the Company.
- C. The Company reserves the right to suspend any service without adequate protection until such time as adequate protection is provided.
- D. The customer, upon authorization by the Company, will be allowed to provide their own high voltage protective facilities to their premises provided they meet the following requirements:
  - 1. The protection provided by the customer must comply with all Telephone Company requirements, and the customer must enter into agreements satisfactory to the Telephone Company relating to the provisioning of the protective equipment.
  - 2. The Telephone Company assumes no liability for the customer provided protective equipment.

**9.21.2. PROTECTION SERVICE TYPES**

- A. Protection services which the Company offers, are identified according to the following types:
  - 1. Type 1 - Services requiring either dc transmission or ac and dc transmission used for:
    - a. Basic exchange telephone service and/or private line voice telephone service, etc.
    - b. Teletypewriter, telemetering, supervisory control, etc.
  - 2. Type 2 - Private line services requiring ac and/or dc transmission used for pilot wire protective relaying or dc tripping.
  - 3. Type 3 - Private line services requiring ac transmission only used for telemetering, supervisory control, data, etc.
  - 4. Type 4 - Private line services requiring ac transmission only used for audio tone protective relaying.

(N)

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CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 73

**9.21. High Voltage Protection**

(N)

9.21.3. SERVICE PERFORMANCE OBJECTIVE CLASSIFICATION

- A. Interruptions or outages due to the effects of faults in the customer's power generating, transmission, and/or distribution systems are minimized through the installation and maintenance of high voltage protection service which is designed to operate in a fault-produced electrical environment.

Because of the customer's need for service continuity during power system faults on some types of telecommunication services provided to power stations, the following system of Service Performance Objective Classifications has been established for the purpose of permitting the customer to specify the performance objectives for most types of telecommunications services provided to power stations.

1. Class A - Noninterruptible service performance (must function before, during, and after the fault condition). Class A service cannot tolerate even a momentary service interruption.
2. Class B - Self restoring interruptible service performance (must function before and after the power fault condition). Class B service can tolerate a service interruption for the duration of a power system fault but service continuity must be restored immediately after the fault without requiring any repair personnel activity.
3. Class C - Interruptible service performance (can tolerate a customer visit to restore service). Class C service can tolerate a service interruption which requires a customer visit by repair personnel to restore service.

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In accordance with Case No. 05-226-TP-ZTA filed with the  
Public Utilities Commission of Ohio, dated February 16, 2005.

# GENERAL CUSTOMER SERVICES TARIFF

P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 74

## 9.21. High Voltage Protection

(N)

9.21.4. RATES AND CHARGES - in addition to all other rates and charges applicable to the services and equipment furnished.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
A. <u>Up to 18KV Ground Potential Rise</u>		
Common Equipment (Maximum of eight 2 wire circuits or equivalent)	\$78.50	\$476.00
B. <u>Type of Service</u>		
Type 1 Class A 2W	25.30	139.00
Type 1 Class B 2W	25.30	139.00
Type 1 Class C 2W	25.30	139.00
Type 1 Class A 4W	Special Assembly - Individual Case Basis	
Type 1 Class B 4W	Special Assembly - Individual Case Basis	
Type 1 Class C 4W	Special Assembly - Individual Case Basis	
Type 1 Class B 4W Metallic	Special Assembly - Individual Case Basis	
Type 1 Class C 4W Metallic	Special Assembly - Individual Case Basis	
Type 2 Class B 2W DC Send	Special Assembly - Individual Case Basis	
Type 2 Class B 2W DC Rec	Special Assembly - Individual Case Basis	
Type 2 Class A 4W DC Pilot Wire/DC Trip	Special Assembly - Individual Case Basis	
Type 2 Class B 4W DC Pilot Wire/DC Trip	Special Assembly - Individual Case Basis	
Type 2 Class C 4W DC Pilot Wire/DC Trip	Special Assembly - Individual Case Basis	
Type 2 Class B 4W Metallic	Special Assembly - Individual Case Basis	

(N)

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## GENERAL CUSTOMER SERVICES TARIFF

P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 75**9.21. High Voltage Protection**

(N)

## 9.21.5. RATES AND CHARGES (Cont'd)

B. Type of Service (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Type 3 Class A 2W	\$15.05	\$124.00
Type 3 Class B 2W	15.05	124.00
Type 3 Class C 2W	15.05	124.00
Type 3 Class A 4W	23.80	139.00
Type 3 Class B 4W	23.80	139.00
Type 3 Class C 4W	23.80	139.00
Type 3 Class A 4W CXR	27.50	139.00
Type 3 Class B 4W CXR	27.50	139.00
Type 3 Class C 4W CXR	27.50	139.00
Type 4 Class A 2W	15.05	124.00
Type 4 Class B 2W	15.05	124.00
Type 4 Class C 2W	15.05	124.00
Type 4 Class A 4W	23.80	139.00
Type 4 Class B 4W	23.80	139.00
Type 4 Class C 4W	23.80	139.00
Type 4 Class A 4W CXR	27.50	139.00
Type 4 Class B 4W CXR	27.50	139.00
Type 4 Class C 4W CXR	27.50	139.00

(N)

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CenturyTel of Ohio, Inc.

SECTION 9  
Original Sheet No. 76

## 9.22. COMPETITIVE MARKET PROMOTION

Tariff Reference: P.U.C.O. Nos. 2, 11 &amp; 12

For a period of 90 days beginning December 14, 2007, business customers with a minimum billing of \$300 per month, who subscribe for a 12-month or 36-month commitment contract, will be eligible for a discount on:

- Voice Access: B1, Centrex, KEY, PBX, ISDN PRI & BRI, & DTS trunk circuits; the recurring (non-usage-based) calling plan packages.
- Voice Access Features: Hunting, Voicemail, Caller ID, 3-way Calling, Call Forwarding, Speed Calling, Call Waiting, & recurring DID Charges including charges for blocks of numbers.
- Data Services: Frame Relay, Metro Ethernet, & Private Line circuits.

This discount cannot be combined with any other discount. A maximum discount of \$2,000 for any given month will apply to any Competitive Market Promotion customer.

An early termination penalty will apply. The monthly rate will be the sum of 70% of the nondiscounted rates. This rate will apply to the remaining commitment.

A 30 day minimum disconnect notice applies to all discounted services.

Applicable exchanges: All.

12 month discount	5%
36 month discount	10%

(N)

(N)

Issued: December 12, 2007

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

Effective: December 12, 2007

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

CenturyTel of Ohio, Inc.

SECTION 10  
Original Index A

AUXILIARY EQUIPMENT

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Effective: May 14, 1999

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission of Ohio, dated May 12, 1999

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

CenturyTel of Ohio, Inc.

SECTION 10  
Original Sheet No. 1

AUXILIARY EQUIPMENT

10.1 General

The following rates and charges with their associated regulations, apply for the equipment and facilities listed below, which are furnished as adjuncts to the various classes, grades, and types of exchange service.

	<u>Monthly Rate</u>
10.2 Line Treatment	
10.2.1 Voice Amplifier	\$ 9.80
10.2.2 4 Wire-Single Frequency-Signal Unit	\$ 21.70
10.2.3 2 Wire 4 Way Data Bridge	\$ 2.00
10.3 Time/Weather Service	
10.3.1 Time Message	\$175.00
10.3.2 Time and Weather Message	\$ 75.00

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

CenturyTel of Ohio, Inc.

SECTION 11  
Original Index A

CONNECTIONS WITH CERTAIN FACILITIES  
AND/OR EQUIPMENT OF OTHERS

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

CenturyTel of Ohio, Inc.

SECTION 11  
Original Sheet No. 1

CONNECTIONS WITH CERTAIN FACILITIES  
AND/OR EQUIPMENT OF OTHERS

11.1 Customer Provided Registered Terminal Equipment

11.1.1 General

- a. Customer Provided Protective Circuitry or Terminal Equipment may be connected to facilities furnished by the Company for use with Local Exchange Telecommunications Service on the same terms and conditions as set forth in Title 47, Code of Federal Regulations, Ch.1, Pt. 68, as amended and interpreted from time to time by orders and rules published in the Federal Register.
- b. The use of customer provided circuitry or terminal equipment is prohibited, if such use shall require changes in or alterations of the equipment or other facilities of the Company.
- c. At the option of the Telephone Company, the customer shall notify the Company of his intention to connect registered or "grandfathered" equipment to Company facilities. Such notification shall include where applicable:
  - (1) The F.C.C. Registration Number,
  - (2) The Ringer Equivalency Number of the registered terminal equipment or protective circuitry,
  - (3) Sufficient identifying information such as the manufacturer's name, model and serial numbers to enable the Company to determine whether "grandfathered" equipment is involved and is eligible for connection; and
  - (4) Other such information as may be required to assure the compatibility of the connected equipment and proper administration of applicable laws, rules and regulations.
- d. Registered or "grandfathered" customer provided circuitry or terminal equipment shall be connected only by means of the proper interface termination (i.e., jack arrangement) provided by the Company.
- e. Upon experiencing trouble, the customer shall disconnect all customer provided circuitry or terminal equipment from the line and analyze it for malfunction. If any such circuitry or terminal equipment is found to be defective, its use shall be immediately discontinued until correction is made.

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

CenturyTel of Ohio, Inc.

SECTION 11  
Original Sheet No. 2

CONNECTIONS WITH CERTAIN FACILITIES  
AND/OR EQUIPMENT OF OTHERS

11.1 Customer Provided Registered Terminal Equipment (Continued)

11.1.1 General (Continued)

- f. In the event customer provided circuitry or terminal equipment causes harm, the Company will, when practicable, notify the customer that discontinuance of service will be required. However, where prior notice is not practicable, the Company may discontinue service forthwith. Where prior notice of discontinuance of service is not practicable, the Company will:
- (1) Promptly notify the customer of such temporary discontinuance;
  - (2) Afford the customer the opportunity to correct the situation which gave rise to the temporary discontinuance; and
  - (3) Inform the customer of his right to file a complaint with the Public Utilities Commission of Ohio or with the Federal Communications Commission pursuant to Title 47, Code of Federal Regulations, Ch.1, Pt. 69, or both. As used in this paragraph the term "harm" means electrical or other hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment, his calling or called party.
- g. If trouble detected by or reported to the Company results in the Company's dispatching an employee to the customer's premises and the trouble is determined to be caused by the customer's equipment or facilities, the customer will be so notified that he will be liable for a service visit charge.

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

CenturyTel of Ohio, Inc.

SECTION 11  
Original Sheet No. 3

CONNECTIONS WITH CERTAIN FACILITIES  
AND/OR EQUIPMENT OF OTHERS

11.1 Customer-Provided Registered Terminal Equipment (Continued)

11.1.2 Liability

- a. The Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Company, (1) caused by customer provided equipment (except where a contributing cause is the malfunctioning of a Company provided connecting arrangement) or (2) not prevented by customer provided equipment but which would have been prevented had Company provided equipment been used.
- b. Customers are expected to install their telephone equipment.
- c. Customers purchasing instruments from the Company's Phone Store will be furnished instructions regarding the connection and use of the equipment selected.

11.1.3 Rates

- a. The customer is responsible for the payment of all other applicable rates and charges as covered in this tariff.
- b. Access lines will enter the premises at the point nearest to the existing pole line or cable facilities of the Telephone Company. If any other entry is required, the installation charges shall be .....Expense incurred by the Company.
- c. Other Charges
  - (1) Service and Maintenance Charges

Service difficulties that can be isolated by the Telephone Company testboard in customer supplied equipment, without dispatching a service man, will be charged for at \$8.30 per occurrence.
  - (2) Charges for certification of customer supplied equipment shall be ....  
Expense incurred by the Company.

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

CenturyTel of Ohio, Inc.

SECTION 11  
Original Sheet No. 4

CONNECTIONS WITH CERTAIN FACILITIES  
AND/OR EQUIPMENT OF OTHERS

11.2 Connection With Customer Owned Voice Recording Equipment

11.2.1 General

- a. Customer owned voice recording equipment for the recording of telephone conversations may be used in connection with the facilities of the Company subject to the following conditions:
- b. Connection with the Company facilities
  - (1) Connection of customer owned voice recording equipment with the facilities of the Company shall be made only through recorder connector equipment which contains a recorder tone device automatically producing a distinctive recorder tone ("beep") that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use.
  - (2) The customer owned voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Company or switched on and off.

11.2.2 Responsibility of the Company

Telephone service furnished by the Company is not represented as adapted to the recording of telephone conversations by means of voice recording equipment.

11.2.3 Obligations of the Customer

- a. The operating characteristics of the customer owned voice recording equipment shall be such as not to interfere with any of the services offered by the Company. Upon notice from the Company that the 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.
- b. The customer indemnifies and saves harmless the Company against claims for libel, slander, and infringement of copyright arising from the improper use of material transmitted over its facilities and recorded; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

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

CenturyTel of Ohio, Inc.

SECTION 12  
Original Index A

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

CenturyTel of Ohio, Inc.

SECTION 12  
Original Sheet No. 1

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

12.1 Concurrence

The Company assents to, adopts, and concurs in the Message Toll Telephone Service Tariff filed with the Public Utilities Commission of Ohio by The Ohio Bell Telephone Company, as such tariffs now exist and as they may be revised, added to, or supplemented by superseding sheets or issues, and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

12.2 Cancellation Rights

CenturyTel of Ohio Inc. reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Public Utilities Commission of Ohio, at any and such time it appears that such cancellation is in the best interest of the Company and its subsidiaries and/or its customers.

---

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

CenturyTel of Ohio, Inc.

SECTION 13  
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GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 13  
Original Sheet No. 1

WIDE AREA MESSAGE TELECOMMUNICATIONS SERVICE

13.1 Concurrence

The Company assents to, adopts, and concurs in the Wide Area Telecommunications Service Tariff filed with the Public Utilities Commission of Ohio by The Ohio Bell Telephone Company, as such tariffs now exist and as they may be revised, added to, or supplemented by superseding sheets or issues, and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

13.2 Cancellation Rights

CenturyTel of Ohio Inc. reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Public Utilities Commission of Ohio, at any and such time it appears that such cancellation is in the best interest of the Company and its subsidiaries and/or its customers.

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

CenturyTel of Ohio, Inc.

SECTION 14  
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LOCAL PRIVATE LINE SERVICE AND CHANNELS

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14.3 REMOTE METERING, SUPERVISORY, ALARM, MUSIC, ETC. CIRCUITS	4
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GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 14  
Original Sheet No.

1

LOCAL PRIVATE LINE SERVICE AND CHANNELS

14.1 General Regulations

- a. The following regulations and rates apply to private line service and channels furnished or made available by the Company over facilities between two or more points wholly within an exchange.
- b. Interexchange private line service and channels, furnished or made available over Company facilities between two or more exchanges within the State of Ohio are provided in accord with the rates, rules, and regulations set forth in the approved tariff for such services in which CenturyTel of Ohio, Inc. may concur.
- c. The services provided under this section are not furnished for the transmission of communications between connecting Telephone Companies.
- d. Customer provided equipment will be permitted on telephone company facilities as provided for in Section 11 of this tariff.
- e. The magnitude and the character of the voltages and currents impressed on the Company channel by customer-owned equipment and wiring and the operation and maintenance of such equipment and wiring shall be such as not to interfere with any of the services offered by the Company or interfere with others. The characteristics of the customer owned apparatus shall be such that its connection to the Company circuits does not interfere with service over the other Company circuits or channels. In cases in which additional protective equipment is required, this shall be provided by the customer. Such equipment shall be suitable to avoid hazard or damage to Company plant or of injury to Company employees or to the public because of the character or location of customer owned apparatus and of sources of power to which it is connected.

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

CenturyTel of Ohio, Inc.

SECTION 14  
Original Sheet No.

2

LOCAL PRIVATE LINE SERVICE AND CHANNELS

14.1 General Regulations (Continued)

- f. The Company may, upon suitable notification to the customer, make such tests and inspections as may be necessary to determine that the above requirements are being complied with in the installation, operation, and maintenance of customer owned equipment. The Company may interrupt the channel if at any time such action should become necessary in order to protect any of its services because of departure from these requirements.
- g. Private line service will be provided by means which are most economical to the telephone company and does not under any circumstances guarantee to a customer metallic continuity.
- h. The customer indemnifies and saves the Company harmless against claims (1) for libel, slander or the infringement of copyright arising from the material transmitted over the channels, (2) for the infringement of patents arising from, combining with or using in connection with, channels of the Company, apparatus and systems of the customer and (3) against all other claims arising out of any act or omission with respect to the channels provided by the Company.
- i. A minimum service period of one year will apply for private line services and channels.
- j. Private line telephone service is that of providing facilities, including channels and station equipment which enable the customer to communicate between specified locations for twenty-four hours per day, seven days a week.
- k. Terminations include channel facilities only. Stations, i.e., telephone or data sets, are additional requirements, and may be Company or customer provided.
- l. Service Charges as provided for in Section 4 apply to each private line service or channel, based on work function(s) performed.
- m. In addition to Channel Mileage Charges, Channel and station related Equipment Charges may also apply. Determination of the equipment required will be made in accordance with Company policy and procedure.

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GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.

SECTION 14  
Original Sheet No.

3

LOCAL PRIVATE LINE SERVICE AND CHANNELS

14.2 Full Period Service

14.2.1 General

Full period talking service provides telephone communications between specified locations terminating in P.B.X. switchboards or in telephone instruments. It is for the exclusive use of the customer and authorized users twenty four (24) hours daily, seven (7) days per week.

14.2.2 Rates

		<u>Monthly Rate</u>
a.	Tie Lines and Other Type Circuits	
	The below rates apply in addition to the charge, if any, for terminal equipment required in connection with tie lines or other circuits:	
(1)	Same Building - entire circuit required	\$2.50
(2)	Different Building - Continuous Property	
	Each 1/4 mile or fraction thereof, air-line measurement, per circuit	\$2.50
(3)	Different Buildings - Non Continuous Property - Same Exchange	
(a)	1st mile or fraction thereof, air-line measurement, per circuit	\$8.35
(b)	Each Additional 1/4 mile or fraction thereof, air-line measurement, per circuit	\$2.10
(4)	Different Exchange	
	See per channel charge, Foreign Exchange Mileage, Section 8.	
b.	Local Channels	
	See Section 8.	

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

CenturyTel of Ohio, Inc.

SECTION 14  
Original Sheet No.  
4

LOCAL PRIVATE LINE SERVICE AND CHANNELS

14.3 Remote Metering, Supervisory, Alarm, Music, Etc. Circuits

14.3.1 General

Facilities will be provided where available to be used as channels for signal, alarm, ticker, music, telemetering, and for nontelephone purposes. Such usage must not cause interference in any manner with the usage of other circuits by the Company.

14.3.2 Rates

		<u>Monthly Rate</u>
	a. 1st mile or fraction thereof, airline measurement, per circuit	\$8.35
	b. Each additional 1/4 mile or fraction thereof, airline measurement, per circuit	\$2.10
	c. Each additional customer, after first, in the same building per circuit	\$1.55
following	d. The above charges are to be applied separately and cumulatively to each of the segments of the circuit:	
	(1) Alarm center, music center, etc. to any other central office.	
	(2) Any central office to any other central office.	
service, etc.	(3) Any central office to premises of customer of alarm service, music	

The above rates apply to circuits wholly within the territory of the Company. When a segment of a circuit is furnished by another telephone company, the portion of the segment, which the company furnishes, will be furnished according to Foreign Exchange Mileage in Section 8.

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

CenturyTel of Ohio, Inc.

SECTION 14  
Original Sheet No.  
5

LOCAL PRIVATE LINE SERVICE AND CHANNELS

14.4 Channel And Station-Related Equipment

Monthly  
Rate

14.4.1 Rates

a.	Voice Amplifier	\$10.15
----	-----------------	---------

14.5 Multistation Service (Multi-Point: Bridging Arrangement)

14.5.1 General

MultiStation Service is an arrangement consisting of more than two stations on a service. A bridging arrangement charge applies for each station on the multistation service. The charge is in addition to other charges that normally apply. Each station ..... based upon costs incurred.

14.6 Concurrence

The Company assents to, adopts, and concurs in the Private Line Service Tariff, filed with The Public Utilities Commission of Ohio by The Ohio Bell Telephone Company ("Ohio Bell"), as such tariff now exists or as it may be revised, added to, or supplemented by superseding sheets or issues, for private line service furnished jointly by the Telephone Company of Ohio Bell (including such services as are also participated in by one or more other telephone companies), and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof as regards such service.

14.6.1 Exception

Effective December 15, 1980, terminal equipment will be available from CenturyTel of Ohio, Inc. for new and/or additional installations on private line service so long as the equipment required is available from existing stock inventory. The Company will not hold itself out as offering to procure such equipment from sources than its existing stock inventory.

14.7 Cancellation Rights

CenturyTel of Ohio, Inc. reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Public Utilities Commission of Ohio, at any and such time it appears that such cancellation is in the best interest of the Company and its subsidiaries and/or its customers.

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

CenturyTel of Ohio, Inc.

SECTION 15  
1st Revised Index A  
Cancels Original Index A

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

CenturyTel of Ohio, Inc.

SECTION 15  
1st Revised Sheet No. 1  
Cancels Original Sheet No. 1

15.1 VACATION NUMBER RESERVATION

(C)

15.1.1. GENERAL

- A. Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation.
- B. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.
- C. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.
- D. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

15.1.2. RATES (Tier 2)

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

(C)

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

CenturyTel of Ohio, Inc.

SECTION 15  
1st Revised Sheet No. 2  
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(D)

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

CenturyTel of Ohio, Inc.

SECTION 16  
3rd Revised Index A  
Cancels 2nd Revised Index A

BASIC TELEPHONE ASSISTANCE

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

CenturyTel of Ohio, Inc.

SECTION 16  
2nd Revised Sheet No. 1  
Cancels 1st Revised Sheet No. 1

BASIC TELEPHONE ASSISTANCE

16.1 SERVICE CONNECTION ASSISTANCE

(N)

16.1.1 General

- a. Service Connection Assistance is a telephone assistance program that provides certain eligible residential customers requesting local exchange service with the following benefits:
  - 1. Waiver of applicable deposit requirements under Section 2 of this tariff.
  - 2. Full or partial waiver of applicable service connection charges for establishing or reestablishing local exchange service as described in Section 4 of this tariff (Service Connection Assistance does not apply to network wiring charges).

16.1.2 Regulations

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

(N)

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GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.

SECTION 16  
3rd Revised Sheet No. 2  
Cancels 2nd Revised Sheet No. 2

BASIC TELEPHONE ASSISTANCE

- 16.1 SERVICE CONNECTION ASSISTANCE (Cont'd) (N)
- 16.1.2 Regulations (Continued)
- b. The Telephone Company shall require, as proof of eligibility for Service Connection Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section 22.1.2.A, above; identifying the specific program or programs from which the customer receives benefits.
  - c. Customers of Service Connection Assistance cannot be a dependent (as defined by the Federal Income Tax Code) under the age of 60.
  - d. Service Connection Assistance is available for all grades of service.
  - e. Service Connection Assistance is available for a single telephone line at the customer's principle place of residence.
  - f. Service Connection Assistance shall be available to eligible customers not more than once in a one-year period at the same address. Customers must pay or make arrangements to pay to the Telephone Company any outstanding bills for regulated telephone services in the customer's name, and no other member of the same household owes money for such services previously provided at the customer's current address.
  - g. Service Connection Assistance customers are not restricted on the optional services to which they may subscribe. (N)

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CenturyTel of Ohio, Inc.

SECTION 16  
3rd Revised Sheet No. 3  
Cancels 2nd Revised Sheet No. 3

BASIC TELEPHONE ASSISTANCE

16.2 LINK-UP

16.2.1 General

Link-Up is a federal assistance program that provides eligible residential customers with one or both of the following benefits:

- a. A reduction of the Telephone Company's applicable service connection charges equal to one-half of such service connection charges, or \$30.00, whichever is less.
- b. A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan does not exceed 12 months duration.

16.2.2 Regulations

- a. Link-Up is available to residential customers who currently participate in one of the following programs:
  1. Home Energy Assistance Program (HEAP);
  2. Food Stamps;
  3. Supplemental Security Income - aged (SSI);  
Medical Assistance (Medicaid), including any state program that might supplant Medicaid;
  4. Federal public housing/Section 8;
  5. Ohio Works First (aka Temporary Assistance to Needy Families (TANF);
  6. Household income at or below 150% of the poverty level; or
  7. National School Lunch's Free Lunch Program. (C)
- b. Customers who qualify through income based requirements must certify their eligibility to participate under penalty of perjury and must present documentation to certify eligibility. Examples of acceptable documentation include the most recent documentation for any of the following:
  1. State or federal income tax return
  2. Current income statement or W-2 from an employer
  3. Three consecutive months of current pay stubs
  4. Social Security statement of benefits
  5. Veteran's Administration statement of benefits
  6. Retirement/Pension statement of benefits
  7. Unemployment/Workmen's Compensation statement of benefits
  8. Divorce decree or child support document
- c. Customers applying for Link-Up benefits and not for Lifeline are not restricted as to the optional services to which they may subscribe.

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BASIC TELEPHONE ASSISTANCE

(D)

(D)

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P.U.C.O. No. 12

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(D)

(D)

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GENERAL CUSTOMER SERVICES TARIFF  
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(D)

(D)

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BASIC TELEPHONE ASSISTANCE

(D)

(D)

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P.U.C.O. No. 12

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1st Revised Sheet No. 8  
Cancels Original Sheet No. 8

BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE (T)

16.3.1 General (T)

CenturyTel Ohio Lifeline is a basic support program that provides eligible customers requesting local exchange service, including touch-tone, with the following benefits:

- a. A waiver of the Federal Subscriber Line Charge
- b. A waiver of the Federal Universal Service Fund End User Charge
- c. A credit of one hundred percent (100%) of all nonrecurring service order charges for commencing service.
- d. A recurring discount equal to the maximum contribution of federally available assistance will be applied to the monthly basic local exchange service charge; at no time should the discounts cause the monthly basic local exchange rate to be less than zero.
- e. A waiver of the Telephone Company's service deposit requirement.
- f. Free blocking of toll and 900/976 dialing patterns.
- g. The availability of optional features is governed by applicable Commission orders including Case No. 00-1532-TP-COI.

CenturyTel Ohio Lifeline is classified as a Tier 1 Core Service.

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 16  
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Cancels Original Sheet No. 9

BASIC TELEPHONE ASSISTANCE

- 16.3 CENTURYTEL OHIO LIFELINE (Cont'd) (T)
- 16.3.2 Regulations (T)
- a. CenturyTel Ohio Lifeline is available to residential customers who are currently participating in one of the following assistance programs:
1. Home Energy Assistance Program (HEAP); (T)
  2. Food Stamps; (D)
  3. Supplemental Security Income - blind and disabled (SSD); (T)
  4. Supplemental Security Income - aged (SSI); (T)
  5. Medical Assistance (Medicaid), including any state program that might supplant Medicaid; (D)
  6. Federal public housing/Section 8; (T)
  7. Ohio Works First (aka Temporary Assistance to Needy Families (TANF); (T)
  8. Household income at or below 150% of the poverty level; (T)
  9. National School Lunch's Free Lunch Program; or (N)
  10. General Assistance (including disability assistance (DA)). (T)
- b. Customers qualifying for CenturyTel Ohio Lifeline with past due bills for regulated local service charges will be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. CenturyTel Ohio Lifeline customers with past due bills for toll service charges will be required to have toll restricted-service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider pursuant to the minimum telephone service standards.

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

CenturyTel of Ohio, Inc.

SECTION 16  
1st Revised Sheet No. 10  
Cancels Original Sheet No. 10

BASIC TELEPHONE ASSISTANCE

- 16.3 CENTURYTEL OHIO LIFELINE (Cont'd) (T)
- 16.3.2 Regulations (Cont'd) (T)
- c. The Telephone Company shall require, as proof of eligibility for Lifeline, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in paragraph 16.3.2 (a.) preceding; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the Telephone Company if the customer ceases to participate in such program or programs. (C)
- d. The Telephone Company shall automatically enroll customers in CenturyTel Ohio Lifeline who participate in a qualifying program as contained in paragraph 16.3.2 (a.). The automatic enrollment will be implemented when the necessary procedures have been established with the appropriate state agencies.
- e. The Telephone Company will also enroll customers who participate in a qualifying program by using on-line company to agency verification or self-certification.
- f. Customers who qualify through income based requirements must certify their eligibility to participate under penalty of perjury and must present documentation to certify eligibility. (C)
- Examples of acceptable documentation include the most recent documentation for any of the following:
1. State or federal income tax return
  2. Current income statement or W-2 from an employer
  3. Three consecutive months of current pay stubs
  4. Social Security statement of benefits
  5. Veteran's Administration statement of benefits
  6. Retirement/Pension statement of benefits
  7. Unemployment/Workmen's Compensation statement of benefits
  8. Divorce decree or child support document
- (C)
- g. New customers will receive Lifeline Benefits when the application is processed with the effective date of the credits dating back to the date of service establishment if the application is received by the Telephone Company within 90 days of service establishment. Current customers will receive Lifeline benefits back to the date they request Lifeline service, as long as the application is received no later than 30 days from that date. If the application is received after these deadlines, the Lifeline benefits will begin on the date the application is received by the Telephone Company. (N)
- (N)
- (M)

(M) Material moved to Sheet No. 11

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

CenturyTel of Ohio, Inc.

SECTION 16  
Original Sheet No. 11

BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE (Cont'd)

16.3.2 Regulations (Cont'd)

- |    |   |                 |
|----|---|-----------------|
| h. | Should the Telephone Company determine that a customer does not qualify for Lifeline assistance, or if the customer fails to submit the necessary documentation, the Telephone Company will provide written notification to the customer and will give the customer at least 30 days to prove eligibility. If the corrected application is received within 30 days, the credit will begin on the date service was established, or on the date Lifeline service was requested by an existing customer. If the corrected application is received after 30 days, the Lifeline benefits will begin on the date the corrected application is received.   | (N)<br> <br>(N) |
| i. | At no time will the monthly access line discounts cause the local service rates to be less than zero.   | (T)             |
| j. | The Telephone Company will perform an annual verification of all customers receiving Lifeline, in compliance with federal requirements to establish procedures to verify customers' continued eligibility for both programs and income-based criteria.  | (C)(T)<br>(C)   |
| k. | The Telephone Company will notify customers at least 60 days prior to the pending termination of the customer's Lifeline Assistance, if the customer fails to submit acceptable documentation for continued eligibility for Lifeline benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of Lifeline benefits would occur; 2) the reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and, 4) a statement consistent with the disconnect notice requirements outlined in the MTSS Chapter 4901:1-5, O.A.C., explaining who the customer should contact in the event of a dispute. The customer will have a minimum of 60 days to re-certify or demonstrate continued income eligibility or to dispute the Telephone Company findings regarding termination of the Lifeline Service. If the customer fails to respond, their Lifeline benefits will automatically cease on the date noticed in the letter. If the customer responds after the date noticed in the letter, the customer will be required to submit a new application for Lifeline benefits. | (N)<br> <br>(N) |
| l. | These Lifeline discounts and waivers apply to only one access line per household.   | (T)             |
| m. | Requests by the customer to purchase optional features, other than Call Waiting, are prohibited unless the Telephone Company receives a signed statement from the customer self-certifying that the feature is necessary for medical and/or safety reasons.   | (T)             |
| N. | If the customer disagrees with the Telephone Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.   | (N)<br>(N)      |

(M) Material on this Sheet was moved from Sheet No. 10

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

EXHIBIT B

CenturyTel of Ohio, Inc.

SECTION 17  
6th Revised Index A  
Cancels 5th Revised Index A

PACKAGED SERVICES

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

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CenturyTel of Ohio, Inc.

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CenturyTel of Ohio, Inc.

SECTION 17  
Original Index B

PACKAGED SERVICES

(N)

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17.7 SIMPLE CHOICE UNLIMITED PLUS

13

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13

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15

(N)

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CenturyTel of Ohio, Inc.

SECTION 17  
2nd Revised Sheet No.1  
Cancels 1st Revised Sheet No. 1

PACKAGED SERVICES

**17.1 SIMPLE CHOICE™ ONE <sup>1</sup> AND SIMPLE CHOICE™ TWO <sup>1</sup>**

(T)

17.1.1 DESCRIPTION

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

(T)

|

(T)

17.1.2 FEATURES

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

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

<sup>1</sup>

Grandfathered to existing customers at their present location.

(N)

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

CenturyTel of Ohio, Inc.

SECTION 17  
2nd Revised Sheet No. 2  
Cancels 1st Revised Sheet No. 2

PACKAGED SERVICES

**17.1 SIMPLE CHOICE™ ONE <sup>1</sup> AND SIMPLE CHOICE™ TWO <sup>1</sup> (Continued)**

**17.1.3 TERMS AND CONDITIONS**

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

**17.1.4 RATES**

	Monthly Rate	
a. Residence		
Simple Choice™One <sup>1</sup>	\$24.95 <sup>2</sup>	(T)
Simple Choice™Two <sup>1</sup>	\$44.95 <sup>2</sup>	(T)
b. Business		
Simple Choice™One <sup>1</sup>	\$49.95 <sup>2</sup>	(T)
Simple Choice™Two <sup>1</sup>	\$94.95 <sup>2</sup>	(T)

<sup>1</sup> Grandfathered to existing customers at their present location.

<sup>2</sup> 100 % of this rate is considered regulated for purposes of disconnection for nonpayment, as per rule 4901: (N)  
1-6-21 (c) (2) (a) - Option 1 Tariff. (N)

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

CenturyTel of Ohio, Inc.

SECTION 17  
2nd Revised Sheet No. 3  
Cancels 1st Revised Sheet No. 3

PACKAGED SERVICES )

**17.1 SIMPLE CHOICE™ ONE <sup>1</sup> AND SIMPLE CHOICE™ TWO <sup>1</sup> (Continued)**

17.1.4 RATES (Continued)

	Monthly Rate	
c. One Party-Church		
Simple Choice™One <sup>1</sup>	\$24.95 <sup>2</sup>	(T)
Simple Choice™Two <sup>1</sup>	\$44.95 <sup>2</sup>	(T)

Nonrecurring:

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

**17.2 VOICE MAIL COMPLEMENTARY SERVICES PACKAGE**

17.2.1. DESCRIPTION

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

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

17.2.2 TERMS AND CONDITIONS

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

<sup>1</sup> Grandfathered to existing customers at their present location.

<sup>2</sup> 100 % of this rate is considered regulated for purposes of disconnection for nonpayment, as per rule 4901: (N)  
1-6-21 (c) (2) (a) - Option 1 Tariff. (N)

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

CenturyTel of Ohio, Inc.

SECTION 17  
Original Sheet No. 4

PACKAGED SERVICES

**17.2 VOICE MAIL COMPLEMENTARY SERVICES PACKAGE (Continued)**

17.2.3 RATES

	<u>Monthly Rate Per Line</u>
Residence	\$2.00
Business	\$3.00

(N)

(N)

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 17  
6th Revised Sheet No. 5  
Cancels 5th Revised Sheet No. 5

PACKAGED SERVICES

Addendum to Schedule of Packaged Services

(D)

(D)

FLEXIBLE SAVINGS BUNDLE PROMOTION

(N)

(Includes regulated and unregulated services)

1. Tariff Reference      9.6.2 (a)
2. Flexible Savings Bundle
3. For the period of this promotion, CenturyTel is offering a discount on certain features for business customers with 3 lines or less and who subscribe to the Tier One, Tier Two, or Unlimited Flexible Savings Bundle. The following feature options are available with Tier One and Tier Two: Caller ID, Call Waiting ID, Call Forwarding, Call Waiting, Voice Mail, and Hunting, where available. Tier One and Tier Two Customers with one, two, or three lines will receive the feature package at the rates of \$21.00, \$32.00, or \$43.00, respectively. Customers subscribing to the Unlimited Flexible Savings Bundle will have an unlimited choice of features for an additional \$5.00, per line. In addition, all applicable nonrecurring charges will be waived.
4. This promotion will be offered from January 1, 2008 for a period of 90 days.

(N)

Issued: December 27, 2007

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

Effective: December 28, 2007

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

CenturyTel of Ohio, Inc.

SECTION 17  
1st Revised Sheet No. 6  
Cancels Original Sheet No. 6

PACKAGED SERVICES (Continued)

**17.3 SIMPLE CHOICE™/BUSINESS ASSIST ADVANTAGE**

(T)

17.3.1 DESCRIPTION

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

(T)

17.3.2 FEATURES

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

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

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

Issued: March 29, 2004

Effective: June 1, 2004

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with automatic filing provisions of Case No. 04-414-TP-ZTA  
Filed with the Public Utilities Commission of Ohio on March 29, 2004.

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

CenturyTel of Ohio, Inc.

SECTION 17  
1st Revised Sheet No. 7  
Cancels Original Sheet No. 7

PACKAGED SERVICES (Continued)

**17.3 SIMPLE CHOICE™/BUSINESS ASSIST ADVANTAGE** (Cont'd)

(T)

17.3.3 TERMS AND CONDITIONS

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

Issued: March 29, 2004

Effective: June 1, 2004

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with automatic filing provisions of Case No. 04-414-TP-ZTA  
Filed with the Public Utilities Commission of Ohio on March 29, 2004.

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

CenturyTel of Ohio, Inc.

SECTION 17  
2nd Revised Sheet No. 8  
Cancels 1st Revised Sheet No. 8

PACKAGED SERVICES (Continued)

**17.3 SIMPLE CHOICE™/BUSINESS ASSIST ADVANTAGE** (Cont'd)

17.3.4 RATES

	Monthly Rate		
	<u>Simple Choice™</u>	<u>Business Assist Advantage</u>	
Residence – All Exchanges	\$29.95 *	---	(T)
Business – All Exchanges	---	\$52.95 **	(T)

Nonrecurring:

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

- \* \$26.00 of this rate is considered regulated for purposes of disconnection for nonpayment as per rule 4901:1-6-21 (c) (2) (a) - Option 1 Tariff. (C)
- \*\* \$47.00 of this rate is considered regulated for purposes of disconnection for nonpayment as per rule 4901:1-6-21 (c) (2) (a) - Option 1 Tariff. (C)

Issued: April 22, 2004

Effective: June 2, 2004

Glen F. Post, III, President and Chief Executive Officer  
In accordance with automatic filing provisions of Case No. 04-595-TP-ZTA  
Filed with the Public Utilities Commission of Ohio on April 22, 2004.

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

CenturyTel of Ohio, Inc.

SECTION 17  
Original Sheet No. 9

PACKAGED SERVICES (Continued)

**17.4. SELECT PAK/BUSINESS ASSIST SELECT**

(N)

17.4.1 DESCRIPTION

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

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

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

17.4.2 RATES

	<u>Select Pak Per Line</u>	<u>Business Assist Select</u>
Monthly Rate Residence	\$13.95	---
Monthly Rate Business	---	\$14.95

(N)

Issued: March 29, 2004

By:

Glen F. Post, III, President and Chief Executive Officer  
In accordance with automatic filing provisions of Case No. 04-413-TP-ZTA  
Filed with the Public Utilities Commission of Ohio on March 29, 2004.

Effective: March 29, 2004

CenturyTel of Ohio, Inc.

SECTION 17  
4th Revised Sheet No. 10  
Cancels 3rd Revised Sheet No. 10

PACKAGED SERVICES (Continued)

17.5. **SIMPLE CHOICE UNLIMITED**<sup>2</sup>

(C)

17.5.1 DESCRIPTION

Simple Choice™ Unlimited<sup>1</sup> is a package of features available to residential customers in certain exchanges. The exchanges are listed in the rate section following. Simple Choice™ Unlimited includes the features specified following, a flat rate access line, and unlimited long distance calling.

17.5.2 FEATURES

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

- |                                |                                       |
|--------------------------------|---------------------------------------|
| • Anonymous Call Reject *77    | • Call Waiting ID                     |
| • Busy Redial *66              | • Call Forward Busy/No Answer         |
| • Call Forward Busy            | • Home Intercom                       |
| • Call Forward No Answer       | • Call Forward Remote Access          |
| • Call Forwarding              | • Privacy Protector (Where available) |
| • Call Return *69              | • Voice Mail (Where Available)        |
| • Call Transfer                |                                       |
| • Call Waiting                 |                                       |
| • Cancel Call Waiting          |                                       |
| • Call Waiting Disposition     |                                       |
| • Caller ID                    |                                       |
| • Caller ID Number Only        |                                       |
| • Distinctive Ring             |                                       |
| • Long Distance Alert          |                                       |
| • Selective Call Accept *64    |                                       |
| • Selective Call Forward *63   |                                       |
| • Selective Call Rejection *60 |                                       |
| • 3-Way Calling                |                                       |
| • VIP Alert                    |                                       |

<sup>1</sup> CenturyTel will begin including ELCS calling beginning December 15, 2006 for existing customers.

<sup>2</sup> Grandfathered to existing customers at their present location.

(N)

CenturyTel of Ohio, Inc.

SECTION 17  
2nd Revised Sheet No. 11  
Cancels 1st Revised Sheet No. 11

PACKAGED SERVICES (Continued)

17.5. **SIMPLE CHOICE UNLIMITED**<sup>2</sup> (Continued)

(C)

17.5.3 TERMS AND CONDITIONS

- a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this tariff shall apply.
- b. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™ Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
- c. Customers subscribing to the Simple Choice™ Unlimited may select different features for each line. All lines must be billed to the same account and located at the same premise.
- d. Simple Choice™ Unlimited features must be activated by the customer before they can be used without incurring usage charges.
- e. All recurring charges applicable to an access line apply to Simple Choice™ Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.
- f. If access line rates for residence service, as listed elsewhere in this tariff, increase, Simple Choice™ Unlimited rates may also increase (upon Commission approval).
- g. The Unlimited Long Distance plan is for typical domestic residential voice usage only. If usage under this plan is not consistent with typical residential customer usage, as determined at the company's sole discretion, the company may offer the customer an alternative plan or suspend, restrict, or cancel the customer's service or assess additional charges for each month in which excessive usage occurred. Calls that are not consistent with typical residential voice use include but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing. Long distance data and fax calls will be billed at 10¢ per minute.
- h. Call Detail will not be provided with this service plan.

<sup>2</sup> Grandfathered to existing customers at their present location.

(N)

CenturyTel of Ohio, Inc.

SECTION 17  
8th Revised Sheet No. 12  
Cancels 7th Revised Sheet No. 12

PACKAGED SERVICES (Continued)

7.5. **SIMPLE CHOICE UNLIMITED<sup>2</sup> (Continued)**

(C)

17.5.4 RATES

Exchange(s)

Amherst, Avon Lake,  
Avon, Birmingham, Lorain,  
Vermilion

\$39.95

17.6. **EMERGENCY LINE PROMOTION**

CenturyTel will run a promotion effective December 5, 2007 which will run for a period of 90 days. This bundle offering will include an Emergency Line bundled with and only offered with detariffed or unregulated CenturyTel services. At the end of the promotional period, customers of record will continue to receive the bundle until either the customer cancels or the company withdraws the bundle.

This bundle is available to residential customers in all exchanges within the Company where technically available. An Emergency Line provides a residential one-party access line with certain limitations. The line will be toll blocked and will not have a directory listing. The line will allow outgoing E911 and 711 abbreviated dialing only with unlimited incoming calls. The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge. The Emergency line will not be sold on a stand-alone basis.

<sup>2</sup> Grandfathered to existing customers at their present location.

(N)



CenturyTel of Ohio, Inc.  
17

SECTION

1st Revised Sheet No. 13  
Cancels Original Sheet No. 13

PACKAGED SERVICES (Continued)

**17.7. SIMPLE CHOICE™ UNLIMITED PLUS**

(T)

**17.7.1 DESCRIPTION**

(T)

Simple Choice™ Unlimited Plus is a package of features available to residential customers in certain exchanges. The exchanges are listed in the rate section following. Simple Choice™ Unlimited Plus includes the features specified following, a flat rate access line, and unlimited long distance calling.

**17.7.2 FEATURES**

(T)

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

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

CenturyTel of Ohio, Inc.  
17

SECTION

1st Revised Sheet No. 14  
Cancels Original Sheet No. 14

PACKAGED SERVICES (Continued)

**17.7. SIMPLE CHOICE™ UNLIMITED PLUS (Continued)**

(T)

**17.7.3 TERMS AND CONDITIONS**

(T)

- a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this tariff shall apply.
- b. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™ Unlimited Plus. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
- c. Customers subscribing to the Simple Choice™ Unlimited Plus may select different features for each line. All lines must be billed to the same account and located at the same premise.
- d. Simple Choice™ Unlimited Plus features must be activated by the customer before they can be used without incurring usage charges.
- e. All recurring charges applicable to an access line apply to Simple Choice™ Unlimited Plus. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.
- f. If access line rates for residence service, as listed elsewhere in this tariff, increase, Simple Choice™ Unlimited Plus rates may also increase (upon Commission approval).
- g. The Unlimited Long Distance plan is for typical domestic residential voice usage only. If usage under this plan is not consistent with typical residential customer usage, as determined at the company's sole discretion, the company may offer the customer an alternative plan or suspend, restrict, or cancel the customer's service or assess additional charges for each month in which excessive usage occurred. Calls that are not consistent with typical residential voice use include but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing. Long distance data and fax calls will be billed at 10¢ per minute.
- h. Call Detail will not be provided with this service plan.

CenturyTel of Ohio, Inc.  
17

SECTION

1st Revised Sheet No. 15  
Cancels Original Sheet No. 15

PACKAGED SERVICES (Continued)

17.7. **SIMPLE CHOICE™ UNLIMITED PLUS** (Continued)

(T)

17.7.4 RATES

(T)

a.

MONTHLY RATE

Exchange(s)

Amherst, Avon Lake,  
Avon, Birmingham, Lorain,  
Vermilion

\$44.95

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

CenturyTel of Ohio, Inc.

SECTION 18  
Original Index A

N11 ABBREVIATED DIALING CODES

(N)

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	<u>Sheet No.</u>	
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---

Issued: August 24, 2006

Effective: August 25, 2006

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT,  
issued by the Commission on February 26, 2004.

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

CenturyTel of Ohio, Inc.

SECTION 18  
1st Revised Sheet No. 1  
Cancels Original Sheet No. 1

N11 ABBREVIATED DIALING CODES

18.1 Description

18.1.1 Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

18.1.2 The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services (N)

811 – One-Call Notification Systems (N)

18.2 Terms and Conditions

18.2.1 The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

18.2.2 Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+

0+, 0- (credit card, third-party billing, collect calls)

101XXXX

Operator assisted calls will not be completed.

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Issued: February 23, 2007

Effective: March 25, 2007

By: Chantel Mosby, Manager, Tariffs and Compliance  
In accordance with the Application filed in Case No. 07-186-TP-ATA  
Filed with the Public Utilities Commission of Ohio on February 23, 2007.

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

CenturyTel of Ohio, Inc.

SECTION 18  
Original Sheet No. 2

N11 ABBREVIATED DIALING CODES

(N)

18.2 Terms and Conditions (Cont'd)

- 18.2.3 The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.
- 18.2.4 Directory listings may be provided for N11 services under the terms, conditions, and rates specified in Section II of this tariff.
- 18.2.5 The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
- 18.2.6 Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.
- 18.2.7 Disputes regarding geographic coverage by two or more N11 subscribers will be referred to The Public Utilities Commission of Ohio.
- 18.2.8 Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.
- 18.2.9 The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

(N)

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Issued: August 24, 2006

Effective: August 25, 2006

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT,  
issued by the Commission on February 26, 2004.

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

CenturyTel of Ohio, Inc.

SECTION 18  
Original Sheet No. 3

N11 ABBREVIATED DIALING CODES

(N)

18.2 Terms and Conditions (Cont'd)

18.2.10 N11 will be provided under the following conditions:

- a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
- b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- d. Suspension of N11 Service is not allowed.
- e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

(N)

Issued: August 24, 2006

Effective: August 25, 2006

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT,  
issued by the Commission on February 26, 2004.

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

CenturyTel of Ohio, Inc.

SECTION 18  
Original Sheet No. 4

N11 ABBREVIATED DIALING CODES

(N)

18.2 Terms and Conditions (Cont'd)

18.2.10 (Cont'd)

- f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

18.2.11 The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

- a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
- b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

(N)

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Issued: August 24, 2006

Effective: August 25, 2006

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT,  
issued by the Commission on February 26, 2004.



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

CenturyTel of Ohio, Inc.

SECTION 18  
Original Sheet No. 5

N11 ABBREVIATED DIALING CODES

(N)

18.2 Terms and Conditions (Cont'd)

18.2.12 The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

18.2.13 The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.

18.2.14 The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

18.3 Rates

Classification: Tier One Non-Core

	<u>Current Nonrecurring Charge</u>	<u>Maximum Nonrecurring Charge</u>
Initial Setup, Per Host Switch and/or Stand Alone Switch	\$300.00	\$600.00
Subsequent Changes, Per Host Switch and/or Stand Alone Switch	\$ 50.00	\$100.00

(N)

Issued: August 24, 2006

Effective: August 25, 2006

By: Glen F. Post, III, President and Chief Executive Officer  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT,  
issued by the Commission on February 26, 2004.

CenturyTel of Ohio, Inc.

## EXHIBIT B

Revised Tariff

EXCHANGE RATE TARIFF  
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc.

Original Title Sheet

CenturyTel of Ohio, Inc.

EXCHANGE RATE TARIFF

Applying in all exchanges of the Company

Detariffed Business Tier 2 Services and Rates can be found in the Company's Business Price List  
at [www.centurytel.com](http://www.centurytel.com)

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Issued: April 2, 2008

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

Effective: April 2, 2008

EXCHANGE RATE TARIFF  
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc.

Check Sheet  
Original Sheet 1

CHECK SHEET

This tariff contains the pages listed below, each of which is effective as of the date shown thereon.

<u>SECTION</u>	<u>PAGE</u>	<u>REVISION</u>
	Title	Original
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1	13	Original*
1	14	Original*
1	15	Original*
1	16	Original*
1	17	Original*
1	18	Original*
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1	20	Original*
1	21	Original*
1	22	Original*
1	23	Original*
1	24	Original*
1	25	Original*
1	26	Original*

Issued: April 2, 2008

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

Effective: April 2, 2008

EXCHANGE RATE TARIFF  
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc..

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Original Index A

BASIC LOCAL EXCHANGE SERVICE

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	Business <sup>(1)</sup>		
	Individual Line, Initial	Tier 1 Core	2
	Individual Line, 2nd or 3rd	Tier 1 Non Core	2
	Church Line, Initial	Tier 1 Core	2
	Church Line, 2nd or 3rd	Tier 1 Non Core	2

<sup>(1)</sup> Service to non-residential customers with four or more access lines will receive tier 2 treatment for all access lines in accordance with rule 4901:1-6-05 of the Administrative Code.

EXCHANGE RATE TARIFF  
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Index B

BASIC LOCAL EXCHANGE SERVICE

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Issued: April 2, 2008

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

Effective: April 2, 2008

EXCHANGE RATE TARIFF  
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc..

SECTION 1  
Original Index C

BASIC LOCAL EXCHANGE SERVICE

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SECTION 1  
Original Sheet No. 1

BASIC LOCAL EXCHANGE SERVICE

1.1 GENERAL

1.1.1 Local Exchange Service

- a. The Company furnished local exchange service (only metropolitan - local - area service, as defined in Section 1 of its P.U.C.O. No. 12, General Customer Services Tariff) in the following exchange areas: Avon Lake, Avon, Lorain, Amherst, Vermilion and Birmingham.
- b. Maps of those areas appear in Section 1.3 of this tariff.
- c. Each exchange service customer is entitled and enabled to make and receive calls on a local message basis (i.e., without the application of toll charges) as follows:
  - (1) to make calls to all stations in all exchange areas of the Company; and
  - (2) to receive calls from all customer stations in exchange areas of the Company.

1.1.2 General Customer Services Tariff Governs Services

All services provided for by this tariff are subject to, and governed by, the Company's Tariff P.U.C.O. No. 12, General Customer Services Tariff, as it now exists, or as it may be revised, added to or supplemented. In addition, see P.U.C.O. No. 12 for definitions of Tier Classifications. Customers have certain rights and responsibilities under the Minimum Telephone Service Standards (Ohio Adm.Code 4901:1-5)(MTSS). These safeguards can be found in the Appendix to Ohio Adm. Code 4901:1-1-5-03, which is entitled "Telephone Customer Rights and Responsibilities". These rights and responsibilities include complaint handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of service.

1.1.3 Detariffed Services

This tariff no longer contains nonresidential Tier 2 services. All business services other than basic access line customers with three or fewer lines will find nonresidential, business Tier 2 service rates, terms and conditions in the Company's Business Price List at [www.centurytel.com](http://www.centurytel.com) or customers can request information by calling toll free 1-800-201-4099 for business customers with one to three lines or 1-800-201-4102 for business customers with four or more lines.

1.2 MONTHLY LOCAL EXCHANGE SERVICE RATES

1.2.1 Application of Rates

The following rates apply to all grades of main station local exchange service furnished in all exchanges by the Company. For all other rates, see the General Customer Services Tariff.



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BASIC LOCAL EXCHANGE SERVICE

1.2 MONTHLY LOCAL EXCHANGE SERVICE RATES (Continued)

1.2.2 Rates Local Exchange Service <sup>(1)</sup>		<u>Current</u> <u>Monthly Rate</u>	<u>Maximum</u> <u>Monthly Rate</u>	<u>Classification</u> <sup>(2)</sup>
a.	RESIDENTIAL			
	Individual Line, Initial Line	\$12.55	\$12.55	Tier 1 Core
	Individual Line, 2nd or 3rd Line	\$12.55	\$25.10	Tier 1 Non Core
	Individual Line, 4th Line or more	\$12.55	-	Tier 2
b.	BUSINESS			
	Individual Line, Initial Line	\$32.00	\$32.00	Tier 1 Core
	Individual Line, 2nd or 3rd Line	32.00	64.00	Tier 1 Non Core
	Church Line, Initial Line	12.55	12.55	Tier 1 Core
	Church Line, 2nd or 3rd Line	12.55	25.10	Tier 1 Non Core

(1) All rates are for access lines only.

(2) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

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BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

- 1.3.1 Lorain Exchange  
(233, 240, 244, 245, 246, 277, 282, 288, 960, 203, 204, 949)
- 1.3.2 Avon Exchange  
(934, 937)
- 1.3.3 Avon Lake Exchange  
(930, 933)
- 1.3.4 Amherst Exchange  
(984, 985, 986, 988)
- 1.3.5 Vermilion Exchange  
(967)
- 1.3.6 Birmingham Exchange  
(965)

Maps are on file with the Commission.

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CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 4

BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL CALLING SERVICE (ELCS)

1.4.1 General

- a. Extended Local Calling Service is a four-element measured rate service provided between specific intrastate exchanges.
- b. Extended Local Calling Service is a local service offering; therefore, any stimulation to calling volumes between exchanges that occurs after its implementation may not be used as a basis for requests for any type of flat rate toll alternative.
- c. Extended Local Calling Service is a service provided in addition to local exchange service as specified in Section 1.2 of this tariff.
- d. Extended Local Calling Service is restricted to customer-dialed, station-to-station, sent paid calls to the extended exchange(s) and does not apply to operator-assisted calls.
- e. The effective date of this offering is contingent upon availability of facilities and equipment from the manufacturer.

1.4.2 Availability

- a. Extended Local Calling Service, the rules, regulations, rates and charges for which are set out in 1.3.1 preceding and 1.3.3 following, is available only in those specific exchanges as ordered by the Public Utilities Commission of Ohio, and the rates and charges are not applicable beyond a fifty-five mile radius of originating exchanges.
- b. Extended Local Calling Service will be provided in lieu of flat-rate extended local calling when so ordered by the Public Utilities Commission of Ohio.
- c. All extended area service existing prior to the establishment of this tariff will continue unless discontinued by order of the Public Utilities Commission of Ohio.
- d. Extended Local Calling Service is provided upon request and in the following exchanges:

<u>Exchange(s) In Which Service is Offered</u>	<u>Exchange(s) Which Can Be Called</u>	<u>Mileage From Exchange Offered</u>
Lorain	Elyria	7.95
Avon	Elyria	6.65
Avon Lake	Elyria	10.83
Amherst	Elyria	6.80
Birmingham	Elyria	12.76
Vermilion	Elyria	13.90
Lorain	Oberlin	12.10
Avon Lake	Cleveland	18.00
Avon Lake	Trinity	7.91

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SECTION 1  
Original Sheet No. 5

BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL CALLING SERVICE (ELCS) (Continued)

1.4.3 RATES

CURRENT RATES

- a. Implementation of Extended Local Calling Service in an exchange will not affect the monthly rate, as indicated in Section 1.2 of this tariff for local exchange service.
- b. Extended Local Calling Service is available upon request and is provided at the following rates:

- (1) Initial Minute Rate  
Monday through Friday: To Telephone Numbers in Designated Exchanges Within the Following Distance Bands

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification</u>
(a) 8 AM to, but not including 9 PM	\$ .13	\$ .15	\$ .16	Tier 1 Core
(b) 9 PM to, but not including 8 AM	\$ .07	\$ .08	\$ .09	Tier 1 Core
(c) Saturday, Sunday and Holidays	\$ .07	\$ .08	\$ .09	Tier 1 Core

- (2) Rate for Each Additional Minute  
Monday through Friday: To telephone Numbers in Designated Exchanges Within the Following Distance Bands

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification<sup>(1)</sup></u>
(a) 8 AM to, but not including 9 PM	\$ .045	\$ .07	\$ .08	Tier 1 Core
(b) 9 PM to, but not including 8 AM	\$ .035	\$ .06	\$ .07	Tier 1 Core
(c) Saturday, Sunday and Holidays	\$ .030	\$ .06	\$ .07	Tier 1 Core

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SECTION 1  
Original Sheet No. 6

BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL CALLING SERVICE (ELCS) (Continued)

1.4.3 RATES  
b. (continued)

MAXIMUM RATES

(3) Initial Minute Rate

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

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification</u>
(a) 8 AM to, but not including 9 PM	\$ .13	\$ .15	\$ .16	Tier 1 Core
(b) 9 PM to, but not including 8 AM	\$ .07	\$ .08	\$ .09	Tier 1 Core
(c) Saturday, Sunday and Holidays	\$ .07	\$ .08	\$ .09	Tier 1 Core

(4) Rate for Each Additional Minute

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

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification</u>
(a) 8 AM to, but not including 9 PM	\$ .045	\$ .07	\$ .08	Tier 1 Core
(b) 9 PM to, but not including 8 AM	\$ .035	\$ .06	\$ .07	Tier 1 Core
(c) Saturday, Sunday and Holidays	\$ .030	\$ .06	\$ .07	Tier 1 Core

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BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL EXCHANGE SERVICE (ELCS) (Continued)

1.4.3 Rates (Continued)

- c. Charges for calls made where Extended Local Calling Service has been implemented, whether between exchanges of the Company or to exchanges of other telephone companies, are based upon four measured elements, e.g., frequency (the total number of outgoing completed calls), the distance and duration of each call and the time of day each call is originated, subject to the following:

(1) Distance

The charges for calls vary based on the airline distance (i.e., rate mileage) between the rate centers of the central offices serving the originating and terminating points of the call. These airline distances are determined in the same manner as message toll rate distances.

(2) Duration

- (a) Initial minute rates are for connections of one minute, or any fraction thereof.
- (b) Additional minute rates are for each additional minute, or any fraction thereof, that the connection continues beyond the initial minute.
- (c) Chargeable time is started when the called party answers or when the caller is connected to automatic answering recording equipment.
- (d) Chargeable time ends when the calling station "hangs up" thereby releasing the network connection is released by automatic timing equipment in the telephone network.
- (e) Chargeable time does not include time lost because of faults or defects in the service.

(3) Time of Day

- (a) Holiday 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, July 4, respectively.
- (b) 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 to the entire message.

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BASIC LOCAL EXCHANGE SERVICE

1.5 COMMUNITY CALLING SERVICE

1.5.1 Description of Service

Community Calling Service is an optional service which affords one-way customer dialed calling to specified exchange areas within Ohio, without the application of message toll rates.

1.5.2 Availability of Service

Community Calling Service is furnished in the exchange areas set forth below, to the exchanges indicated:

Exchanges in Which  
Community Calling  
Service is Offered

Exchanges to Which Calls May Be Made

Avon  
Avon Lake

Berea  
Cleveland  
North Royalton  
Olmsted Falls

Strongsville  
Trinity  
Victory

1.5.3 Regulations

- a. Community Calling Service is provided only to individual-line business, residence, and church customers.
- b. Calls may be placed only from the customer's station bearing the telephone number for which the customer is billed for Community Calling Service. Such calls shall be dialed directly by the customer. If a call is operator handled, the applicable message toll rate will apply.
- c. Community Calling Service is provided with a one-month minimum service period.
- d. Limitations of Service
  - (1) Community Calling Service is offered subject to the availability of the message toll facilities required to render such service and the capacity thereof. In case of a shortage of facilities, the rendition of message toll telephone service shall take precedence.
  - (2) Community Calling Service will not be furnished with Foreign Exchange Service.

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BASIC LOCAL EXCHANGE SERVICE

1.5 COMMUNITY CALLING SERVICE (Continued)

1.5.3 Regulations (Continued)

- e. The Company's "General Regulations," as published in its General Customer Services Tariff, apply, to the extent pertinent, to community calling service.

1.5.4 Rates

a. Application of Rates

The rates set forth apply in all exchanges in which Community Calling Service is offered. Rates are applied upon a per-line basis for the first 60 minutes, and for each additional 6 minutes or fraction thereof, of use per month. When the service is furnished to a customer on two or more lines at a given premises, the initial time period will be the product of 60 minutes multiplied by the number of lines, and the additional period will be the sum of the accumulated measured times in excess of that product.

- b. Monthly rates (in addition to those for individual-line business, residence, or church service as provided in the Exchange Rate Tariff, per line, are:

<u>Customer's Exchange Area</u>	<u>First 60 Minutes Per Month Per Line</u>		<u>Each Additional 6 Minutes or Fraction Thereof, Business, Residence and Church Service</u>		<u>Classification</u>
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
Avon	\$ 6.00	\$ 4.00	\$ .40	\$ .40	Tier 2
Avon Lake	\$ 6.00	\$ 4.00	\$ .40	\$ .40	Tier 2

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SECTION 1  
Original Sheet No. 10

BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE  
Basic Rate Interface (BRI)

1.6.1. General Description

- a. Advanced Digital Service Basic Rate Interface is a Single Line Exchange Service that provides access to Circuit Switched Voice Service and Circuit Switched Data Service.
- b. ADS-BRI consists of Central Office facilities, including the outside plant facilities, extended from the Company's switching equipment to the customer's premises.
- c. For customers requesting ADS-BRI in a Foreign Serving Office, rates found in Section 9.1.2 of this tariff apply in addition to ADS rates.
- d. ADS-BRI utilizes an ADS basic rate interface that provides for two 64 Kbps "B" channels and one 16 Kbps "D" channel (2B+D).
- e. BRI provides for the following Integrated Services Digital Network (ISDN) Lines:

BRI lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. BRI lines utilize Customer-Provided Equipment that is standard and as such is not dependent on the type serving Central Office switch.

1.6.2. Service Descriptions

- a. Circuit Switched Voice Service per "B" Channel

Circuit Switched Voice Service provides the ability to originate and receive circuit switched voice calls over the 64 Kbps "B" channel.

(1) Standard Circuit Switched Voice Service Features

- (a) Analog Line Pickups - an arrangement that allows analog lines to have a line appearance on a customer-provided Key Line set. This arrangement is limited to analog lines that are terminated in the same Central Office switch. This feature may limit the use of other features and/or functionality on the analog line.
- (b) Call Hold - allows the user to hold one call for any length of time provided neither party goes on-hook. With a call on Call Hold, the station user holding the call can place another call.

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SECTION 1  
Original Sheet No. 11

BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

1. Standard Circuit Switched Voice Service Features (Continued)

- (c) Call Transfer Individual - All Calls - this feature allows a station user to contact a third party while on a call, establish a three-way conversation and then drop off allowing the two other parties to remain connected.
- (d) Call Number Display - the called number is displayed on compatible customer premises equipment when an outgoing call is placed.
- (e) Caller ID - provides for the display of the incoming telephone number on a Customer-provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating Central Office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.
- (f) Denied Origination - allows call terminations, but prevents the origination of a call.
- (g) Denied Termination - allows call originations, but prevents the termination of a call.
- (h) Hunting - Incoming calls to a busy line appearance are redirected to a predetermined telephone number to search for a line on which to complete the call. This may be another circuit switched voice channel, another ADS station or an analog line. The types of hunting are limited to sequential, circular and multiline. This feature may impact the use of Shared Call Appearance and Multiple Call Appearance in certain serving Central Offices.
- (i) Sequential - each line of the hunt group has its own unique directory number. Hunting starts at the number dialed and ends at the last number in

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SECTION 1  
Original Sheet No. 12

BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(1) Standard Circuit Switched Voice Service Features (Continued)

(h) Continued

(ii) Circular - each line of the hunt group has its own unique directory number. All lines in the hunt group will hunt regardless of which number was dialed.

(iii) Multiline - only a pilot number is associated with a Multiline Hunt Group. Hunting starts at the pilot directory number and ends at the last line in a sequential fashion.

(i) Multiple Call Appearances - provides up to four appearances of the station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access (see Additional Multiple Call Appearance for applications that require more than four call appearances on the same device.) This feature may impact the use of Shared Call Appearance in certain Central Offices.

(j) Shared Call Appearance - provides the capability to terminate telephone numbers from one ADS station to another. These numbers will be configured in a Single Call Arrangement (SCA). SCA allows only one set to be active (either originating or terminating) on the Shared Call Appearance at any given time. Manual Exclusion capabilities are available in this arrangement.

(k) Three Way Conference Calling - permits the customer to add a third party to an established connection without the aid of an operator. The quality of transmission on three-way calls may vary depending on the distance and routing necessary to complete the call.

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SECTION 1  
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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features

- (a) Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even though no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.
- (b) Additional Multiple Call Appearances - provides additional call appearances, beyond the initial four appearances of a station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network and/or may originate unique dial tone for additional outgoing access.
- (c) Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.
- (d) Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.
- (e) Call Forwarding - Variable - provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO NO. 12 tariff.

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SECTION 1  
Original Sheet No. 14

BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features (Continued)

- (f) Call Return - enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can then dial a code to request the network to place the call.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty (30) minutes, both the calling and the called lines are checked periodically for availability to complete the call. If, during the queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will be placed automatically.

Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

- (g) Intercom Calling - allows a voice user to be able to call another voice user within the electronic key telephone service (EKTS) intercom group without affecting the busy/idle status of any of the directory numbers (DNs) of the calling voice user. Intercom groups can consist of just one other voice user, requiring no intercom address, can consist of two to ten voice users, requiring a one-digit intercom address, or can consist of two to one hundred voice users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that one voice user can dial another by simply hitting the intercom button and then dialing no digits, one or two digits respectively.

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SECTION 1  
Original Sheet No. 15

BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features (Continued)

- (h) Message Waiting Indicator - provides the ability to indicate to the ADS station user that they have a voice or electronic message waiting at their Message Storage and Retrieval (MSR) System. The Message Waiting Indicator may be used to present either a visual or audible signal to the user as determined by the customer's equipment.
- (i) Repeat Dialing - when activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up and a queuing process begins. For the next thirty (30) minutes, both the calling and called lines are checked periodically for availability to complete the call. If, during the queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone the call will be placed automatically.

Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

- (j) Secondary Telephone Number - provides an additional telephone number and one call appearance which is not physically terminated, but exists in the programming of circuit switched voice. The additional directory number, while not terminated on a dedicated facility, may be accessed from the network, and may originate unique outgoing dial tone from one instrument that has another directory number as its primary directory number.

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SECTION 1  
Original Sheet No. 16

BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features (Continued)

- (k) Station-Controlled Conference (6 Port) allows a station user to establish a conference call consisting of a maximum of six conferees, including the originator of the call.
- (l) Speed Calling - permits the customer to establish a group of eight or thirty separate seven or ten digit telephone numbers which she/he may then call by keying abbreviated codes rather the complete telephone numbers. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

b. Circuit Switched Data Service Per "B" Channel

Provides the ability to originate and receive circuit switched data calls over the 64 Kbps "B" channel. Data line speeds up to 64 Kbps are permitted. Circuit switched data calls will be usage sensitive based on minutes of use or Long Distance Message Telecommunications charges.

(1) Standard Circuit Switched Data Service Features

- (a) Caller ID - provides for the display of the incoming telephone number on a Customer-provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating Central Office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.
- (b) Clear Channel Capability - is provided since all signaling and control functions are handled by the "D" Channel. This allows up to 64 Kbps on each "B" Channel to be used for customer information over the ADS-BRI access line. Calls may be either 56 or 64 Kbps depending on the network capabilities in place between ADS-BRI access line and the distant end of the call.

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SECTION 1  
Original Sheet No. 17

BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.2. Service Descriptions (Continued)

b. Circuit Switched Data Service Per "B" Channel (Continued)

(1) Standard Circuit Switched Data Service Features (Continued)

- (c) Denied Origination - allows call terminations, but prevents the origination of a call.
- (d) Denied Termination - allows call originations, but prevents the termination of a call.
- (e) Hunt Group for Shared Data Access - provides the automatic search of a group of shared ports to find an available port in response to a connection request. The types of hunting are limited to Sequential, Multiline and Circular.

(2) Optional Circuit Switched Data Service Features

- (a) Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even though no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.
- (b) Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.
- (c) Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.



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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.2. Service Descriptions (Continued)

b. Circuit Switched Data Service Per "B" Channel (Continued)

(2) Optional Circuit Switched Data Service Features (Continued)

- (d) Call Forwarding - Variable - provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

c. Alternate Circuit Switched Voice Service/Circuit Switched Data Service Per "B" Channel

Alternate Circuit Switched Voice Service/Circuit Switched Data Service provides the ability to originate and receive either Circuit Switched Voice calls or Circuit Switched Data calls over a single "B" channel but not simultaneously. This arrangement is available where technology permits. Circuit Switched Data calls will be usage sensitive based on minutes of use or Long Distance Message Telecommunications charges.

The Standard and Optional features that are applicable to Circuit Switched Voice Service and Circuit Switched Data Service are also applicable to this service.

1.6.3. Regulations

a. Provision of Service

- (1) ADS-BRI is provided at the option of the Telephone Company and is furnished subject to Central Office switching capacity and the availability of outside plant facilities.

Where facilities are not available or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure or to contract for services beyond the normal service term or both (These rates and charges will be determined on an individual case basis)

Distance Extension Charges as set forth in Section 1.9.5. of this tariff will apply to customers who are within the serving central office and who are located more than 18,000 feet (cable route) from the central office.

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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.3. Regulations (Continued)

a. Provision of Service (Continued)

- (2) Where available, a maximum of 8 services, two of which may be "B" channel services, are permitted for each ADS-BRI line.
- (3) The availability, functionality and capabilities of the ADS-BRI features may vary by type of serving Central Office switch.

b. Directory Listings

The Telephone Company will furnish without charge one primary directory listing for each ADS-BRI line. Additional listings may be provided as specified for Additional Listing Service in Section 6 of the Company's PUCO No. 12 tariff.

c. Transmission Specifications

An ADS-BRI line consists of non-loaded two-wire facility.

The standard transmission parameters for an ADS-BRI line consists of a maximum of 40dB loop loss at a 40 KHz test tone terminated into a 135 ohm impedance.

d. Interface Specifications for Customer-Provided Equipment (CPE)

All customer-provided equipment used to interface with ADS-BRI is required to conform with Technical Reference Specifications as used by the Telephone Company.

e. Payment for Service

- (1) Monthly or Contract

ADS-BRI is offered under a monthly plan.

- (2) Temporary Suspension of Service

Temporary Suspension of Service is not offered with ADS-BRI.

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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.3. Regulations (Continued)

f. Cancellation of Service Prior to Establishment of Service

- (1) In the event a customer initiates cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

g. Government Entity

Any Government Entity may authorize any other government entity to use its ADS-BRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred non-recurring charges and monthly rates.

1.6.4. Application of Charges and Rates

- a. Circuit Switched Voice calls will be subject to Extended Community Calling Local Messages charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this tariff, if applicable.
- b. Circuit Switched Data calls will be subject to usage sensitive rates based on minutes of use for local and Extended Community Calling or Long Distance Telecommunications Service charges as specified elsewhere in this tariff.

1.6.5. Charges and Rates

The following charges and rates are in addition to the charges and rates for any other services to furnish a communications

OPTION 1: Service Element

	<u>Install Charge</u>	<u>Monthly Charge</u>	<u>Classification</u>
a. Advanced Digital Service, Basic Rate Access Line	\$ 50.00	\$ 31.00	Tier 2
b. Circuit Switched Voice Service, Per "B" Channel	\$ 15.00	\$ 6.20	Tier 2
c. Circuit Switched Data Service Per "B" Channel	\$ 15.00 *plus usage	\$ 7.75	Tier 2

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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.5. Charges and Rates (Continued)

The following charges and rates are in addition to the charges and rates for any other services to furnish a communications

OPTION 1: Service Element

	<u>Install Charge</u>	<u>Monthly Charge</u>	<u>Classification</u>
d. Alternate Circuit Switched Voice Service/Circuit Switched Data Service, Per "B" Channel	\$ 15.00 *plus usage	\$ 7.75	Tier 2

\* LOCAL USAGE - Per minute of use after 30 hours.

Voice Calls	N/A	
Data Calls	\$.02	Tier 2

OPTION 2: Unlimited Usage

a. Unlimited usage (offered only after, two (2) B channels are subscribed to)		\$95.00	Tier 2
b. A customer's BRI equipped lines will be either all Measured Usage or all Unlimited Usage Service.			

REARRANGEMENTS CHARGES - ADDITIONS, DELETIONS  
AND CHANGES FOR:

Circuit Switched Voice Service,  
Per Customer Request \*\*

Circuit Switched Data Service,  
Per Customer Request

\*\*Service Charges as in Section 4 of the Company's PUCO No. 12 tariff.

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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.5. Charges and Rates (Continued)

	<u>Install Charge</u>	<u>Monthly Charge</u>		<u>Classification</u>
		<u>Res</u>	<u>Bus</u>	
<u>OPTIONAL SERVICE FEATURES:</u>				
Additional Call Offering	\$5.00	\$2.50	\$2.50	Tier 2
Additional Multiple Call Appearance, Each	\$5.00	\$2.50	\$2.50	Tier 2
Intercom Calling	\$5.00	\$2.00	\$2.00	Tier 2
Message Waiting Indicator, each	\$5.00	\$3.00	\$3.00	Tier 2
Secondary Telephone Numbers, each	\$5.00	\$2.00	\$2.00	Tier 2
Station Controlled Conference - 6 Port	\$5.00	\$4.50	\$4.50	Tier 2
<u>DISTANCE EXTENSION CHARGE:</u>	N/A	\$26.50	\$26.50	Tier 2

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BASIC LOCAL EXCHANGE SERVICE

1.7 CUYAHOGA CALLING PLAN

1.7.1 Description of Service

Cuyahoga Calling Plan is an optional pilot service that allows one-way customer dialed calling to the specified exchange areas within Ohio, without the application of message toll rates. This optional pilot service is being offered pursuant to the July 7, 1997 "Telephone Company/Consumer Agreement on a Conceptual Framework for EAS Options in Ohio" and will remain in effect for one year after implementation unless the company files to extend, modify, or make permanent the service. Modification of the plan could include imposing a cap on the minutes of usage allowed under the plan and/or changing the scope and rates of the plan.

1.7.2 Availability of Service

Cuyahoga Calling Plan is furnished in the exchange areas set forth below, to the exchanges indicated:

Exchanges in which  
Cuyahoga Calling  
Plan is offered

Exchanges to which calls may be made

Amherst  
Avon  
Avon Lake  
Birmingham  
Lorain  
Vermilion

Berea	Hillcrest
Bedford	Independence
Brecksville	Montrose
Chagrin Falls	North Royalton
Cleveland	Olmsted Falls
Gates Mills	Terrace
Strongsville	Trinity
Victory	

1.7.3 Regulations

- a. Cuyahoga Calling Plan is provided only to individual-line business, residence and church customers.
- b. Calls may be placed only from the customer's station bearing the telephone number for which the customer is billed for Cuyahoga Calling Plan. Such calls shall be dialed directly by the customer. If a call is operator handled, the applicable message toll rate will apply.
- c. Cuyahoga Calling Plan is provided with a one-month minimum service period.

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BASIC LOCAL EXCHANGE SERVICE

1.7 CUYAHOGA CALLING PLAN (Continued)

1.7.3 Regulations (Continued)

d. Limitations of Service

- (1) Cuyahoga Calling Plan is offered subject to the availability of facilities required to render such service and the capacity thereof. In case of a shortage of facilities, the rendition of message toll telephone service shall take precedence.
- (2) Cuyahoga Calling Plan will not be furnished with Foreign Exchange Service.

- e. The Company's "General Regulations," as published in its General Customer Services Tariff, apply, to the extent pertinent, to Cuyahoga Calling Plan.

1.7.4 Rates

The current monthly rates (in addition to those for individual-line business, residence, or church services as provided in the Exchange Rate Tariff) are:

<u>Business</u>	<u>Residence and Church Service</u>	<u>Classification</u>	(C)
\$20.00	\$20.00	Tier 2	(C)

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BASIC LOCAL EXCHANGE SERVICE

1.8 ELYRIA CALLING PLAN

1.8.1 Description of Service

Elyria Calling Plan is an optional pilot service that allows one-way customer dialed calling to the specified exchange areas within Ohio, without the application of message toll rates. This optional pilot service is being offered pursuant to the July 7, 1997 "Telephone Company/Consumer Agreement on a Conceptual Framework for EAS Options in Ohio" and will remain in effect for one year after implementation unless the company files to extend, modify, or make permanent the service. Modification of the plan could include imposing a cap on the minutes of usage allowed under the plan and/or changing the scope and rates of the plan.

1.8.2 Availability of Service

Elyria Calling Plan is furnished in the exchange areas set forth below, to the exchanges indicated:

Exchanges in which  
Elyria Calling  
Plan is offered

Exchange to which calls may be made

Amherst  
Avon  
Avon Lake  
Birmingham  
Lorain  
Vermilion

Elyria

1.8.3 Regulations

- a. Elyria Calling Plan is provided only to individual-line business, residence and church customers.
- b. Calls may be placed only from the customer's station bearing the telephone number for which the customer is billed for Elyria Calling Plan. Such calls shall be dialed directly by the customer. If a call is operator handled, the applicable message toll rate will apply.
- c. Elyria Calling Plan is provided with a one-month minimum service period.



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BASIC LOCAL EXCHANGE SERVICE

1.8 ELYRIA CALLING PLAN (Continued)

1.8.3 Regulations (Continued)

d. Limitations of Service

- (1) Elyria Calling Plan is offered subject to the availability of facilities required to render such service and the capacity thereof. In case of a shortage of facilities, the rendition of message toll telephone service shall take precedence.
- (2) Elyria Calling Plan will not be furnished with Foreign Exchange Service.

- e. The Company's "General Regulations," as published in its General Customer Services Tariff, apply, to the extent pertinent, to Elyria Calling Plan.

1.8.4 Rates

The current monthly rates (in addition to those for individual-line business, residence, or church service as provided in the Exchange Rate Tariff) are:

<u>Business</u>	<u>Residence and Church Service</u>	<u>Classification</u>
\$19.00	\$19.00	Tier 2

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CenturyTel of Ohio, Inc

GENERAL CUSTOMER SERVICES TARIFF

Applying in all exchanges of the Company

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## GENERAL CUSTOMER SERVICE TARIFF

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DEFINITION OF TERMS

AC	-	Alternative Current
ACD	-	Automatic Call Distribution
AIOD	-	Automatic Identification Outward Dial
ASR	-	Automatic Send and Receive
CPE	-	Customer-Provided Equipment
CPI	-	Customer-Provided Instrument
DA	-	Directory Assistance
db	-	Decibel
DC	-	Direct Current
DID	-	Direct Inward Dial
DOD	-	Direct Outward Dial
EAS	-	Extended Area Service
FCC	-	Federal Communications Commission
FX	-	Foreign Exchange
Hz	-	Hertz (cycles per second)
INC	-	Initial Nonrecurring Charge
IOD	-	Identification Outward Dial
KSR	-	Keyboard Send and Receive
msc	-	Microseconds
NC	-	No Charge
OCC	-	Other Common Carrier
PBX	-	Private Branch Exchange
PERMO	-	The Monthly Charge
PL	-	Private Line
RO	-	Receive Only
ROTR	-	Receive Only Typing Reperforator
SC	-	Service Charge
WATS	-	Wide Area Communications Service

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DEFINITION OF TERMS

Abandoned Call Clearing - Provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call is presented to the agent position.

Access Line - A central office line which provides access by a customer to the exchange telephone network for local and long distance telephone service.

ACD - Automatic Call Distribution.

ACD Call-Forcing Tone - Provides a warning tone either to the headset or the handset, thereby alerting the agent to the arrival of an incoming call.

ACD Call Transfer with Time - Enables a call that has been answered by an ACD Agent and then requires transfer to another ACD Group to be inserted in the new group's highest priority queue, based on the total time the call has previously been enqueued for and talking with an agent in the Original group.

ACD Directory Numbers - Any valid directory number of up to seven digits within the customer numbering plan, used to receive incoming ACD calls.

ACD Distinctive Ringing - Enables agents to distinguish between ACD and non-ACD calls.

ACD Line-of-Business Code Key - Allows a supervisor to review a record of each agent's incoming call category and holding time by assigning this feature to each agent's position. Each call category is recorded.

ACD MIS Interface, Data Link - Enables a downstream processor to use a data stream to collect ACD information from the DMS ACD mode.

ACD Multiple Line-of-Business Codes - Increases the number of business codes an agent can enter for each call from one to three. This enables the customer to track multiple activities handled on the same call simply and accurately.

ACD Multistage Queue Status Refresh - An option which enhances the existing Multistage Queue Status display at agent stations by automatically updating and displaying ACD enqueued call status information on a regular, near real-time basis.

ACD Observe-Agent/Three Way Calling - Allows a supervisor to monitor (visually) or observe (audio-monitor) three-way calls in which an ACD agent is taking part.

ACD Overflow of Enqueued Calls - Enhances the existing DMS ACD call-overflow capability by adding new timing thresholds for calls that are already enqueued.

ACD Remote Load Management - Allows the ACD Load Management and ACDSHOW capabilities to be implemented from a supervisor terminal linked to the down-stream processor.

ACD Set Login/Logout - Allows an agent to login to an ACD group by dialing an activation code, identification code, and, if required, a password. The agent can also logout of an ACD group by dialing a deactivation code.

DEFINITION OF TERMS

ACD Walkaway/Closed Key Operation - Introduces the following two ACD-group options, ACD Walkaway and Non-Immediate Cutoff, which enhance the capability of the existing ACD Not-Ready (NR) Key feature for the Business Set user.

ACD on 2500 Sets - Allows many of the DMS ACD features available for Business Sets to be used. However, because it lacks the feature keys and display of a Business Set, a 2500 set cannot access key or display-dependent features.

ACD on 2500 Set Feature Assignment - 2500-type sets can be assigned and deleted from ACD groups and moved from one ACD group to another.

ACD 2500 Set Not-Ready - Allows an agent to perform post-call processing of a call before the next ACD call is presented.

ACD 2500 Set MIS/Load Management - Allows sets to be reassigned from one ACD group to another, and ACDSHOW commands display information about the group's agent positions.

Acoustic Connection - A connection made by sound.

Add-On - An arrangement by which a third telephone can be added to the conversation.

Agent Key - Permits the supervisor to call an agent by pressing the Call-Agent key and then pressing the key associated with a particular agent (ACD).

Agent Login Enhancement - Provides two new options to ensure that only assigned agents are able to log into an Automatic Call Distribution (ACD) group.

- a. Partitioning of agent login identification numbers between customer groups; and
- b. Agent login password option.

Agent Queue - Ensures an even distribution of the workload among the agents in the group. The agent waiting the longest in the answering position receives the first incoming call (ACD).

Agent Status Lamp - Provides the status of agent positions to the supervisor of the group (ACD).

Air Line Measurement - The shortest distance between two points.

Alternating Current Supply - Electrical energy which is used for the operation of bells and signal devices.

Alternative Regulation Plan - A plan authorized by the Public Utilities Commission of Ohio allowing the Company pricing flexibility on certain services depending on their Tier designations of Tier 1 Core, Tier 1 Non Core, or Tier 2.

Apartment Hotel - An establishment of a hotel type, offering residential apartments with facilities for preparing meals, for occupancy by tenants primarily on other than a day-by-day basis.

Apartment House - A residential building, offering residential apartments with facilities for preparing meals, for occupancy by tenants on other than day-by-day basis.

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DEFINITION OF TERMS

Appointment Call - An arrangement made in advance with a particular party for the establishment of a person-to-person long distance message telephone connection at a specified time.

Attendant's Cabinet - A cabinet used in connection with dial switching private branch exchange systems in which central office lines and tie lines terminate on jacks or keys for the purpose of answering incoming calls, and for the performance by the attendant of other service functions (in connection with which various features may be provided according to need).

Attendant Console to ACD - Increases the accessibility of DMS ACD groups, and can be used to originate or extend calls to ACD directory numbers.

Authorized Protective Connecting Module - A protective unit approved by the Company which is manufactured in accordance with the design set forth in Bell Specifications and is in compliance with the requirements set forth in the latest issue of AT&T specifications. This module is to be incorporated in a Conforming Answering Device.

Auto Answer Back (AAB) - Allows any incoming call to the Primary Directory Number (PDN) of the set to be automatically answered after 4 seconds. Conversation takes place through a handsfree unit. When the calling party hangs up, the call is automatically disconnected (ACD).

Automatic Dial (AUD) - Allows a station user to call a frequently dialed number by pressing the assigned feature key. The user is permitted to change to assigned number stored against the feature key (ACD).

Automatic Identification Outward Dial - Provides the capability of automatically identifying the number being called and the number from which the call originated.

Automatic Line (AUL) - A directory number (DN) feature that can be assigned to individual DN appearances on a business set including the primary DN. When an off-hook is reported from a DN appearance to which AUL has been assigned, a conversation is automatically established to a predetermined location (ACD).

Automatic Line and Multiple Appearance Directory Number - Allows a Multiple Appearance Directory Number (MADN) SCA/MCA member to be assigned as an AUL. In addition, it makes automatic lines compatible with main features and options that do not require initial dial tone (ACD).

Automatic "Not-Ready" Capability - This feature automatically applies Not-Ready against the Incalls Key when the agent presses the Secondary Directory Number key (ACD).

Automatic Overflow (30% standard queuing) - Permits a customer to specify both a maximum number of calls that can be queued and a maximum waiting time for incoming calls. A new incoming call will be rerouted according to the customer's instructions when one of the preceding conditions is exceeded (ACD).

Auxiliary Line - An individual circuit connecting an additional main station with a central office and used for the purpose of relieving the load on the main individual lines service of a customer.

Base Rate - A schedule rate for any class of exchange service available within the base rate area.

Base Rate Area - That portion of the exchange area in which exchange service is furnished at schedule rates for each class of service without mileage or construction charges.

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DEFINITION OF TERMS

Baud - A unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark or space) within a code signal. The speed in baud is the number of signal elements per seconds.

Bridging Connection - Amplifying equipment and services required to connect a station, or an interexchange channel serving a station, at an intermediate point on an additional station at a terminal point.

Building (Same) - A structure under one roof, or two or more structures under separate roofs, but connected by passageways, in which the wires or cables of the Company can be safely run - provided the plant facility requirements are 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.

Busy Lamp Field - Allows a Business Set User to monitor station status of a directory number (DN) through the use of Business Set Lamp state (ACD).

Busy Override - Allows a business set user to gain access to a busy station by pressing the Busy Override key. Busy Override is a set feature and applies to all DNS on the business set (ACD).

Call Agent Key - Permits a supervisor to directly call an agent (ACD).

Call Back Queuing - Allows the user encountering an all-trunks-busy condition to have the option of being notified when a trunk becomes idle. The user is then automatically connected to the called number (ACD).

Call Delay Announcement - Provides an announcement to callers such as status of call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. A call delay announcement is a prerecorded central office announcement produced by the Company (ACD).

Call Forcing - Provides that an agent can be presented with a call without activating a key. Rather than ringing, a short burst of tone alerts the agent that a new call is connected (ACD).

Call Forward - A subset feature that allows the user to specify at data fill time what DN Keys will be affected (ACD).

Call Forwarding - A service which permits a customer to transfer all incoming calls to another dialable telephone number.

Call Forwarding Busy Line - Causes all calls to be redirected to an alternate station when the called station is busy (ACD).

Call Forward Don't Answer - Allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings (ACD).

Call Hold - Allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call (ACD).



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DEFINITION OF TERMS

Call Monitoring - Allows a supervisor to monitor an agent's activity by viewing that individual's Agent-Status lamp. The lamp always automatically reflects the agent's current status (ACD).

Call Observing - Allows a supervisor to observe agent ACD calls and non-ACD calls on the data filled DSDN. The feature automatically switches between calls as the agent moves between conversation on the two directory numbers (ACD).

Call Park - Enables a user to park a call against his/her directory number. The parted call can be retrieved from any station by first requesting Call Park Retrieve and then dialing the directory number of the station against which the call was parked (ACD).

Call Park by ACD Agent - Allows ACD agents to park calls. The initial application for this feature is in the hospital environment (ACD).

Call Pick-Up - Permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code (ACD).

Call Source Identification - Provides for the display, at the agent's position, of either the calling party's extension number (for calls originating from within the same customer group) or the common language location identified (CLLI) code of the incoming trunk group (ACD).

Call-Supervisor and Answer-Agent Keys - Allows communication and quick access between the supervisor and agents. The lamp on the Answer-Agent key flashes and ringback is heard at the supervisor's set. A busy tone is heard by the agent if the supervisor is talking to another agent (ACD).

Call Transfer - Allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number (ACD).

Called Name/Number Display - Provides display of the directory number the caller dialed and the associated ACD group name. It also allows ACD agents to identify the called ACD group and to appropriately answer and process the call (ACD).

Call Waiting - A service which by means of a tone signal alerts a customer who is using his telephone that another caller is trying to reach that station. This permits putting the first call on hold by depressing the switch hook so that the second call can be answered.

Cancel Call Waiting - Allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code (ACD).

Cancellation Charge (See Termination Charge) - A charge applicable under certain conditions when an application for service and/or facilities is canceled in whole or part prior to the completion of the work involved.

Caption Listing - The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business, names of individuals, etc.

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DEFINITION OF TERMS

Central Office - A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

Central Office Line (See also "Access Line") - A circuit connecting an individual or party-line main station, key telephone system, PABX system or Data equipment with a central office.

Channel - A path or combination of paths, for electrical 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.

Channel Terminal - The facilities required for terminating and connecting a channel of the base capacity to a station and also the facilities required where, at the request of the customer, such an interexchange channel is terminated in Company office.

Circle Hunting - Allows calls directed to busy station in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

Circuit - The term applicable to a channel used for the transmission of electrical energy in the furnishing of telephone and other communication services. In the case of battery circuits and generator circuits, each pair of wires is considered as a separate channel

Class of Service - A subgrouping of telephone customers for the purpose of rate distinctions.

Code Restriction - Blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines (ACD).

Collect Call - The procedure by which toll messages, upon request, may be reversed (charged to the called station) upon acceptance of the call by the called station.

Common Battery Service - The type of telephone service for which electrical energy for talking and signaling is supplied from a central point.

Communications Systems - As used in connection with Telephone Exchange Service, WATS, Long Distance Telecommunications, DATAPHONE Digital Service, and Telecommunications Channel Service, denotes channel and other facilities which are capable, when not connected to such services, of two-way communications between customer-provided terminal equipment or between Company stations.

As used in connection with communications systems provided by an Other Common Carrier, denotes channels and other facilities furnished by The Other Common Carrier for private line services as such carrier is authorized by the Federal Communications Commission to provide.

Conduit or Duct - A tubular runway for underground cables.

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DEFINITION OF TERMS

Conformance Number - An identifying number assigned by AT&T to a particular model of "Conforming Answering Device" incorporating an "Authorized Protective Connecting Module", when the model complies with the latest issue of the AT&T specification PUB 46001 for Conforming Answering Devices. This number may be revoked if it is established that the associated Conforming Answering Device no longer complies with the latest issue of AT&T specification PUB 46001.

Conforming Arrangement - The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company, or of facilities of the Company with other facilities of the Company.

Conforming Device - A customer-provided terminal device, bearing a valid Identification Number, which has been approved by the Telephone Company for connection to Telephone Company equipment and facilities.

Connecting Company - A corporation, association, firm or individual owning or operating a toll line or one or more central offices and with whom communications traffic is interexchanged.

Connecting Stations - An exchange or toll station of a connecting company.

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 exchange tariffs.

Continuous Property - The continuous plot of ground, including any buildings thereon, owned or leased and occupied by a customer, which is not separated by public highways or by property occupied by others, except that where a customer owns or leases and occupies private properties on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., which properties otherwise would be continuous, such properties are considered continuous property, provided poles or conduit are not required for the placing of wire facilities between the properties, or, if required, are provided and maintained by or at the expense of the customer.

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 the authorized users specifically named, are furnished in accordance with the provisions of this tariff.

Controlled Interflow - Allows the supervisor to temporarily place an ACD group in a controlled-interflow mode, which directs new incoming calls to a customer-defined route in Table ACD RTE (ACD).

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.

Customer Premises Equipment - Customer premise equipment is defined for this tariff as all equipment provided by the Telephone Company and located on the customer's premises except over voltage protection equipment, inside wiring, coin-operated or pay telephones, and multiplexing equipment to deliver multiple channels to the customer.

Customer Provided Equipment - Devices or apparatus and their associated wiring provided by a customer which are connected either electrically, acoustically or inductively and which are capable of communications between customer provided equipment and other stations.

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DEFINITION OF TERMS

Data Access Arrangement - A protective connecting arrangement for use with the network control signaling unit; or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth by the Company.

Data Set - A device designed to accept from and/or impart to customer-provided data transmitting and/or receiving terminal equipment, material in the form produced and/or accepted by the customer-provided equipment into a form acceptable for transmission over Company facilities.

Delay Announcements - Can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available (ACD).

Dial Call Waiting for Business Sets - Allows the user to assign Call Waiting to a directory number of a business set.

Direct Burial - The installation of cables or conductors directly in the earth and not in conduit or duct.

Direct Current Supply - Electrical energy for talking and signaling purposes other than ringing except in the case of intercommunicating systems when direct current may be used for ringing the station bells.

Direct Electrical Connection - A physical connection of the electrical conductors in the communications path.

Direct Inward Dial - Provides the capability in a PBX or Centrex System for dialing to a station from the switching network, without attendant assistance.

Direct Outward Dial - Provides capability in a PBX or Centrex for outward dialing to an outside station without attendant assistance.

Directory - A book which alphabetically lists each telephone customer with his address and telephone number.

Display Agent Summary Key - Enables the ACD supervisor using a Business Set with display to quickly check the status of all ACD agent positions assigned to a particular agent group.

Display Queue-Status Key - Permits a key(s) to be reserved on the supervisor's position to monitor queues of different agent groups (ACD).

Distinctive Alerting/Call Waiting Indication - Allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones (ACD).

Do Not Disturb - Allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb (ACD).

Duplex Service - Service which provides for simultaneous transmission in both directions.

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DEFINITION OF TERMS

Emergency and Answer-Emergency Keys - Enables the agent to confer immediately with the supervisor or automatically connects a tape recorder in the event of a threatening or abusive call (ACD).

Emergency Key Backup - Allows the agent to obtain emergency help from a supervisor, and the abusive or difficult caller is unaware that a request for help has been initiated (ACD).

Emergency Key-Enhanced - Allows an ACD agent to add a supervisor and a recording device to a call simultaneously (ACD).

Entrance Facilities - Facilities extending from the point of entrance on private property to the premises in which service is furnished.

Equalization - The procedure applied to a program channel so that the component frequencies of the program material transmitted have about the same relationship at the two ends of the channel.

Exchange - A geographical area established for the administration of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may contain one or more central offices together with the associated plant, equipment and facilities used in furnishing communications service within that area.

Exchange Access Line - A central office line which provides access to the exchange telephone network for local and long distance telephone service.

Exchange Service - The service of furnishing facilities for telephone communication within a local service area, in accordance with the regulations and charges specified in the Exchange Rate and General Customer Services Tariff.

Flat-rate Service: Customer exchange service in connection with which a stipulated monthly charge is made covering all local-message use within a defined area.

Payphone Service: Exchange service in connection with which local message use is measured in terms of local messages for purposes of charging for the service, and in connection with which a coin-collecting device is included as a part of the station equipment.

Extended Agent Observe - Extends the supervisor's ability to observe calls presented on the Incalls Key of any agent or supervisor in any DMS ACD group within the same customer group.

Extended Area Service - A type of telephone service furnished under tariff provisions whereby customers of a given exchange may complete calls to and receive messages from one or more exchanges without the application, where provided by the tariff, of long distance message telecommunications charges.

Extension Line - A circuit connecting an extension telephone and signaling device with a telephone circuit to which the main telephone is connected, or for connecting a station to a PBX or Centrex switchboard or to another PBX or Centrex Station.

Extension Line Mileage - The measurement applying to that portion of an extension line in excess of the length provided by the Company without additional charge.

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DEFINITION OF TERMS

Extra Listing - Any listing of a name or information in connection with a customer's telephone number beyond that to which he is entitled in connection with his regular service.

Facilities - Equipment which is provided by the Company and utilized by it in the furnishing of telecommunications services, or which is provided by a customer for his telecommunications purposes.

Flat Rate Service - A classification of exchange service furnished a customer under tariff provisions for which a stipulated charge is made regardless of the amount of use.

Forced Agent Availability - Allows the ACD supervisor to require an agent to receive available incoming ACD calls, even though the agent has pressed the Not-Ready key.

Forced Announcement for New and Overflowed Calls - Enables a recorded message to be presented to every incoming and overflowed call, regardless of priority level (ACD).

Foreign Central Office Service - Exchange service furnished under tariff provisions by means of a circuit connecting a customer's main station, key or PBX system with a central office other than that regularly serving customers within the same central office service area.

Foreign Exchange Listing - The listing of a customer in an exchange other than the exchange from which the customer is served.

Foreign Exchange Mileage - The mileage applied in establishing the rate for a customer receiving "Foreign Exchange Service".

Foreign Exchange Service - Exchange service furnished under tariff provisions by means of a circuit connecting a customer's main station, key, or PBX system with a central office of an exchange other than that which regularly serves the exchange area in which the customer is located.

Frozen Service - Frozen Service is a discontinued service offering that is not made available to additional customers and is limited to existing customers. The existing customers may continue subscribing to such service so long as the service is continuous. In the event the frozen service offering is terminated by disconnection, by changing to a different class of service or by changing to another address, such service will not be reestablished.

Grade of Service - Description of exchange service with respect to the number of main telephones which may be connected to a central office line.

Group Intercom - Enables a customer to terminate on a member of a predesignated group by using abbreviated dialing. An intercom group can have a maximum size of 10, 100, 1,000 or 10,000 numbers.

Half Duplex - The capability of transmission alternately in either direction, or for transmission in one direction only.

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DEFINITION OF TERMS

Household - A household comprises all persons who occupy a dwelling unit, that 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) and also the lodgers and employees, if any, 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 assigned by AT&T to a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the latest edition of AT&T specifications. This number may be revoked if it is established that the associated "Conforming Device" no longer complies with the latest issue of AT&T specifications.

Incalls Key - Allows a DMS ACD agent with an Electronic Business Set to answer calls to any of the ACD group's 17 directory numbers by pressing the first key on the set.

Incoming-Call Queue - Places incoming calls in queue when all agents are busy (ACD).

Indented Listing - A directory listing indented under a captioned or subcaptioned listing.

Individual Line Service (or Single Line Service) - A classification of exchange service furnished under tariff provisions which provides that only one main station shall be served by the circuit connecting such station with the central office or other switching unit.

Inductive Connection - A connection made by using the electro-magnetic field generated by telephone equipment.

Initial Nonrecurring Charge (INC) - A nonrecurring charge made for the placing or furnishing of telephone equipment, which may apply in addition to service connection and other applicable charges for service or equipment.

Initial Rate - A schedule rate for any class of exchange service available within the initial rate area.

Initial Service Period - The minimum period of time for which service, facilities or equipment are provided.

Installation Charge - A nonrecurring charge made for the placing, connecting, or furnishing of telephone equipment, or for the establishment of service.

Intercom Dialing - Allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.

Intercommunicating Line - An arrangement involving two or more stations which permits intercommunication between two or more stations associated with any such system.

Interexchange Channel - That portion of through channel which interconnects exchanges, or locations outside of exchanges, in which stations or channel termination in Company offices are located.

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DEFINITION OF TERMS

Interexchange Facilities - Refers to circuits designed and suitable for use, and ordinarily used, for handling interexchange calls. Such circuits have both terminals in central offices. (Term is used in distinction from "local channels.")

Interexchange Local Channel - That portion of a through channel between "Primary Terminations" in different exchanges which is provided to connect a "Primary Termination" with an interexchange channel.

Interface - Denotes that point on the premises of the customer, authorized user or joint user, at which provision is made for connection of other than Company provided facilities to facilities provided by the Company.

Interface Equipment - Equipment provided by the Company at the interface location to accomplish the direct electrical connection of facilities provided by the Company with facilities provided by other than the Company.

Intermediate Central Office - A central office from which a service point on a private line is served and through which the private line is routed.

Intraexchange Channel Service - Channel connecting two or more "Primary Terminations" in the same exchange.

Joint User Service - An arrangement whereby an additional person or firm (whose telephone needs, in the judgement of the Company, are not such as to require the provision of separate customer service) is permitted to use the service of an existing customer. A person who is designated by the customer as a user of the service will be billed under a "Joint User" arrangement in accordance with Company provisions.

Loading Coil - A device added to a circuit to improve transmission by reducing attenuation.

Local Channel - Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more stations within an exchange area.

Local Message - A communication between a calling telephone and any other telephone within the local service area of the calling telephone.

Local Service - The intercommunication (by means of facilities connected with a Company central office or offices and under the provisions of the Company) between telephone stations located in the same exchange or in different exchanges between which no toll rates apply.

Local Service Area - That area in which a customer obtains local telephone service without the payment of a toll charge. A local service area may be made up of one or more central office areas.

Long Distance Message Telecommunications Service - Facilities furnished by means of wire, radio or a combination thereof for telecommunications between stations in different local service areas in accordance with the regulations and system of charges specified by the Company. The toll service charges specified are in payment for all service furnished between the calling and called telephone.

Long Distance Trunk - A line used exclusively for toll services and directly connected with a toll center.

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DEFINITION OF TERMS

Main Station - A communication between two telephone stations. Messages may be classified as local or toll.

Make Busy - Can be used to temporarily to make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station (ACD).

Make Set Busy - Is used by agents to log out of service, and allows them to continue to originate calls on secondary numbers (ACD).

Malicious-Call Hold - Allows a business set user to hold a connection at the DMS-100 enabling the call to be traced back to the originating party. Where both the calling and called parties are terminated in the DMS-100, the entire connection is held until the called party releases the call (ACD).

Meet-Me Conference - Allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time, and can be accessed by 500/2500 type sets, Business Sets, Attendant Consoles, and incoming trunks (ACD).

Message - A communication between two telephone stations. Messages may be classified as local or toll.

Message Rate Service - A class of exchange service furnished to a customer at a rate which includes the privilege of sending a specified number of local messages, termed a message allowance, to other stations within the local service area in which the customer is located, and of sending additional local messages at a stipulated rate per message.

Message Unit - The measurement upon which the charges for telephone connections are based when the calling station and the station with which connection is established are both within a specific area in which the unit plan of charging is operative.

Message Waiting - The capability of a visual message waiting indication key, that indicates a message is waiting at the message center.

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.

Mileage Service Area - A geographical area defined by the Company for the purpose of administering its mileage service rate.

Mileage Service Area Center - A specified geographical location with a mileage service area from which mileage measurements are determined for the application of mileage rates between the mileage service areas.

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.

Miscellaneous Common Carriers - Communications common carriers which are not engaged in the business of providing either a public landline message telephone service or a public message telegraph service.

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DEFINITION OF TERMS

Miscellaneous Equipment - Equipment associated with the various classes of customer service and furnished at additional charges.

Multifunction System - The multifunction system generally located on the customer premises has the ability through programming to become a true PABX with dial access trunks of a Key Telephone system with direct button access of each trunk or a combination of both systems. A multifunction system will be considered a PABX for the purposes of applying rates for service.

Multiple Appearance Directory Number (MADN) - Allows a directory number that is assigned to more than one business set. MADN groups can be comprised of up to 32 stations, and can be configured in either a Single-Call Arrangement (SCA) or a Multiple-Call Arrangement (MCA) (ACD).

Multistage Queue Status Display - Increases the efficiency of handling incoming calls by allowing ACD supervisors with display sets to quickly and easily determine the length of time calls are held in the incoming call queue before being answered. This information then enables supervisors to add or redistribute agents as required (ACD).

Music on Delay - The ability to connect incoming callers in a queue to a customer provided music source while waiting for an available agent or when calls are placed on hold at an agent position (ACD). Does not include the music source or the connection.

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.

Night Service - Allows calls directed to the attendant to be rerouted to predesignated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends) (ACD).

Night-Service Recorded Announcement and Forward - Allows a recorded message to be given to out-of-hours callers before their calls are forwarded to a night-service number (or to an ACD group at another location) (ACD).

Night Treatment - Provides for a night announcement advising callers that the ACD location is closed, or automatically forwards calls to an ACD group at another location or to a night-service number.

Nonmultiple Cord Switchboard - A cord switchboard arranged so that each line has only one appearance or jack termination.

Nonpublished Telephone Number - A telephone number associated with an exchange station 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.

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DEFINITION OF TERMS

Normal Exchange - The exchange which normally serves the exchange area in which the customer is located.

Not-Ready Key - Used when an agent requires post-call work time to complete a transaction (ACD).

Observe Agent from 2500 Set - Enables supervisors to observe agents who are active on either ACD or non-ACD calls, and if desired, to conference in on those calls. It allows monitoring quality of service received by callers, as well as be used in agent training.

Observe-Agent Key - Permits the supervisor to establish a listening path into a conversation between an agent in that supervisor's group and a caller (ACD).

One Party Service - Any access line designated for the provision of exchange to one customer.

On-Hook Dialing - Allows the user to originate calls within lifting the handset. On-Hook Dialing can be used with Feature Keys such as Speed Calling, Ring Again, and Automatic Dialing, and can be terminated by pressing the release key (ACD).

Optional "Not-Ready" Capability - This feature enhances the existing Not-Ready Key feature by enabling it to be selectively assigned on a per-ACD set basis. Also, it allows an agent to follow up on a transaction without being interrupted by the next ACD call, which is not desirable in certain high-volume applications characterized by short transaction times.

Other Common Carrier (OCC) - This term denotes Specialized Common Carriers, Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing private line services as such carriers may be authorized by the Federal Communications Commission to provide.

Overflow Enhancement - Allows the capability to program up to four ACD groups within the DMS ACD node as potential overflow routes before a call is rerouted to the customer-specified overflow destination.

Overflow of Enqueued Call to Directory Number - Enhances the existing ACD Overflow of Enqueued Calls feature to give the ACD customer greater flexibility in handling enqueued incoming calls.

Pay Station - A coin telephone.

Payphone Service - Includes lines to which coin, coinless, card reader, or a combination of coin/card reader telephones may be attached.

Person-to-Person Call - A service whereby the person originating the call specifies to the Company operator a particular person to be reached, particular mobile station to be reached through a "Miscellaneous Common Carrier" attendant, or a particular station, department or office to be reached through a PBX or Centrex attendant.

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DEFINITION OF TERMS

Premises (Same) - Except in connection with inside moves, the same premises consist of:

- a. The building or buildings, together with the surrounding 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 corridor or by space occupied by others.
- c. The continuous property operated as a single farm whether or not intersected by a public road. In connection with inside moves, the premises consists of the building or portion of a building occupied as a unit by the customer in the conduct of his business or as a residence or a combination thereof, and not intersected by a combination thereof, and not intersected by a public thoroughfare, a corridor, or a space occupied by others.

Primary Termination - Applies to channels which extend beyond the continuous property of a customer to the confines of a single building housing the premises of more than one customer. Also, denotes the first termination of such a channel at a station or PBX on the continuous property of a customer. When more than one customer's premises is located within the same building, the first termination of such a channel at that building constitutes 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.

Primary Trunk - A unit or assembly of automatic switching equipment which provides the path from the calling station line to and inclusive of the first selector or selector-connector, and in the case of one type of automatic switching equipment, to and inclusive of the station line. (Is not a trunk line.)

Principal Central Office - Refers to the central office in a single office exchange or to that office (usually the toll office) or a multi-office exchange which is designated as such for the purposes of measuring local and interexchange channel mileages.

Private Branch Exchange (PBX) - A PBX system is a versatile common control switching system generally located on customer premises. The system consists of single line or Key Telephones, attendant answering set and associated switching equipment. Permits telephone access to and control of a number of outgoing central office lines and features through dial access and/or switch hook control. Incoming central office lines are generally answered by the attendant at the attendant's set and extended inward to any one of the assigned stations. Incoming calls can also be answered with dial access providing the system has night access arrangements.

Private Line - A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office apparatus.

Public Right-Of-Way - A road, highway, way, lane, or alley under the control of and kept by the public.

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DEFINITION OF TERMS

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.

Queuing - May optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed onto a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt groups or Series Completion groups (ACD).

Queue-Status Lamps - Enable supervisors to determine which ACD groups need help and whether additional agents or a redistribution of agent positions is required to handle incoming calls more efficiently.

Rate Area - A specific section of an exchange area within which schedule rates for local service apply without exchange line mileage charges.

Rate Center - A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

Rates or Charges Based Upon Costs Incurred - Whenever rates or charges "based upon costs incurred" are applied in this tariff, such costs consist of an estimate of the following items, to the extent that they are applicable:

- a. Cost of maintenance
- b. Cost of operation.
- c. Depreciation of the estimated cost, installed, of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- d. Administration costs, taxes, and uncollectible revenue, on the basis of reasonable average charges for these items.
- e. Any other specific item of expense associated with the particular situation.
- f. A reasonable amount, computed on the estimated cost, installed, of any facilities provided, for return and contingencies.

Estimated cost, installed, as mentioned in (c) and (f), above, includes cost of equipment and material specifically provided or used, plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way, and any other items which are chargeable to the capital accounts.

Reference Listing - The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

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DEFINITION OF TERMS

Regular Hunting or Linear Hunting - Is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal (ACD).

Registered Equipment - The term "Registered Equipment" as used in this tariff denotes equipment which complies with and has been approved within the Registration provision of Part 68 of the Federal Communications' Rules and Regulations.

Remote Console - A regular Centrex attendant's or supervisor's console connected to the Centrex common equipment, but located at a location other than the principal location. Remote consoles are not connected to switching equipment at secondary locations.

Repeater - A combination of one or more amplifiers, together with their associated equipment, so arranged as to provide for two-way transmission in a telephone circuit.

Right-of-Way - The right which the Company obtains to use the land of another for the purpose of installing, constructing, operating, and maintaining its facilities. The phrase "right-of-way" also means a strip of land which the Company has acquired to use for its facilities.

Private Right-of-Way: A right-of-way on private property which is not a part of a public highway.

Ring Again - Allows the business set user to monitor a busy DN and notify the user when the called station becomes free (ACD).

Ring-Down Operation - A type of signaling in connection with which ringing current is applied to the line by the operation of a key or other device.

Ring Threshold - Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue if there is no agent available (ACD).

Rotary Service - An arrangement whereby two or more lines or private-branch-exchange trunk lines furnished to a customer at any given location are grouped so the calls to the first number of the grouped lines are automatically routed to the first nonbusy line of the lines so grouped, and a busy signal or busy report is not given unless all the grouped lines are busy.

Satellite Location - Secondary location service provided to the same customer at a different premise through the use of auxiliary dial switching equipment connected by tie lines to the dial switching equipment at the primary location on the customer's premises.

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DEFINITION OF TERMS

Secondary Directory-Number Key - Allows agents to place or receive non-ACD calls or to receive transferred calls directed specifically to them (ACD).

Secretarial Lines - Extension or main station lines of the patrons of a telephone answering bureau which terminate in telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls of such lines.

Selective Ringing - The method of signaling stations on a party line circuit which permits a particular station to be signaled without ringing the bells of the other stations on the circuit.

Service Charge - The nonrecurring charge a customer is required to pay at the time of establishment of telephone service or subsequent addition to that service.

Service Point - A rate center (usually an exchange) in which a customer's station is located, or an interexchange channel terminated in a Company office at the request of the customer. Where a station is not located in an exchange, the location of the station is considered to be an exchange for the purpose of this definition.

The point on the customer's premises where channels provided by or furnished to the customer terminate in transmitting and receiving terminal equipment or in switching equipment used, at least in part, for communications with stations or customer provided terminal equipment located on the premises.

Short Term Rate - A rate quoted for service for a period less than the regular service term and quoted specifically for such period of service.

Signal Conditions Equipment - That equipment connected to a channel to condition signals generated by date terminal equipment.

Signal Source - A location at which video and audio baseband signals are supplied to a local distribution system or an interexchange system.

Signal Channel (Half Duplex) - A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

Speed Calling - A feature which permits the station dialer to reach other stations by abbreviated dialing.

Station - A telephone instrument, consisting of a transmitter, receiver, and associated apparatus, so connected as to permit the transmitting and receiving of telephone messages. ("Station" is synonymous with "telephone station".)

- a. Main Station: A station directly connected by means of an individual line or by a toll circuit (foreign-exchange), with a central office or toll office.
- b. Extension Station: An additional station connected on the same central office line as a main station and having the same telephone number as the main station. (The term "extension station" is not applied to any station which is part of a PBX system.)

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DEFINITION OF TERMS

Station (Continued)

- c. Private Branch Exchange Station: Any station (including the attendant's set or sets) connected directly or indirectly with a PBX system. May be of the following categories (among others).
- (1) Manual Station - A station, with or without a station dial, which requires the assistance of the private branch exchange attendant for originating or completing all calls.
  - (2) Restricted Station - A dial station furnished for intercommunication service only. Connections cannot be established between such stations and central office lines.
  - (3) Semi-restricted Station - A dial station which has direct access to other dial stations for intercommunication, but requires the assistance of the private branch exchange attendant to establish connection to a central office line.
  - (4) Non-restricted Station - A dial station which has direct access to other dial stations for intercommunication, and direct access to central office lines for originating calls.
- d. Intercommunicating Line Station: A station connected directly to an intercommunicating line.

Station Controlled Conference - Allows a Digital Centrex user with a 500/2500 type set to establish a conference call consisting of more than three conferees (maximum six) without the assistance of the attendant (ACD).

Supervisor Control of Night Service - Can eliminate or minimize unanswered calls left in the incoming-call queue at the onset of Night Service, and allows newly arriving calls to be given night-service treatments (ACD).

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 premises where that is being rendered 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.

Suspension of Service - An arrangement made at the request of the customer or initiated by the Company, for temporarily interrupting service, without termination of contract. During the period of suspension, the Company's equipment remains at the customer's premises in anticipation that normal service will be resumed at some future date.

Telephone Network (or System) - The circuits and central office switching equipment, accessories, controlling, signaling, and other supporting facilities, of the Company and all other telephone companies, with whose customer serving circuits are directly or indirectly connected for the rendition of switched telecommunications service to the Company's customers.

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DEFINITION OF TERMS

Terminal Equipment - Equipment on a customer's premises or at which a central office line terminate, or with which the central office line is connected. When the central office line is an access line terminating in a network protective device, the term "terminal equipment" does not include such device. It includes all other interconnected and associated equipment, devices, accessories, and facilities, wherever located, beyond the point of termination of connection of the central office line. (Examples of terminal equipment are telephone, private branch exchange system, data sets, key telephone systems and equipment, etc.)

Termination of Service - The discontinuance of service or facilities (including channels and station equipment) provided by the Company, either at the request of the customer or by the Company under its regulations concerning cancellation for cause.

Termination Charge - A charge applied when a customer discontinues an item of service or equipment prior to the expiration of the minimum contract period designated for such item.

Three-Way Calling - Permits adding a third party to an established connection without operator or attendant assistance.

Tie Line - A circuit connecting two switching systems (PBX and/or Automatic Call Distribution Systems) for the purpose of intercommunicating between the station connected. The circuit is not intended to provide for general exchange service through either of the systems with which it connects.

Tie Line Mileage - The measurement upon which the rate for tie lines is based in accordance with tariff provisions.

Tie Trunk - A tie trunk is a voice grade communication channel between PBX systems. The circuit is not intended to provide for general exchange service through either of the systems with which it connects.

Toll Message - A communication between two telephone stations, the called station being outside of the local or metropolitan service area of the station from which the message originates.

- a. Person-to-Person Toll Message - A toll message in which the user stipulates a desire for communication with a specified person or extension station at a specified location.
- b. Station-to-Station Toll Message - A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.
- c. Collect Message - A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.
- d. Third Number Message - A toll message in which associated charges are not billed to the calling station, but rather to a station not involved in the message.
- e. Credit Card Message - A toll message in which associated charges are billed to a credit card number assigned by a telephone company and issued to either the called or calling party.

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DEFINITION OF TERMS

Toll Service - That part of the total telephone service rendered by the Company which is furnished between local service areas in accordance with the rates and regulations specified in the Company's Exchange Rate Tariff.

Toll Terminal - A line to which only toll service is furnished.

Touch Calling Service - A classification of exchange service furnished from certain central offices, whereby calls are originated through the use of pushbuttons in lieu of a rotary call.

Transfer to Incalls Key - Enables the ACD agent to transfer an incoming ACD call directly to another agent's Incalls key in the same customer group.

Trunk Line - A circuit between central office switching equipment and the switching equipment of a private branch exchange.

Two-Point Intraexchange Channel Service - A channel connecting two "Primary Terminations" in the same exchange.

Type of Service - The term used in describing exchange service with respect to each of the following:

- a. The use to be made of such service; i.e., by the customer, his family, employees, etc., or by the general public, or by both. With respect to this use of the term, the Company furnishes two types of service: Customer Service and Payphone Service.
- b. The comparative limitations on the number of times customer service may be used for the stipulated monthly charge. With respect to this use of the term, the Company furnishes only one type of service: Flat rate (or unlimited) service.
- c. The scope of the service; i.e., the area throughout which service is rendered without the application of toll charges. With respect to this use of the term, the Company furnishes two types of service: Metropolitan Local Area Service and Community Calling Service.
- d. The physical characteristics of the service. With respect to this use of the term, the Company furnishes only one type of service: Common Battery Dial Service.

Uniform Call Distribution - Is intended to distribute calls evenly among the stations in a Multiline Hunt Group (ACD).

Uniform Service Order Code (USOC) - A Company assigned code used on internal records for service identification purposes.

Variable Wrap-Up Time - Enables the ACD customer to establish a predetermined interval between an agent completing one call and receiving the next one.

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DEFINITION OF TERMS

Voice Grade Facility - A communications path between two points comprised of any form of configuration of physical plant capable of and typically used in the telecommunications industry for the transmission of the human voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz.

Weather Announcement Service - An announcement service providing the means for telephone access by the general public to a brief announcement of current and forecasted weather conditions. The service is furnished by an electronic or electromechanical device and may be publicly advertised. The announcements may contain advertising messages.

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.

Wide Area Telecommunications Service Access Line - A central office facility provided for the purpose of completing WATS calls. Each such line will be arranged at the customer's option for either outward or inward service, but not both, subject to the provisions of this tariff.

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GENERAL REGULATIONS

2.1 General

The regulations contained in this Section are applicable, unless otherwise stated or unless modified by specific regulations contained elsewhere in this tariff, the Exchange Rate Tariff, or the Long Distance Tariff, to all telecommunications services offered by CenturyTel of Ohio, Inc. referred to as the Company.

2.1.1 Customer Rights and Responsibilities

Customers have certain rights and responsibilities under the Minimum Telephone Service Standards (Ohio Adm.Code 4901:1-5)(MTSS). These safeguards can be found in the Appendix to Ohio Adm. Code 4901:1-1-5-03, which is entitled "Telephone Customer Rights and Responsibilities". These rights and responsibilities include complaint handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of service.

2.2 Explanation of Symbols

- (C) - Change in regulations
- (D) - Discontinued rate or regulation
- (E) - Correction of an error
- (I) - Increase in rate
- (N) - New rate or regulations
- (O) - Obsolete
- (R) - Reduction in rate
- (T) - Text change only

2.3 Limitations and Use of Service

2.3.1 Use of Customer's Service

- a. Customer service is furnished only for use by the persons residing in the customer's household or guests of the customer, except, as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises. The Company will refuse to install customer service, or to permit such service to remain, on premises of public or semipublic character where the instrument is so located that the public in general or the patrons of the customer may make use of the service.

If it is found that the customer is sharing the service with an individual other than a person residing in the customer's household, or a guest of the customer, the Company will thereafter require the customer to take Joint User Service unless he terminates the joint use of the service. The Company will require a customer permitting public use of service to take public or semipublic service unless such use is terminated.

- b. Except as otherwise provided in this tariff, service furnished by the Company is intended only for communications in which the customer has a direct interest. It shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any person, firm or corporation for the use of the service or for the collection, transmission or delivery of communication. This prohibition shall not apply to a customer who is engaged as a communications common carrier in a public telegram message business, nor does it restrict resale to carriers certified by the Public Utilities Commission of Ohio.

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GENERAL REGULATIONS

2.3 Limitation and Use of Service (Continued)

2.3.1 Use of Customer's Service (Continued)

- c. In view of the fact that the customer has exclusive control of communication over the facilities furnished by the Company and of the uses for which such facilities may be furnished, and because of unavailability of errors incident to the services and to the use of such facilities, the service and facilities by the Company are subject to the terms, conditions and limitations herein specified.

2.3.2 Establishment of Identity

- a. The calling party shall establish his identity in the course of any communication as often as may be necessary, and shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called locations.

2.3.3 Customer Provided Equipment and Facilities

Customer provided equipment and facilities may be connected with the facilities by the Company for telecommunications services provided in Section 11 of this tariff.

2.3.4 Accessories Provided by the Customer

Accessories which aid a customer's convenience in the use of Company facilities in the service for which they are furnished under this tariff are permissible provided any such accessory meets the following conditions:

- a. The safety of Company employees or the public cannot be endangered.
- b. It must not damage or require alteration of Company equipment or facilities.
- c. Direct electrical connection to Company equipment or facilities cannot be made.
- d. The accessory must not impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services.

2.3.5 Broadcast of Recordings of Telephone Conversations

The broadcast of a recording of a telephone conversation or an incoming message during the period of recording is permissible provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with customer-provided voice recording, reproducing and automatic answering and recording equipment as specified in Section 11 of this tariff.

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GENERAL REGULATIONS

2.3 Limitation and Use of Service (Continued)

2.3.6 Recorded Public Announcements

Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:

- a. For purposes of identification, telephone service customers who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided. Customers transmitting factual public announcements such as time, stock market quotations, airline schedules, and similar information are excluded from this condition.
- b. Nonpublished telephone numbers will not be furnished for use with recorded public announcements.
- c. Failure to comply with these provisions shall be cause for termination of the service.

2.3.7 Limited Communication

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

2.3.8 Transmitting Messages

The Company offers the use of its facilities when available for transmission of messages, but the Company will not transmit messages and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company.

2.3.9 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for any unlawful purpose. However, the Company cannot incur the potential liability associated with making judgments about the validity of allegations of unlawful use. Accordingly, the Company will refuse to furnish, or discontinue furnishing, service on the ground of unlawful use of the service only when ordered to do so by a court of competent jurisdiction.



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GENERAL REGULATIONS

2.3 Limitation and Use of Service (Continued)

2.3.10 Cancellation of Service for Cause

- a. The Company, may, without incurring any liability, either suspend service or terminate the customer's service without suspension for any of the following reasons:
- (1) Abandonment of service. A customer will be held responsible for all service rendered until service is discontinued upon the request of the customer or until abandoned service is discontinued as a result of the customer vacating the premises without advising the Company.
  - (2) Failure of a customer to make the suitable deposit as required by this tariff.
  - (3) Impersonation of another with fraudulent intent.
  - (4) Nonpayment of any sum due for regulated local exchange Services The disconnect notice and procedures will comply with all applicable Commission rules and orders.
  - (5) Unlawful use of the service.
  - (6) Permitting public use of the service
  - (7) Failure to comply with the "Recorded Public Announcements" provisions of this tariff.
  - (8) Use of service in such a way as to impair or interfere with the service of other customers including, but not limited to, the use of telephone service by a customer or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls to such customer at or about the same time, which may result in preventing, obstructing or delaying the telephone service of others.
  - (9) Provision of false or misleading information in obtaining telephone service or credit from the Company.
  - (10) Violation on the part of the customer of any of the regulations contained in this tariff.
  - (11) Attachment or connection of equipment, apparatus, circuits or devices not furnished by the Company, except as provided in this tariff.

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GENERAL REGULATIONS

2.3 Limitation and Use of Service\_(Continued)

2.3.10 Cancellation of Service for Cause (Continued)

a. (Continued)

(12) Abusive or fraudulent use of service as follows:

- (a) The use of service or facilities of the Company to transmit a message, to locate a person, or to give or obtain information, without payment of the charge applicable for the service.
- (b) The obtaining or, the attempting to obtain, or the assisting of another to obtain or to attempt to obtain local or distance message telecommunications service; by rearranging, tampering with, or making connection with any facilities of the Company; by any trick, scheme, false representation, or false credit device; or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment in whole or in part, of the regular charge for such service.
- (c) The use of service or facilities of the Company for a call or calls anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
- (d) The use of profane, obscene, or abusive language over or by means of the Company's facilities.
- (e) The use of service in such a manner as to interfere unreasonably with the use of the service by one or more customers.
- (f) The use of the service for any purpose other than as a means of communications.

- b. Following a suspension of service for any of the above reasons, the Company may disconnect the service and remove any of its equipment from the customer's premises.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service

2.4.1 Availability of Facilities

- a. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.
- b. The rates and charges quoted in this tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- c. When excessive costs are involved for the construction of accordance with the regulations set forth in Section 5, except as otherwise specified.

2.4.2 Application for Service

- a. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect. If the applicant refuses to comply with the requirements set forth in the Company's tariffs prior to the establishment of service, the Company may cancel the application and any amounts collected from the applicant will be refunded. The application is merely a request for service and does not in itself bind the Company to furnish the service, (except under reasonable conditions as set forth in the tariffs), nor does it bind the applicant to take service.
- b. Pursuant to the rules and regulations of the Commission, the Company reserves the right to refuse service, or subsequently can suspend or disconnect service of any applicant who is found to be indebted to the Company for service during the previous twelve months. The disconnect notice will comply with all applicable Commission rules and orders.
- c. Reserved for Future Use
- d. When an application for service and facilities or a request for additions, rearrangements, relocation or modifications of service and equipment are canceled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge is not to exceed all charges which would apply if the work involved in complying with the request had been completed.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.2 Application for Service (Continued)

- e. If equipment has been ordered for the specific needs of a customer and the installation thereof is unduly delayed by or at the request of the customer, appropriate charges apply for such equipment for the period of the delay.
- f. When a customer requests a change in locations of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service and equipment prior to completion of the work involved, the customer is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.
- g. Any change in rates or regulations prescribed by public authority having jurisdiction modifies all terms and regulations of applications or contracts to the extent of such changes, without further notice.

2.4.3 Application of Rates For Business and Residence Service

- a. Although, in general, business rates apply at business locations and residence rates apply at residence locations, the determination as to whether customer service should be classified as business or residence is based on the character of use to be made of the service.

- b. Business Service Rate

The service is classified and charged for as Business Service where the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or where a business listing is furnished.

- c. Residence Service Rate

The service is classified and charged for as Residence Service where the use of the service is of a social or domestic nature and the business use, if any, is merely incidental and the service is located in a residence. In the case of a combined business and residence premises, the service is classified and charged for as Residence Service where it is located in a bona fide residential quarters of such premises. Residence Service may not be extended into the business quarters, but Business Service may be extended into residence quarters. A main station or an extension station located in a rectory, parsonage or pastor's residence will be classified and charged for as Residence Service.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.3 Application of Rates for Business and Residence Service (Continued)

c. Residence Service Rate (Continued)

The service is classified and charged for as Residence Service when furnished at any location as an access to a repeater control and/or autopatch facility of a bona fide amateur radio operator, organization or society duly licensed as a primary station by the Federal Communications Commission as an amateur radio station pursuant to FCC Part 97, Section 5 [47 CFR Section 97.5] or any successor regulation. The Telephone Company may request a copy of the amateur radio station license prior to the installation of service.

- d. Changes from business service to residence service are made only in the event of a change in the customer's arrangements which would entitle him to a residence classification of his service, as specified in Paragraph c. The customer can be required to retain business service for the remaining directory period, unless the facts indicate that the service is no longer to be used substantially for business purposes.

- e. Changes from residence to business service may be made without change in telephone number if the customer so desires. Service connection charges applicable for such changes are quoted in Section 4 of this tariff.

When it is determined that the service of a customer to Residence Service should be classified and charged for as Business Service, the Company will discontinue the service of such a customer in the event he refuses to permit the service to be classified and charged for as Business Service.

2.4.4 Supersedure of Service (Transfer of Service)

- a. Service previously furnished to one customer may be assumed by a new customer upon due notice of cancellation or in the case of abandonment, provided there is no lapse in the rendition of service. Such supersedures are subject to service connection charge regulations and may be arranged for in either of two ways:

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.4 Supersedure of Service (Transfer of Services) (Continued)

a. (Continued)

(1) If the new customer fully understanding the regulations governing the service and the status of the account, willingly assumes all obligations thereunder, then future bills are rendered without an adjustment to or from any particular date, with the company arranging for the requested change in billing and directory listing.

(2) If the new customer does not wish to assume payment of the old account, a new service application is taken and an adjustment in billing is made to and from the date the supersedure is effective.

b. Under either method of supersedure, the reassignment of the old telephone number to the service of the new party is arranged for only after the former customer has given consent to its use, and then only when there exists no relationship, business or otherwise, between the old and new customers, and a change in the telephone number is not required.

c. When a relationship does not exist, business or otherwise, between the old and new customers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid and then only if a change in the telephone number is not required.

2.4.5 Minimum Service Periods

a. Termination liability contracts will apply to all equipment provided under lease. This will include miscellaneous, individual Residence and Business stations.

b. Unless otherwise specified, the minimum service period for all services offered in this tariff is one month commencing with the installation date of the service except as follows:

(1) The minimum service period for directory listings is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day succeeding directory is first distributed to customers.

(2) For all other services furnished with minimum service periods exceeding one month, the applicable minimum service period is the number of months indicated in that section of this tariff containing the service offered.

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GENERAL REGULATIONS

2.4 Established and Furnishing of Service (Continued)

2.4.5 Minimum Service Periods (Continued)

- c. The minimum service period relates to each applicable unit of service, either on the initial or subsequent installations.
- d. For the purpose of administering this regulation and all other applicable regulations and rates of the Company's tariffs, every month is considered to have thirty days.
- e. Minimum service periods begin on and include the day following the establishment of service.

2.4.6 Floor Space, Electric Power and Operation of Company Facilities at the Customer's Premises

- a. All suitable space and floor arrangements including adequate lighting, temperature control, power outlets, commercial power and any other arrangements which may be required on the premises for communication facilities provided by the Company will be provided by and at the expense of the customer. All responsibility for the safe condition or wiring, outlets and power remains with the customer.
- b. The operation of communication facilities provided by the Company at the customer's premises will be performed at the expense of the customer and must conform with the operating practices and procedures of the Company.

2.4.7 Provision and Ownership of Equipment and Facilities

- a. Equipment and facilities furnished by the Company on the premises of a customer or authorized user are the property of the Company and are provided upon the condition that such equipment 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 premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the customer's premises, or to remove such equipment and facilities which are no longer necessary for the provision of service.
- b. Customers may not disconnect, remove or permit others to disconnect or remove any apparatus installed by the Company, except in the case of service furnished at hazardous locations and then only upon the written consent of the Company or as otherwise specified in the Company's applicable tariffs.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.7 Provision and Ownership of Equipment and Facilities (Continued)

- c. Upon termination of service from any cause whatsoever, equipment and facilities furnished by the Company shall be returned in good condition, reasonable wear and tear thereof expected. The customer will be held responsible for loss of or damage to any equipment or apparatus furnished by the Company, unless such loss or damage is due to causes beyond his control.

2.4.8 Provision and Ownership of Directories

- a. Telephone directories shall be issued annually. The classification for the initial directory is Tier 1 Core. The Company reserves the right to make a charge for directories issued in replacement of directories defaced or mutilated while in possession of customers.
- b. Directories are furnished to customers as part of the telephone service. No binder, holder, insert, or auxiliary cover or attachment of any kind not furnished by the Company shall be attached to the telephone directory, except that this prohibition shall not apply to a customer-provided binder, holder, insert, or auxiliary cover which is attached so that it does not obstruct vital and essential information such as the identity of the exchanges covered by the directory, the effective date of the directory, emergency numbers, federal and state laws, and Rules and Regulations of the Commission pertaining to telecommunication services. Any person, firm or corporation violating this rule, or permitting it to be violated is made subject to having service suspended.
- c. Telephone directories are copyrighted by the Company and the Company is the sole owner of their content.
- d. One copy of the local directory shall be distributed per access line, with additional copies up to one per station available at no charge when the customer picks up the book at the Telephone Company. Additional directories may be mailed for a charge of \$1.00 plus postage per book. Upon a subscriber's request, free of charge, directories for Extended Area Service (EAS) exchanges will be provided.
- e. Foreign Directories may be provided as follows:

Customer Pick-up	\$3.00 first Book - Plus cost of Book .75 each add'l Book Same order - Plus Cost of Book
Mailed (U.S. Postal Service) Cost of Book	.75 per book plus postage - Plus

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.9 Provision and Ownership of Telephone Numbers

Telephone numbers are the property of the Company and are assigned to the service furnished the customer. The customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company, nor to the continuance of service through any particular central office.

The Company reserves the right to change such numbers and/or the central office designation associated with such numbers assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

2.4.10 Installation, Maintenance and Repairs

- a. All ordinary expense of installation, maintenance and repairs, unless otherwise specified in this tariff is borne by the Company. Where special conditions or requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft or destruction of any of the Company's property due to negligence or willful act of the customer or other persons authorized to use the service and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- b. The customer shall not install, disconnect, rearrange, remove, or attempt to repair any customer premises hardwired equipment or facilities furnished by the Company or permit others to do so, except in the case of service furnished at hazardous locations and then only upon the written consent of the Company or as otherwise specified in the Company's applicable tariffs.
- c. When equipment or facilities of the customer are connected to equipment or facilities of the Company under provisions of this tariff or a contract, it is contemplated that when trouble develops, the customer will make appropriate tests of his equipment or facilities to determine whether such trouble is in his own or the Company's equipment or facilities before reporting an out-of-service condition to the Company. Where the trouble is reported to the Company and the Company determines that the trouble is in the customer's equipment or facilities, the customer shall upon demand reimburse the Company for the expense incurred by it because of the customer's erroneous determination and report.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.11 Company Facilities at Hazardous or Inaccessible Locations

- a. Where service is to be established at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the customer may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company. Renumeration is to be based on the costs involved.
- b. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, other actions or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.

2.4.12 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 be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours, or prior to the normal installation interval, or that work once begun be interrupted, the customer may be required to pay, in addition to the other rates and charges specified in this tariff, the amount of additional costs the Company incurs as a result of the customer's special requirements.

2.4.13 Service at Outdoor Locations

The Company will refuse to provide, maintain, or restore service at outdoor locations unless the customer agrees in writing to indemnify and save harmless the Company from and against any and all loss or damage that may result to instruments, apparatus, wiring, or other equipment furnished by the Company at such locations.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.14 Termination of Service

a. Termination of Service by the Company

- (1) When the service is terminated on the initiative of the Company because of violation of its regulations by the customer, the regulations stipulated in the paragraphs below for termination of service by the customer apply.
- (2) When a residential subscriber's local service is disconnected for nonpayment, the local service provider shall maintain the subscriber's access to emergency services (9-1-1) for a period of at least fourteen days following such disconnection.
- (3) A LEC may restrict long distance service to a customer who owes past due long distance charges to the LEC or to a provider on whose behalf the LEC is billing. The LEC shall not restrict a customer from establishing toll service with a different toll provider for whom it does not bill.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.14 Termination of Service (Continued)

b. Termination of Service by the Customer

(1) Miscellaneous Service - Special Systems, Data Sets, Stations, etc.

The customer will furnish the Company with thirty (30) days prior written notice should it desire to terminate, in whole or in part, an application or contract for special equipment for which the initial application or contract period is in excess of one month at the same location. Customers who terminate any such application or contract prior to the end of the minimum period will be subject to termination charges as follows:

(a) In the event of termination prior to the establishment of service, the termination charge will be an amount equal to all expenses incurred by the Company in connection with the performance of the contract.

(b) In the event of termination after the establishment of service, the charge will be the proration of the total termination liability due applicable to the customer's contract reducible by each month the equipment has been in service.

(2) A customer is not permitted to carry over a termination liability due from one system and apply it to a new system or contract.

(3) Periods for which a system has been temporarily suspended by the customer, or suspended for nonpayment by the Company will not be credited to the determination of a termination liability.

2.4.15 Ringer and Signal Equipment Limitations

a. Except as provided herein, one ringer is provided for each station and such ringer is located in the station. If additional ringers are desired, or if the ringer is not located in the station, such ringers will be provided as specified for in Section 10 of this tariff.

2.4.16 Special Equipment and Service Arrangements (Special Assemblages)

The rates and charges quoted in the General Customer Services Tariff and the Exchange Rate Tariff contemplate the use of service arrangements, equipment and facilities in quantities and types regularly furnished by the Company.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.16 Special Equipment and Service Arrangements (Special Assemblages) (Continued)

Where equipment, facilities, or service arrangements, not provided for in the Company's applicable tariffs are requested, rates and charges will apply based upon the cost incurred, in each case whenever it is practicable to provide the service requested. In such cases, the Company reserves the right to require a minimum contract period longer than one month at the same location.

2.4.17 Construction

The rates and charges quoted in the General Customer Services Tariff and the Exchange Rate Tariff provide of the furnishing of service and facilities where suitable plant facilities are available or when the construction of the necessary facilities does not involve excessive costs. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section 5.1 of this tariff.

2.4.18 Insufficient Central-office Lines

If a customer is served by a number of trunk lines or individual lines which is inadequate to handle the volume of his incoming and outgoing messages, the telephone service of persons trying to call him is impaired and the Company's central-office switching equipment is overburdened by the resulting excessive numbers of vain attempts by others to call the customer. This is detrimental to the Company's service to its patrons generally. Therefore, when such a condition exists, the Company will inform the subscriber of the inadequacy of the number of central office lines by which he is served. He must then subscribe to an adequate number of trunk lines or individual lines. If he fails to do so after reasonable notice, his service will be discontinued.

2.4.19 Promotional Offerings

- a. For promotional purposes, the Company may from time to time offer certain services at reduced prices or may reduce or waive non-recurring charges.

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CenturyTel of Ohio, Inc.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.20. Telecommunications Service Priority (TSP) System

- a. A TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. Priority installation and/or restoration of NSEP telecommunications shall be provided in accordance with Part 64.401, Appendix A, of the Federal communications Commission's (FCC's) Rules and Regulations
- b. Regulations, rates and charges are specified in CenturyTel Operating Companies Tariff F.C.C. No. 1, Access Service, Section 13.

2.5 Customer Relations

2.5.1 Credit Deposit

- a. Applicants for service or existing Customers whose financial condition is not acceptable to the Company, or not a matter of general knowledge, may be required at any time to provide the Company a security deposit. All deposits will be handled in accordance with the provisions of 4901:1-17 O.A.C. and 4901:1-5-05O.A.C. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation.

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CenturyTel of Ohio, Inc.

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GENERAL REGULATIONS

2.5 Customer Relations (Continued)

2.5.1 Credit Deposit (Continued)

- b. The deposit will not exceed an amount equal to two month's average monthly bill for all regulated local exchange services for the ensuing twelve months, plus thirty percent (30%) of estimated monthly recurring charges.
- c. The Company will pay interest on deposits held for 180 days or longer while the service is active. The interest rate paid for deposits is 3%.
- d. The applicant may provide a third party guarantor in lieu of a deposit.

2.5.2 Reserved for Future Use

2.5.3 Thirty-day Month

For the purpose of computing charges for equipment, facilities, and services, except for allowances for interruptions in service, every month shall be considered to have thirty days.

2.5.4 Payment for Service

The customer is required to pay all charges for service and equipment in accordance with the Company's billing and collection practices. The customer will be held responsible for all charges for telephone service rendered in connection with local and long distance messages placed from his station and in connection with toll messages received at his station on which the charges have been reversed with the consent of a person at the called station.

2.5.5 Subscriber Billing Adjustments for Local Exchange Service

The Company incorporates by reference, and will adhere to, the guidelines for subscriber billing adjustments for local exchange service as found in 4901:1-5-08 O.A.C.

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GENERAL REGULATIONS

2.5 Customer Relations (Continued)

2.5.6 Allowance for Temporary Denial

When service is restored after temporary denial, the Company will make a pro rata allowance at the schedule rate for the service denied for the entire period of denial except that in cases where service is restored on or before the day following denial, no allowance will be made.

2.5.7 Multiple Copies of Bills

Normally the Telephone Company provides one bill per customer account each month. Where the customer requests additional copies of the bill the Company will provide them at a cost of \$1.25 per bill copy.

2.5.8 Establishment of Credit

The company will require the applicant to satisfactorily establish financial responsibility by meeting the criteria in 4901:1-17 O.A.C. When deposits are required, the Company will apply them based on the "individual service history method". This 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.

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GENERAL REGULATIONS

2.6 Liability of Company

2.6.1 Service Irregularities

- a. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delay, 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 customer or 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 equivalent to the proportionate charge to the customer period of service during which such service irregularities occur.
- b. When facilities of others are used in establishing connections to points not reached by the Company's facilities, the Company is not liable for any act or omission of others furnishing such facilities.
- c. When a service or channel is temporarily surrendered by a customer, at the request of the Company, credit determined as in a. above will be allowed for the entire period surrendered.

2.6.2 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.

2.6.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless (including cost and reasonable attorney's fees) 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, claims for infringement of patents arising from combining facilities furnished by the Company with, or using the facilities in connection with, apparatus and systems of the customer and all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

2.6.4 Defacement of Premises

The Company is not liable for any defacement or damage to the premises of a customer resulting from the furnishing of service or the installation, attachment or removal of the instruments, apparatus and associated wiring furnished by the Company on such premises, when such defacement or damage is not the result of the sole negligence of the Company or its employees.

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GENERAL REGULATIONS

2.6 Liability of Company (Continued)

2.6.5 Equipment in Explosive Atmospheres

- a. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.
- b. The Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.
- c. The customer shall furnish, install and maintain sealed conduit with explosive-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

2.6.6 Liability for Directory Service

- a. The Company shall not be liable for any error, omission or other failure in connection with directory listings furnished without additional charge. The customer agrees to hold the Company free and harmless of and from any claims, loss, damage or liability which may result from such errors, omissions, or other failures.
- b. The liability, if any, of the Company for any error, omission or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for the listing during the effective life of the directory in which the error or omission is made.
- c. In accepting listings as prescribed by applicants or customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories.
- d. Approval of the above tariff 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.

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SERVICE CHARGES\*

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\*(1) Service to nonresidential customers with four or more access lines will receive tier 2 treatment for all access lines in accordance with rule 4901:1-6-05 of the Administrative Code. Service Charges for nonresidential tier 2 services can be found in the Company's Business tariff at [www.centurytel.com](http://www.centurytel.com).

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SERVICE CHARGES

4.1 Definitions

4.1.1 Service Charges

A service charge consists of one or more of the following non-recurring charges for work required due to customer requests. The charges below are separately established in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

- a. Service Order Charge - Applicable for receiving information and taking action in connection with a customer's or applicant's request. Service order charges are classified as either primary or secondary.
- b. Line Connection Work Charge - Applicable for testing and connecting functions required within the central office and/or for work done in providing or rearranging the drop wire, outdoor circuit or protector on the customer's premises.
- c. Initial Nonrecurring Charge (I.N.C.) - A charge applicable to the provision of certain items of equipment or facilities. It is distinguishable from service charges in that it is listed within the specific tariff description with which it is associated. This charge is in addition to the applicable service charges.
- d. Restoration Charge - Applicable for restoration of service following a suspension of service.

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SERVICE CHARGES

4.2 Application

4.2.1 General

- a. Service charges are applicable for all equipment and services furnished to the customer as indicated throughout this tariff except as provided hereinafter.
- b. Where the service desired requires more than one of the multi-element charges described in this tariff, the total charge is the sum of the separate charges for each function required except as hereinafter provided. All station handling work and line connection work requested at the same time for service on one premises will be covered by one service order charge and one premises visit charge.
- c. Service charges do not apply for service reestablished after destruction of the customer's premises by Act of God, public enemy, or fire whether at the same or another location. Regular Service Charges apply, however, to service reestablished in the old location after termination of service or subsequent to its establishment at another location under the above circumstances.
- d. Services charges may be required to be paid at the time of application for service.
- e. Service charges are not applicable for:
  - (1) Normal maintenance and repair of the Company's equipment and services.
  - (2) Change or correction in name or billing address when there is not a change in responsibility and no connection, disconnection, move or change in the service except as provided for dual name listing request.
  - (3) An upgrade of service except that premises visit and other charges will apply if necessitated.
  - (4) Customer provided telephone sets or other terminal equipment connected by the customer when no line connection or customer premises work is required.

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SERVICE CHARGES

4.2 Application (Continued)

4.2.1 General (Continued)

- f. No service charges other than termination charges apply for the disconnection, discontinuance, or removal of equipment or service. Termination charges will apply as specified in Section 4.5 of this tariff.
- g. Changes in the locations of existing stations or terminations to points outside the customer's premises are considered new installations at the new location.
- h. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchanges.
- i. In no case shall the combination of charges applicable for a move or a change of equipment or service exceed the charges applicable for a new installation of that equipment or service.

4.2.2 Service Order Charges

- a. A service order charge will be applicable in addition to the appropriate line connection work and/or installation charge(s).
- b. The primary service order charge is applicable for requests for initial connection of service and connection of additional local exchange lines, private lines, off-premises extension lines, or tie lines to an established service, and transfer of service involving change in name and responsibility whether or not there is a lapse in service.
- c. The secondary service order charge is applicable for requests for connection of a number change, restoration of service and change from business to residence service or residence to business service.
- d. The primary service order charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the primary and secondary service order charges would otherwise be applied, only the primary service order charge is applicable.

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CenturyTel of Ohio, Inc.

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SERVICE CHARGES

4.2 Application (Continued)

4.2.3 Premises Visit Charge

The premises visit charge is applicable if a premises visit is required to complete any requested work on the customer's premises with the following exceptions. The premises visit charge does not apply for:

- a. Removal of equipment or service.
- b. Number change (on a local exchange or a Centrex CO line number).
- c. Restoration of service following a suspension of service, when no physical work is required at the customer's premise.

4.2.4 Line Connection Work Charge

- a. The line connection work charge is applicable for work in the central office and for work done in providing or rearranging the drop wire or outdoor circuit on the customer's premises required in:
  - (1) Connection or reconnection of local exchange lines, local private lines, off-premises extension lines, and tie lines.
  - (2) Number changes on local exchange lines.
  - (3) Restoration of service following a temporary suspension.
  - (4) Rearrangement of Miscellaneous Service Arrangements.
- b. At least one line connection charge applies for each line connected or restored and for each telephone number changed.

When two or more segments of a local private line, tie line or off-premises extension line are bridged in the central office, only one Line Connection Charge - Central Office will apply for each line.



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SERVICE CHARGES

4.2 Application (Continued)

4.2.4 Line Connection Work Charge (Continued)

- c. The Line Connection Charge - Central Office applies when work is performed due to customer request in the central office related to the connection, reconnection, rearrangement, restoration or change of telephone service.
- d. The Line Connection Charge - Outside Plant applies when work is performed due to customer request on any Telephone Company facilities, exclusive of central office facilities, related to the connection, reconnection, rearrangement, restoration or change of telephone service.

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Original Sheet No. 72

SERVICE CHARGES

4.3 Schedule of Service Charges\*

4.3.1 Schedule of Charges

a.	Service Ordering Charge (1) Primary Service Order -	<u>Residence</u>	<u>Business*</u>	<u>Classification<sup>(1)</sup></u>
		\$15.50	\$18.00	Tier 1 Core
	(2) Secondary Service Order -	\$ 7.50	\$ 8.30	Tier 1 Core
b.	Line Connection Charge, each central office line, off premises station line, or tie line.			
	(1) Line Connection Charge - Central Office	\$ 3.35	\$ 8.05	Tier 1 Core
	(2) Line Connection Charge - Outside Plant	\$10.15	\$24.20	Tier 1 Core

4.4 Initial Nonrecurring Charges

- a. Initial nonrecurring charges for services and/or equipment are identified and presented throughout this tariff is applicable as a part of the offering of individual service features.
- b. These charges apply in addition to the charges listed in 4.3.
- c. Initial nonrecurring charges do not apply where service is established without wiring, connection, inside move, or change.

4.5 Termination Charge

- a. The termination charge is determined by multiplying the monthly termination amount by the number of months remaining in the service contract.
- b. The basic termination charge and the initial service period are indicated in the section of this tariff covering the service items to which they apply.
- c. When a customer discontinues one or more units of a group of the same item, the equipment installed last shall be considered as the equipment first discontinued.

\*(1) Service to nonresidential customers with four or more access lines will receive tier 2 treatment for all access lines in accordance with rule 4901:1-6-05 of the Administrative Code. Service Charges for nonresidential tier 2 services can be found in the Company's Business tariff at [www.centurytel.com](http://www.centurytel.com).

- (1) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

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SERVICE CHARGES

4.5 Termination Charge (Continued)

- d. When a customer cancels an order for service, which is subject to a termination charge, prior to the establishment of that service, a charge applies equal to the costs incurred by the Company in engineering, ordering, providing the equipment and disposing of it, less credits obtained through disposal. In no event will the customer be liable for charges that exceed the termination charges associated with the canceled service.

4.6 Restoration Charges

When the service of a customer has been temporarily denied for non-payment in accordance with Section 2.3.10 but the contract has not been terminated or the order to remove service has not been issued and completed, such service will be restored upon payment of \$10.00. In case service has been denied for non-payment of charges due, in addition to the restoration of service charge, the customer will be required to pay all the last past due current exchange bill at the time of restoration of service.

4.7 Late Payment Charge

A late payment charge of 1.50 percent applies to each customer when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The 1.50 percent charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

If payment for a current bill is received by the Company before the bill's due date, but for technical or other reasons the payment is not applied to the customer's account prior to the issuance of a subsequent bill, the customer shall not be liable for that portion of any unpaid balance attributable to a Late Payment Charge.

A customer shall not be liable for any Late Payment Charge applicable to a disputed portion of that customer's bill, so long as the customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute.

Agencies of the Federal government are exempt from the Late Payment Charge.

4.8 Maintenance Service Charges

See Section 11

4.9 Returned Check Handling Charge

Nonrecurring  
Charge

Charge per check returned

\$ 25.00

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SERVICE CHARGES

4.10 Verification and/or Interrupt Service

4.10.1 General

- a. Customer may verify that a line is in use and/or request that the conversation be interrupted by calling the Telephone Company.
- b. Verification and Interrupt service is provided only where facilities permit.
- c. Charges specified in 4.10.2 following are billed only to the party requesting the verification and/or interrupt service.
- d. A request for verification will result in a report to the calling party that the line is or is not in service at the time Company tests the line.
- e. The calling party, upon receiving a report that the line is in use, may request that the call be interrupted. The Company may interrupt such call if the calling party declares that an emergency exists.
- f. The charge for verification will not apply if the line being verified is found to be inoperative.
- g. The charge for Verification and Interrupt will not apply to a Public Emergency authority when verification and interruption is required in the performance of their public duty.

4.10.2 Rates

Verification and/or Interrupt service, each request	\$ .45
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SERVICE CHARGES

4.11 Extended Intercept Charge

4.11.1 General

- a. Changed telephone numbers are intercepted for a period of 90 days during which calls are referred to the customer's new telephone number, without charge.
- b. Discontinued telephone numbers are connected to a recording informing the calling party that the number is not in service.
- c. Customers who request that their former telephone numbers be intercepted longer than the 90 day period described in a. above may subscribe to Extended Intercept Service at the rates shown in 4.11.2 Rates, following.
- d. At the Company's discretion, Extended Intercept may be provided by a Telephone Company operator or a mechanical recording device.

4.11.2 Rates

Monthly  
Rate

- |    |  |         |
|----|--|---------|
| a. | Extended Intercept Service,<br>each Number intercepted | \$17.80 |
|----|--|---------|

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

CenturyTel of Ohio, Inc.

SECTION 5  
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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

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

CenturyTel of Ohio, Inc.

SECTION 5  
Original Sheet No. 77

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges

5.1.1 General

- a. All rates and charges quoted in this tariff provide for the furnishing of service or channels where suitable facilities are available or where the construction of necessary facilities does not involve unusual costs.
- b. When the revenue to be derived from the service or channels is not sufficient to warrant the Telephone Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs, as defined in the following paragraphs.
- c. When construction is provided by a connecting company or any outside contractor retained by the Telephone Company, charges made to the customer will be based on the charges of the connecting company or the outside contractor.
- d. Where a customer is so located that it is necessary to use private right-of-way to furnish a service or channels and the Telephone Company is unable to obtain the required right-of-way without cost, the customer may be required to pay the entire cost involved in securing such right-of-way.
- e. When attachments are made to poles of other companies in lieu of providing pole line construction for which the customer would be charged under the provisions of this section, the costs to the Telephone Company of such attachments will be borne by the customer.
- f. Title to all construction, except pole lines or conduit provided on private property at the customer's expense, is vested in the Telephone Company.
- g. Construction charges are payable prior to the commencement of construction. At the option of the Telephone Company, a deposit on construction charges and a schedule of progress payments may be required prior to the commencement of construction.
- h. "Cost", as used in this Section, is interpreted to mean the cost of labor and materials excluding cable, wire and associated hardware, or the cost of contracted labor and materials, including charges for supervision and other overhead expense.
- i. Any pole line, conduit, trench or other facility furnished by the customer for use by, or in conjunction with, the Telephone Company's facilities is subject to final approval by the Telephone Company.
- j. Point of Interface, as used hereinafter, is defined as that point on or in the customer's premises where Telephone Company facilities terminate, and customer-provided facilities are connected to the general exchange network.

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SECTION 5  
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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.1 General (Continued)

k. Telephone Company facilities shall be terminated at the minimal point of penetration, on or in the customer's premises, that is required for maintaining quality service. Location of this termination shall be determined by the Telephone Company or by mutual agreement of all concerned parties.

5.1.2 New Construction

a. Residential

(1) General

(a) The Telephone Company shall provide up to three (3) wire pairs for each residential household when facilities are originally installed on newly constructed premises. Requests for facilities in excess of three (3) wire pairs per household will be fulfilled on a cost basis.

(b) All requests for unusual or extraordinary construction will be subject to review and final approval by the Telephone Company.

(2) Aerial Distribution Plant

(a) In areas where the Telephone Company's distribution plant is generally of an aerial nature and where it is not precluded by city ordinance or other statute from doing so, entrance facilities to a customer's newly constructed premises will be provided via aerial facilities.

(b) In those instances where the customer's newly constructed premises is located away from the Telephone Company's main distribution facilities, the Telephone Company will provide, free or charge, the first 250 feet (or 1 wire span, whichever is less) of entrance facilities free to charge. Each additional 125 feet of entrance facilities, or fraction thereof, is \$23.35.

(c) In any instance where more than one (1) wire span of entrance facilities is required, the customer shall provide the pole line where no other exists.

(d) If the customer requests buried entrance facilities, where the Telephone Company would normally provide aerial facilities, a labor charge of \$.45 per foot of buried facilities shall apply.



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SECTION 5  
Original Sheet No. 79

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.2 New Construction (Continued)

a. Residential (Continued)

(3) Buried Distribution Plant

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

b. Single-Tenant Business

(1) General

- (a) All requests for unusual or extraordinary construction will be subject to review and final approval by the Telephone Company.

(2) Aerial Distribution Plant

- (a) For service requests involving up to an including one hundred(100) wire pairs, the aerial distribution plant regulations outlined in Sections 5.1.2 a. (2)(a) through (c) preceding apply.
- (b) For service requests involving greater than one hundred (100) wire pairs, the buried distribution plant outlined in Section 5.1.2 b.(3) following apply.

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SECTION 5  
Original Sheet No. 80

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.2 New Construction (Continued)

b. Single-Tenant Business (Continued)

(3) Buried Distribution Plant

- (a) For service requests involving more than one hundred (100) wire pairs or where the Telephone Company's main distribution facilities are of a buried nature, new service requests will be provided with buried facilities.
- (b) The Telephone Company shall install, free of charge, the first two hundred fifty (250) feet of entrance facilities if the customer provides the appropriate path, i.e. pipe, conduit, open trench, etc. Additional facilities in excess of the original 250 foot allowance will be installed when the cost of labor and materials (other than cable), plus applicable overheads, is borne by the customer.
- (c) If the Telephone Company is required to provide the path (pipe, conduit, open trench, etc.) for the customer's buried entrance facilities, the cost of all time and materials required will be billed to the customer for the installation.  
  
Costs for pipe, conduit, etc., if required, shall be borne by the customer.
- (d) If the Telephone Company is requested or required to bury its facilities in the same path (pipe, conduit, open trench, etc.) as another utility, and the Telephone Company is required to share in the cost of that path, a rate of half the rate explained in paragraph (c) preceding shall apply to the customer provided a mutually acceptable agreement is in force with the other utility.

GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.

SECTION 5  
Original Sheet No. 81

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.3 Moves and Changes

a. Residential

(1) General

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

(2) Aerial Distribution Plant

- (a) If the customer or his designated agent requests that existing aerial facilities be moved to accommodate construction, moving, etc. a charge of \$17.40 will apply to the first cable span of facilities moved. If more than one cable span of facilities must be moved, charges will be based on time and materials.
- (b) If a customer requests that his Point of Interface (i.e. protector) be moved from one location on a building to another location on that same building, charges as outlined in paragraph (a) above shall apply.

(3) Buried Distribution Plant

- (a) If a customer or his designated agent requests that existing buried entrance facilities be moved to accommodate construction, etc. a charge of \$.30 per foot of facilities moved will apply, with a minimum charge of \$40.10.
- (b) If a customer requests that his Point of Interface (i.e. protector) be moved from one location on a building to another location on that same building, charges as outlined in paragraph (a) above shall apply.
- (c) Buried distribution plant facilities serving the general exchange area will only be moved at the discretion of the Telephone Company.

b. Single-Tenant

(1) General

- (a) Those regulations contained in Section 5.1.1 preceding shall apply to Moves and Changes, as applicable.
- (b) Moves and Changes in entrance facilities requested by Single and Multi-Tenant Businesses or their respective designated agents will be charged for on a time and materials basis.

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CenturyTel of Ohio, Inc.

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DIRECTORY LISTINGS

6.1 General

6.1.1 Provision of Directory Listings

- a. Directory listings are provided to aid in the use of telephone service through the identification of customer's telephone numbers. Listings found to be in violation of the Company's rules and regulations or listings which tend to delay or impede the use of telephone service will be rejected by the Company upon notification to the customer.
- b. Listings are not provided in connection with public telephone service except when the listing will facilitate the operations of the Company. No additional listings are permitted.
- c. Each listing shall set forth the name of the person or firm to which service is rendered. However, when the name of any firm seeking a listing is the same as or is deceptively similar to the name of any firm previously listed in the directory, the Company may ascertain the business nature of the firm seeking each listing and add language in the directory to distinguish the identity of that firm. A firm name may be deemed deceptively similar when it may cause misidentification and misdirection of directory users.
- d. Special prominence or arrangement of names is not permitted nor is the listing of a service, commodity, or trade name except when such service, commodity, or trade name is a part of the name under which the listed party is doing business.
- e. The Company will refuse a listing which does not constitute a legally authorized or adopted name and any listing which, in the opinion of the company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is intended for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party.
- f. The length of any listing is limited by the use of abbreviations when, in the opinion of the Company, the clearness of the listing and the identification of the listed party are not impaired thereby.
- g. In connection with business service, a descriptive term characterizing the listed party's business, in a general way, is furnished (in abbreviated form) as part of the listing where desired. However, when the character of the listed party's business is already apparent from the form of the corporate or firm name, the business designation is unnecessary and is not furnished.
- h. The form of listings must conform to the Company's specifications with respect to its directories.

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CenturyTel of Ohio, Inc.

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DIRECTORY LISTINGS

6.1 General (Continued)

6.1.2 Number of Directory Listings Provided Without Charge

- a. Except as provided in this tariff, only one listing is provided without extra charge for each main service, joint user service, key system, PBX system, or for the first line in a rotary number group. If, in the judgment of the Company, additional reference or other listings in excess of the number of listings permitted without extra charge are required for identification of a customer, such listings may also be provided without charge.
- b. Additional listings for rotary number groups usually list the telephone number of the first line of the group. However, the customer may request additional listings for other than the first line of a rotary group.

6.2 Business Listings

Business listings consist of a name, a designation descriptive of the customer's business, the address of the premises at which service is rendered, and the telephone number.

6.2.1 Primary Listing

The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted. Where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party. The classification for the Primary Listing is Tier 1 Core.

6.2.2 Additional Listings

- a. Business additional listings are listings in addition to the primary listing furnished in connection with business service and may be: the names of partners or members, if the customer or joint user is a corporation; and for any business establishment, the names of representatives or employees of the customer or joint user. Business additional listings may also be the bona fide names of firms which the customer or joint user owns or controls or is duly authorized to represent.

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SECTION 6  
Original Sheet No. 85

DIRECTORY LISTINGS

6.2 Business Listings (Continued)

6.2.2 Additional Listings (Continued)

- b. Business additional listings are not permitted in connection with residence service.
- c. Ordinarily, all additional listings are of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a private-branch-exchange station or extension station installed on premises of the subscriber, but at an address different from that of the switchboard or main station.
- d. Additional listings may be furnished for the following rates:

	<u>Monthly Rate</u>
(1) Business listing other than joint user	\$1.50
(2) Joint user listing	\$1.50

These charges begin on the date the information records are posted and are payable monthly in advance.

- e. The minimum chargeable period for additional directory listings is the life of the directory issue in which the listings first appear. This is not to exceed one year from the effective date of the listing. If the additional listing does not appear in the directory, the minimum chargeable period is one month.
- f. Listing charges are automatically discontinued upon termination of the main or joint user service.

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DIRECTORY LISTINGS

6.2 Business Listings (Continued)

6.2.3 Business Designations

Business designation (e.g., ofc, atty, MD, etc.) may be used when appropriate.

6.3 Residence Listings

Residence listings consist of a name or dual names, the address of the premises at which service is rendered, and the telephone number.

6.3.1 Primary Listing

The primary listing is ordinarily the name or dual name of the customers who apply for the service, but the listing may be in the name of a second party designated by the customer. The classification for the Primary Listing is Tier 1 Core.

6.3.2 Dual Name Listings

- a. Dual name listings may be provided for customers subscribing to residence service who share the same surname and reside at the same address and for a person known by two first names.
- b. Dual name listings may be provided as the primary listing at no recurring charge for the addition of the second name of the listing.
- c. Dual name listings may be provided as an additional listing at the customers option at the regular additional listing rate.
- d. Dual name listings are available only for residence subscribers.
- e. A secondary service order charge as specified in Section 4.3.1 a. (2) applies for:
  - (1) Changing a primary single name listing to a primary dual name directory listing.
  - (2) Changing the primary or additional dual name directory listing once established.
  - (3) Changing an additional dual name listing to a primary dual name listing.
- f. No non-recurring charge applies when the dual name listing is established with the initial establishment or service or when a change in an existing listing is required on an order for which service charges are otherwise applicable.

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DIRECTORY LISTINGS

6.3 Residence Listings (Continued)

6.3.3 Additional Listings

- a. Residence additional listings are listings in addition to the primary listing furnished in connection with residence service and may be the names of members of the customer's family or of other persons residing in the customer's household. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent guests residing in a hotel or club.
- b. Ordinarily, all additional listings are of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a private branch exchange station installed on premises of the subscriber, but at an address different from that of the switchboard or main station.

Monthly  
Rate

- c. Additional listings, each \$.85
- d. The minimum chargeable period for additional directory listings is the life of the directory issue in which the listings first appear. This is not to exceed one year from the effective date of the listing. If the additional listing does not appear in the directory, the minimum chargeable period is one month.
- e. Listing charges are automatically discontinued upon termination of the main service.

6.3.4 Residence Designations

Residence designations (i.e., "Res" indented under customer's business listing) are only used if the Company determines they are necessary for directory purposes.

6.4 Miscellaneous Listings

6.4.1 Reference Listings

Cross reference listings may be furnished at the regular rate for additional listings.

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DIRECTORY LISTINGS

6.4 Residence Listings (Continued)

6.4.2 Foreign Listings

- a. Foreign listings (i.e., listings in an alphabetical directory of an exchange other than that in which the listed service is furnished) are permitted at the regular additional listing rate applicable for the alphabetical directory in which the listing appears.
- b. The charge at the rate specified above for foreign listings is effective with the date of directory delivery, and is payable in advance.

6.4.3 Additional Listings for Names Spelled More Than One Way

Customer's whose names may commonly be spelled in more than one way, may arrange for additional listings under the alternate spellings at the regular rate for additional listings found in paragraphs 6.2.2 or 6.3.2 of this tariff when in the opinion of the Company, they are not desired to secure a preferential position in the directory or for advertising purposes.

6.4.4 Alternate Call Number Listing

Monthly  
Rate

- a. A Listing referring calling parties to an alternate telephone number for nights, Sundays and holidays or if no answer is received, each

Res	\$ . 85
Bus	\$1.50
- b. The alternate number may be that of another customer's service. In such a case, the consent of the other customer must be obtained before the alternate listing is furnished.

6.4.5 Enterprise Service (Special Reversed Charge Toll) Listings

One listing is provided without extra charge for each exchange with respect to which the monthly service charge is made.

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SECTION 6  
Original Sheet No. 89

DIRECTORY LISTINGS

6.5 Nonpublished Number Service

6.5.1 General

a. Nonpublished Number Service provides for the omission or deletion of a customer's telephone number listing from the Company's directories and directory assistance records.

b. Incoming calls to nonpublished telephone numbers will be completed only when the calling party places the call by number.

c. The Company will refuse to furnish information relative to said telephone number to any person notwithstanding any claim of emergency or of right to receive such information which such person may allege or present. The acceptance by the Company of the customer's request for nonpublished number service does not create any obligation, direct or indirect, to any person other than the subscriber.

d. The customer requesting nonpublished number service shall indemnify and save harmless the Company against any and all claims for damages caused or claimed to have been caused, directly or indirectly, either by a refusal to publish, either orally or in writing, information relative to the number of the telephone with respect to which nonpublished number service is being furnished, or by the publication or other disclosure of information relative to such number to any person.

e. The Company's liability for damages arising from oral or written publication of the number of the nonpublished telephone shall not exceed the lesser of the actual damages sustained by the customer as a direct result of such publication, or \$6.00. The Company will not be a party to controversies arising between customers and others as a result of its refusal to publish any telephone number or its publication of any telephone number.

6.5.2 Rates and Charges

		Current Monthly Rate	Maximum Monthly Rate	Classification <sup>(1)</sup>
a.	Nonpublished number service, per number	\$1.50	\$3.00	Tier 1 Non Core
b.	The minimum chargeable period for nonpublished number service is the current directory period.			
c.	The monthly charge set out in the foregoing paragraph shall not apply to:			
	(1) Transfer of toll charge service.			
	(2) Foreign Exchange Service.			

(1) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

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SECTION 6  
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DIRECTORY LISTINGS

6.5 Nonpublished Number Service (Continued)

6.5.2 Rates and Charges (Continued)

c. (Continued)

- (3) Additional service furnished to the same customer at the same address who has other services listed in the alphabetical directory or the directory assistance records.
- (4) More than one non-published number service furnished simultaneously to the same customer at the same address.
- (5) Service of a customer living in a hotel, hospital, retirement complex, apartment house, rooming house, boarding house, or club, if the subscriber is listed under the telephone number of the PBX or semi-public service furnished to such establishment.
- (6) Temporary service furnished for short periods of time, such as for elections, special events (e.g., fairs, exhibits, parades, etc.) and in other special situations.

6.6 Directory Assistance Call Service

6.6.1 Local Directory Assistance

a. General

1. Telephone calls by customers for telephone number listings will be answered and numbers given if the requested number is listed in the Company's directory assistance records.
2. A maximum of two requested telephone numbers will be provided for each directory assistance call.
3. The rates in Paragraph 6.6.2 following apply for all calls to Directory Assistance from within the same Numbering Plan Area (Area Code), except as provided in paragraph 6.6.2.d.
4. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorney's fees) that may arise from the use of such information.

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DIRECTORY LISTINGS

6.6 Directory Assistance Call Service (Continued)

6.6.1 Local Directory Assistance

1. The present rate for each direct dialed call to Directory Assistance is \$.30.
2. Where a customer requests toll operator assistance to place a call to Directory Assistance, except in the case of a service difficulty, the charge will be \$.40 per call.
3. Calls to Directory Assistance from Hotels, Hospitals, or lines of customers who have been certified by a physician or recognized agency as unable to use a directory because of a physical handicap are not subject to charge.
4. Calls to intra-area code Directory Assistance from Hotels, Hospitals, or lines of customers who have been certified by a physician or recognized agency as unable to use a directory because of a physical handicap are not subject to charge.

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SECTION 6  
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DIRECTORY LISTINGS

6.6 Directory Assistance Call Service (Continued)

6.6.2 National Directory Assistance

a. Description

National Directory Assistance Service is provided to customers of the company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

b. Conditions

1. There are no call allowances or exemptions for National Directory Assistance customers.
2. If a customer dials Directory Assistance for the purpose of obtaining a National Directory Assistance listing, and also asks for a listing within their local Directory Assistance service area, the charge for National Directory Assistance applies.
3. A maximum of two requested telephone numbers are allowed per call.
4. Charges apply to each call placed to National Directory Assistance from a Public Access Line.
5. In locations, including Public Access Lines, where the customer has the capability to dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, the operator assistance charge may apply, in addition to the National Directory Assistance Charge.

c. Rates

**CHARGE**

Each call dialed directly by customer	\$ 1.25
---------------------------------------	---------

DIRECTORY LISTINGS

## 6.6 Directory Assistance Call Service (Continued)

## 6.6.3. Directory Assistance Call Completion

## a. Description

Where facilities permit, a customer calling for directory assistance may request the completion of local, intraLATA calls to the telephone number that was provided to that customer on the directory assistance call.

## b. Conditions

1. Directory Assistance Call Completion is available to residence, business, and Public Access Line customers.
2. Directory Assistance Call Completion can be blocked at the originating customer's request.
3. All Operator Service charges apply as appropriate.
4. There are no call allowances; however, the charges and call allowances for Directory Assistance are not affected.

## c. Rates

The following rate is in addition to the Directory Assistance charge and any charge for intraLATA toll or any local message charge, if applicable.

**CHARGE**

Each call completed	\$0.35
---------------------	--------

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

CenturyTel of Ohio, Inc.

SECTION 7  
Original Index Sheet No. 94

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SECTION 7  
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PAYPHONE SERVICE

7.1 Payphone Service

7.1.1 Conditions

- a. Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.
- b. Payphone Service is a business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer's premises, and the Network Interface Device (NID) at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling.
- c. A maximum of one customer-provided instrument implemented pay telephone may be connected to any one instrument-implemented or CO-implemented payphone line.
- d. General Regulations found in this tariff are applicable to the provision of Payphone Service.
- e. Directory listings may be provided under the regulations governing the furnishing of listings for business subscribers.
- f. A Network Interface Device will be installed at a location determined by the Company which is accessible to the customer. The Network Interface Device (NID) is a company-provided jack or its equivalent. It is the point of connection between the telephone company owned wiring and wiring owned by the Customer.
- g. Applicable Nonrecurring Charges will apply for the move or rearrangement of the Company's facilities which are made at the request of the customer.
- h. The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this Tariff and rules or regulations of the Commission. In case of conflict between the tariff provisions and Commission rules and regulations, the rules or regulations shall prevail.
- i. Extensions to a payphone line are not permitted.
- j. The Multiline business Subscriber Line Charge, found in the interstate access tariff, is applicable to all Instrument-Implemented and CO-Implemented payphone lines.

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PAYPHONE SERVICE

7.1 Payphone Service (Continued)

7.1.2 Responsibility of the Customer

- a. The customer, for the purposes of this tariff, is defined as the person subscribing to payphone service.
- b. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. The customer is responsible for complying with the requirements set forth in the Americans with Disabilities Act of 1990.
- c. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls.\*

The Customer is responsible for any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone.

- d. The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration program.
- e. The payphone customer may subscribe to Selective Class of Call Screening as found in Section 13 of this tariff. The rules and regulations pertaining to this service also apply to payphone service.
- f. The customer is responsible for compliance with the FCC's Rules and Regulations and the State Commission's Rules and Regulations regarding the use of pay telephones.

7.1.3 Violation of Regulations

Upon notification from the company that the customer-provided equipment or wiring is causing or is likely to cause harm, the customer shall make such changes as is necessary to remove such harm. Failure to make such changes will result in the disconnection of service until such change is completed to the satisfaction of the company.

7.1.4 Instrument Implemented Payphone Service

Instrument-Implemented Payphone Service is an access line for use with a payphone instrument designed to perform various functions. Payphone instruments are to be provided by the customer.

\* Directory assistance charges assessed to end users at payphones and local coin-sent paid message service charges assessed to end users to payphones are deregulated after 10/7/97.

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PAYPHONE SERVICE

7.1 Payphone Service (Continued)

7.1.5 Central Office (CO) Implemented Coin Line

- a. Central Office-Implemented Coin Line Service is an access line for use with a coin supervision feature. Payphone instruments are to be provided by the customer.
- b. Features are additives to the operation of a flat rate access line that provide for CO-Implemented Coin Line Service. The Company offers those features that are provided by the functionality of the Company's switches. These include coin monitoring, coin control (collect and return of coins, if applicable), and/or answer supervision. CO-Implemented Coin Line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).
- c. CO-Implemented Coin Line Service is provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line feature offered by the Telephone Company.

7.1.6 Features and Functions

- a. CO Coin Line Signaling (Coin Supervision) provides the electrical signaling for:  
  
Coin monitoring - indicating to an operator service provider the number and denomination of coins deposited based on information provided by the payphone;  
  
Coin collection and return - indicating to the payphone equipment to collect coin(s) from or return coin(s) to the calling party where applicable and offered by the Company, and;  
  
Answer supervision - indicating to the payphone that the calling line has answered the call, where applicable and is technically feasible.
- b. Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request Selective Class of Call Screening and/or OLS.

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PAYPHONE SERVICE

7.1 Payphone Service (Continued)

7.1.6 Features and Functions (Continued)

- c. CO-Implemented Coin Line features, including coin monitoring, coin collect and return (where applicable) and/or answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.

7.1.7 Rates<sup>(1)</sup>

		<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
a.	Payphone Service		
	1. Instrument Implemented		Applicable Non-recurring Charge
	Flat Rate, per line, Maximum Rate	\$32.00	
	Flat Rate, per line, Current Rate	32.00	
	2. Coin Supervision/ Transmission	\$ 2.25	
	3. End User Local Message Charge (Deregulated after 19/7/97)	\$ .20 each	

(1) The rates for payphones are governed by 96-1310-TP-COI and do not fall under a Tier designation. They do not have the pricing flexibility afforded the company by O.A.C. 4901:1-4.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2

9.2.1 General

- a. Touch Calling Service is provided for the origination of telephone calls through the use of pushbuttons rather than a rotary dial.
- b. Touch Calling Service requires special central office equipment for lines and trunks and will be provided only from Central Offices when facilities are available. In addition to special central office equipment for Key and PBX trunks, additional equipment within the Key and/or PBX is required for touch calling service.

9.2.2 Rates

The following rates apply for push button telephone service associated with lines equipped for touch calling service and are in addition to the monthly and nonrecurring rates and charges applicable for the associated service and facilities else where in this tariff provided for:

		<u>Monthly Rate</u>	<u>Classification</u>
a.	Business Service		
	(1) Touch Calling Access Line		
	(a) An access line for each individual or two party line, to provide for push button dialing - Maximum Rate	\$ 1.65	Tier 1 Core
		Current Rate 1.65	Tier 1 Core
b.	Residence Service		
	(1) Touch Calling Access Line		
	(a) An access line for each individual or party line to provide push-button dialing from residence service - Maximum Rate	\$ 1.65	Tier 1 Core
		Current Rate 1.65	Tier 1 Core



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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 Touch Calling Service (Continued)

		<u>Monthly Rate</u>
9.2.3	Instruments Equipped with Touch Calling	
	-Bus	\$ 1.15
	-Res	\$ 1.15

9.3 Enterprise Service (Special Reversed Charge Toll)

9.3.1 General

- a. This service provides an arrangement in connection with message toll telephone service whereby a business customer's patrons have the privilege of calling him without the payment of a toll charge and without having to make specific request for reversal of the toll charge.
- b. This service is available only to business customers having private branch exchange service or individual line service.
- c. The exchanges in which such service is furnished are selected by the customer, subject to the approval of the Company, and the Company assigns and lists in the directory for each of such exchanges a special telephone number designation for the use of patrons.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services

9.6.1 General

- a. Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more of the following Custom Calling features:

- (1) Call Waiting - By means of a tone signal a customer is alerted during a call when another caller is trying to reach that number. The customer may then put the first call on hold (or hang up) to answer the second call. In some exchanges, the customer has the ability to "Cancel Call Waiting", which will turn off this feature so that a call is not interrupted by the alerting tone. Cancel Call Waiting, where available, is an adjunct to Call Waiting and is user selective.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued)

- (2) Call Forwarding - These features permit a customer to have all incoming calls to a line automatically transferred to another preselected dialable telephone number.

Calls may be transferred to a long distance message telecommunications point. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment, in whole or in part, of message toll charges that would regularly in applicable between the station originating the call and the station to which the call is transferred. A customer utilizing Call Forwarding service is responsible for the payment of charges for each toll call between his Call Forwarding equipped station and the distant telephone to which the call is transferred.

Three options of Call Forwarding are offered as follows:

- (a) Call Forwarding. A customer activated feature that automatically transfers all incoming calls of the customer's telephone number to another dialable telephone number until the customer deactivates the feature.
- (b) Call Forward No Answer. This feature automatically transfers incoming calls to a predesignated telephone number when the primary line is not answered. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described in (a) above.
- (c) Call Forward Busy. This feature automatically transfers incoming calls to a predesignated telephone number when the primary line is busy. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described in (a) above.

A secondary service order charge will apply when the customer requests programming or changing the predesignated number for Call Forward Busy or Call Forward No Answer. If the programming or change is done in connection with a primary service order or additional customer requests, only one service order charge will apply.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Customer Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued)

- (3) 3-Way Calling - Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.
- (4) Speed Call - Enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. Customers must subscribe to only one of either the 8 Code capacity or 30 Code capacity arrangement on the same line.
- (5) Call Within - Allows a single line customer to communicate between telephone instruments connected to the same one-party access line. The customer, by dialing the Call Within code and his own telephone number, will hear a normal busy tone. The caller then hangs up and all the phones on the calling line will ring. When any phone is picked up, the ringing stops thereby letting the caller know that his call has been answered.
- (6) Hot Line - The feature will automatically dial a prearranged directory number when the telephone goes off hook.
- (7) Warm Line - Is a delayed Hot Line. If dialing has not begun within the delay interval after the telephone goes off hook, a prearranged directory number is dialed. The delay interval is adjustable between 0 and 20 seconds, determinable by the customer, during which time the automatic dialing feature may be overridden.

The Company must set the delay interval, and a secondary service order charge, as outlined in Section 4.3.1(a) of this Tariff, will apply if the customer chooses to have such interval changed after the service is originally installed.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued))

- (8) Multi-Ring Service - A terminating line feature that provides the capability of assigning two directory numbers (DNs) to one line. Subscribers can differentiate by a different ringing cadence between calls terminated to the Primary Directory Number (PDN) and the Secondary Directory Number (SDN) on the same line. One PDN and up to one SDN may be assigned to a line.

One standard alphabetical listing for each PDN and SDN will be provided to subscribers of Multi-Ring Service, subject to charges and regulations specified in Section 6 of this Tariff.

- (9) Usage Sensitive 3-Way Calling - Usage Sensitive Three Way Calling is available to all individual line residence and business customers where facilities permit. This service permits use of the 3-Way calling feature on an as needed basis, with the subscriber paying the rate shown on Sheet No. 13 for each occasion it is successfully used. 3-Way Calling permits the subscriber activating the feature to hold an in-progress call and originate a second call while maintaining privacy from the first call, or to add another party for a three way conference arrangement.

Switch-specific technology determines how a subscriber "activates" the feature. In certain switch technology, the feature is activated by "flashing" the serving switch from the subscriber's terminating equipment ("Flashing" is accomplished via a receiver button, switchhook, hook flash key, flash key, etc.). This technology provides the subscriber with spontaneous control of the feature. Other switch technology requires that the feature be dial-activated by the subscriber prior to establishing the first leg of a three way call, using a Company provided code.

The per use charge is applied only when a second call is completed and bridged to the first call. Completed calls include, but are not limited to those calls terminated to telephones, voice messaging systems, answering machines, facsimile machines, modems, etc.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued))

(9) Usage 3-Way Calling (Continued)

The per use charge is in addition to any tariffed switched network usage charge appropriate for the line with which the Per Use 3-Way Calling feature is associated. Such usage may include, but is not limited to, toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are as covered in tariff sections specific to that particular call type, and are not impacted by the application of the per use charge.

Access to the Per Use capability can be restricted at the customer's request at no charge.

- (10) Call Waiting ID - This feature, also called Spontaneous Call Waiting Identification (SCWID), allows the subscriber to view the name and directory number (DN) of a call in the call waiting mode. The display appears between the first and second audio tones, alerting the subscriber that another call is incoming.

- (11) Call Waiting Deluxe - This feature, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), is a Stored Program Control System feature. Subscribers can receive calling party information during Call Waiting and control the treatment of incoming calls with disposition options. The disposition options are available through softkeys on the customer premises equipment.

Incoming calls to the line, while idle, receive normal terminating treatment. When the line is busy, the system provides audible ringing to the calling party and alerts the DSCWID subscriber that a call is waiting.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges

The following rates and charges apply in addition to the established rates and charges for the service with which these features are associated. (See Note)

		<u>Current Monthly Rate</u>	<u>Maximum Monthly Rate</u>	<u>Classification<sup>(2)</sup></u>
a.	Each Feature, per line equipped:			
(1)	Call Waiting			Tier 1 Non Core
	(a) Business	\$3.50	\$7.00	
	(b) Residence	\$2.50	\$5.00	
(2)	Call Forwarding			Tier 2
	(b) Residence	\$1.50		
	Call Forwarding - No Answer			Tier 2
	(b) Residence	\$1.50		

- (2) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

		<u>Monthly Rate</u>
a.	Each Feature, per line equipped: (Continued)	
(2)	(Continued)	
	Call Forward Busy	
(b)	Residence	\$1.50
(3)	3-Way Calling	
(b)	Residence	\$1.50
(4)	Speed Call 8 or 30	
(a)	Speed Call 8	
(ii)	Residence	\$1.50
(b)	Speed Call 30	
(ii)	Residence	\$2.50
(5)	Call Within	
(b)	Residence	\$1.50
(6)	Hot Line	
(b)	Residence	\$2.50

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Original Sheet No. 111

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

		Monthly Rate
a.	Each Feature, per line equipped: (Continued)	
(7)	Warm Line	
(a)	Business (Full Rate)	\$3.00
	Business (Reduced Rate)	\$2.75
(b)	Residence (Full Rate)	\$2.00
	Residence (Reduced Rate)	\$1.75
(8)	Multi-Ring Service	
(a)	Business	\$5.00
(b)	Residence	\$4.00
(9)	Call Waiting ID	\$3.50
(10)	Call Waiting Deluxe	\$6.00
		<u>Per Activation</u>
(11)	Usage Sensitive 3-Way Calling*	\$ .95
b.	When two or more of the features specified in (1) through (7) preceding are provided on the same line, the reduced rate shall be charged for each feature.	

NOTE:

No additional service charges are applicable for the establishment of Custom Calling Services if established simultaneously with the establishment of local exchange service. Requests for, and rearrangements of, Custom Calling Services subsequent to the establishment of local exchange service will require a Service Ordering Charge and a Line Connection Charge.

As each central office becomes equipped to offer custom calling services, Call Waiting and Call Forwarding will be provided to all customers for a thirty day trial period at no charge for these services. No Service Ordering Charge and Line Connection Charge will be billed to customers for the trial services. Customers who contact the Company during the trial period desiring to retain the services offered on free trial will have the Service Ordering Charge and Line Connection Charge waived.

\* Usage Sensitive 3-Way Calling requires completion and bridging of second call.

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SECTION 9  
Original Sheet No. 112

MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

- c. Feature Packages applicable to residence service only, per line equipped:  
(Continued)

	<u>Monthly Rate</u>
(1) Basic Pak 1** (Touch Calling, Call Waiting, Call Forwarding*) (a) Residence	\$4.50
(2) Basic Pak 2** (Touch Calling, Call Waiting, 3-Way Calling) (a) Residence	\$4.50
(3) Basic Pak 3** (Touch Calling, Call Waiting, Speed Call 8) (a) Residence	\$4.50
(4) Deluxe Pak 1** (Touch Calling, Call Waiting, Call Forwarding*, 3-Way Calling) (a) Residence	\$5.75
(5) Deluxe Pak 2** (Touch Calling, Call Waiting, Call Forwarding*, Speed Call 8) (a) Residence	\$5.75
(6) Deluxe Pak 3** (Touch Calling, Call Waiting, 3-Way Calling, Speed Call 8) (a) Residence	\$5.75

\* In lieu of Call Forwarding, the customer may choose Call Forward Busy or  
Call Forward No Answer

\*\* Feature Packages are grandfathered.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

(Continued) c. Feature Packages applicable to residence service only, per line equipped:

	<u>Monthly Rate</u>
(7) Premium Pak** (Touch Calling, Call Waiting, Call Forwarding*, 3-Way Calling, Speed Call 8 )	
(a) Residence	\$6.50

\* In lieu of Call Forwarding, the customer may choose Call Forward Busy or Call Forward No Answer.

\*\* Feature Packages are grandfathered.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.8 Remote Calling Forwarding Service

9.8.1 General

- a. Remote Call Forwarding Service is a telecommunications network arrangement whereby a call placed from a station (the originating station) to a Remote Call Forwarding Service customer's Telephone Company electronic central office equipment to another station (the terminating station) designated by the customer, which may be located in a different exchange.
- b. Remote Call Forwarding Service will be provided under the following conditions:
  - (1) Remote Call Forwarding Service is offered subject to the availability of suitable facilities.
  - (2) Remote Call Forwarding Service is not offered where the terminating station is a public telephone.
  - (3) The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forwarding Service customer.
  - (4) Transmission characteristics of a forwarded call may vary depending on the distance and routing necessary to complete the forwarded call.
  - (5) Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
  - (6) Remote Call Forwarding Service is provided on the condition that the customer subscribes to sufficient Remote Call Forwarding Service arrangements and terminating telephone numbers to adequately handle calls to the Remote Call Forwarding Service customer without interfering with or impairing any other service offered by the Telephone Company.
  - (7) Remote Call Forwarding will not be provided when the terminating station is within the same Local Calling Area of the Call Forwarding central office.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.8 Remote Call Forwarding Service (Continued)

9.8.1 General (Continued)

- c. One listing in the alphabetical section of the directory covering the exchange in which the Remote Call Forwarding central office is located is provided without additional charge.
- d. The minimum contract period for this service is three months.

9.8.2 Rates and Charges

- |   | <u>Monthly Rate</u> |
|---|---------------------|
| a. Remote Call Forwarding Service per telephone number arranged for Remote Call Forwarding  | \$20.00             |
| b. The Remote Call Forwarding rate is applicable to central office facilities and is in addition to toll message charges and any other charges for equipment or service with which it may be used.  |                     |
| c. Remote Call Forwarding Service is not provided to Residence access lines.  |                     |
| d. For the portion of the call between the calling party and the telephone number arranged for Remote Call Forwarding, the calling party is responsible for payment of the applicable charges.  |                     |
| e. For the portion of the call between the telephone number arranged for Remote Call Forwarding Service and the number to which the call is forwarded, the Remote Call Forwarding customer is responsible for payment of the applicable charges.                    |                     |
| f. All calls are forwarded at the direct dialed sent paid rate. All calls answered at the terminating station including person-to-person and collect calls even though such calls might not be accepted at the answering location are billed at the sent paid rate. |                     |

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9.8 Remote Call Forwarding Service (Continued)

9.8.2 Rates and Charges (Continued)

- g. The Remote Call Forwarding customer is responsible for the payment of applicable intrastate or interstate customer dialed station-to-station toll message charges. The above toll charges apply to which calls are being forwarded.
- h. Service charges as shown in Section 4 of this tariff shall apply as follows:
  - (1) For the initial installation of Remote Call Forwarding Service, Primary Service Ordering Charges shall apply. If Remote Call Forwarding is established at the same time that local service is removed, Secondary Service Ordering Charges shall apply.
  - (2) To change the number of the Remote Call Forwarding Service, the number at the terminating location or both numbers on the same order, Secondary Service Ordering Charges shall apply.
  - (3) A Line Connection Charge shall apply to the establishment or change of each Remote Call Forwarding Service number.

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9.10 Blocking and Screening Services

9.10.1 900/976 Services Call Blocking Service

a. Description

900 Services Call Blocking is an optional service providing residential and nonresidential customers with the capability to block the origination of direct dialed calls to all 900 services.

b. Regulations

- (1) LEC-provided blocking of 900 services shall be provided where technologically feasible.
- (2) 900 services blocking is to be offered to residential customers at no charge for initial service.
- (3) 900 services blocking is to be provided to nonresidential customers, free of charge, on a one-time basis, during a 60-day period after the inception of service.
- (4) Charges associated with nonresidential customers' initial requests (after the sixty-day free enrollment period has expired) and subsequent requests, and residential customers' subsequent requests, for 900 services blocking will not exceed the Company's service order charge.
- (5) Residential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge, even if they exercised an option to block services at a previous location at no charge.
- (6) Nonresidential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge during a 60-day period after the inception of service, even if they exercised an option to block 900 services at a previous location at no charge.
- (7) Customers may elect to remove 900 services blocking free of charge. Requests by customers to remove 900 services blocking must be in writing.
- (8) Call Blocking Service may be requested by a Sponsor or its billing agent (only upon the direction of the Sponsor) any time after notification by the Company that charges for "dial-it" type services (which are not in bona fide dispute or subject to the one-time forgiveness policy) have not been paid and are in arrears.

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9.10 Blocking and Screening Services (Continued)

9.10.1 900/976 Services Call Blocking Service (Continued)

b. Regulations (Continued)

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

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

c. Rates and Charges

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

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

- (2) Residence and Business Customer Requested Call Blocking

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

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

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



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9.10 Blocking and Screening Services (Continued)

9.10.1 900/976 Services Call Blocking Service (Continued)

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

Nonrecurring  
Charge

- (a) Residence Service Call Blocking,  
per subsequent request, each  
additional line.
- (b) Business Service  
Call Blocking, per request, each  
additional line.
- (c) Centrex Service  
Call Blocking, per request, each  
additional Centrex line.

\*

\*

\*

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

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

9.10.2 Toll Restriction Service

a. General

Toll Restriction Service is a central office service arrangement whereby calls dialed over residence and business individual lines or trunk lines, to other than the local toll free service area, receive a recorded restriction announcement or, where trunk lines are employed, are automatically routed to the PBX customer's attendant position.

b. Regulations

- (1) Toll Restriction Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.
- (2) Toll Restriction Service will not allow 1+, 0+, 0-, 101XXXX, 1+, 1+NPA+555+1212, 411 (when charges apply) and 900 calls.
- (3) The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any non toll free number for any purpose.

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9.10 Blocking and Screening Services (Continued)

9.10.2 Toll Restriction Service (Continued)

b. Regulations (Continued)

- (4) Subscribing to Toll Restriction does not relieve customers of responsibility for calls charged to the telephone number(s) associated with the restricted access line(s).
- (5) Toll Restriction does not provide restriction of nonchargeable calls to numbers such as repair service, public emergency service (i.e., 9-1-1), 1+800 calling, or local directory assistance (DA) service in the event charges do not apply to the provision of DA.
- (6) Toll Restriction Service will not be provided on coin or coinless pay telephone lines.
- (7) Toll Restriction Service will be provided to Residence One-Party, Business One-Party and Business Trunk customers. Toll Restriction Service will not be provided with party-line or Centrex services.
- (8) The minimum contract period for Toll Restriction Service is one month.

c. Rates

- (1) The following rates and charges apply to the Company's provision of Toll Restriction Service and are in addition to all other customer charges as specified elsewhere in the Company's tariff.

<u>Charge</u>	<u>Monthly Rate</u>		<u>Installation</u>
(a) <u>Option 1*</u> - 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	\$2.00	
	Business, per line equipped	\$2.00	
	Trunk, per trunk equipped		\$2.00

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

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9.10 Blocking and Screening Services (Continued)

9.10.2 Toll Restriction Service (Continued)

c. Rates (Continued)

(1) (Continued)

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

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

9.10.3 Billed Number Screening Service

a. General

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

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9.10 Blocking and Screening Services (Continued)

b. Regulations

- (1) The Company will place information required to utilize Billed Number Screening Service in the Line Information Database (LIDB) or other database necessary to implement Billed Number Screening Service. In the event a call is placed and charged to a number which should have been prevented by Billed Number Screening, the Company makes no guarantee and assumes no liability arising out of the use or misuse of Billed Number Screening Service by any other entities, including, but not limited to, Interexchange Carriers. The Company is fully responsible for calls charged to numbers which should have been prevented by Billed Number Screening Service, that originate and terminate within the Company's service territory, and are carried over no other carrier's network or facilities.
- (2) Billed Number Screening Service is offered subject to the availability of suitable facilities.
- (3) The minimum contract period for Billed Number Screening Service is one month.

c. Rates

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

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(a) <u>Option 1</u> - No Collect or Third Number Billing,	No Charge	*
(b) <u>Option 2</u> - No Third Number Billing	No Charge	*
(c) <u>Option 3</u> - No Collect Billing	No Charge	*

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

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9.10 Blocking and Screening Services (Continued)

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

a. General

Selective Class of Call Screening Service or Originating Line Screening is a two digit code passed by the Company's local central office switch with the Automatic Number Identification (ANI) at the beginning of a call that provides information about the line originating the call. The information provided in the two digit code is designed to inform the exchange or interexchange and/or the operator service provider about certain service classes or special characteristics of the billing number associated with the line originating the call. Under this arrangement, operators accept only those originating toll calls that are made collect, billed to a third number, or billed to a calling card.

b. Regulations

- (1) If a call is routed over another carrier's facilities to the Company, it will not complete a call which is identified by the two digit code accompanying the ANI as selectively screened, unless the call is either collect, billed to a third number, or billed to a calling card. If a call originates with the Company but is not carried solely over the Company's facilities, the Company will send, with the ANI, the two digit code that identifies the call as being selectively screened. The Company assumes no liability for calls completed by any other entity or carrier as long as the two digit code accompanies the ANI forwarded to the other carrier. The Company is responsible for properly handling calls which are selectively screened and are not carried over any other carrier's network or facilities.
- (2) Selective Class of Call Screening Service is offered subject to the availability of suitable facilities and equipment.
- (3) The service is offered to residence and business individual lines, trunk lines and payphone lines.
- (4) Customers subscribing to Selective Class of Call Screening Service are responsible for all toll charges billed to their lines, excluding any charges resulting from improper handling by the Company of any calls which are selectively screened and carried solely over facilities.
- (5) The minimum contract period for Selective Class of Call Screening Service is one month.

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9.10 Blocking and Screening Services (Continued)

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

c. Rates

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

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

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

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

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9.10 Blocking and Screening Services (Continued)

9.10.5 International Blocking Service

a. General

International Blocking Service is a central office service arrangement which provides for the capability to block outgoing direct dialed International (011+a and 10XXX 011+) calls.

Regulations and rates relative to International Blocking Service are set forth in Tariff FCC No.1, "Facilities for Interstate Access," filed with the Federal Communications Commission (FCC) by CenturyTel of Ohio, Inc.

9.10.6 Blocking Options For Caller ID Name and Number Delivery

a. General

1. Customers may prevent the disclosure of their telephone name and number when placing calls to a party with service that reveals the calling party's name and/or number by subscribing to either Per Call Blocking, or Per Line Blocking, (see Section 9.12.).
2. Per Call Blocking and Per Line Blocking are provided according to the availability of facilities, features, and central office equipment in locations determined by the Company. The features described will only operate on calls originating and terminating within suitably-equipped offices, or similarly equipped offices of interconnecting Local Exchange Companies.

9.10.7 Per Call Blocking

Per Call Blocking enables customers to prevent the disclosure of their telephone name and number on a per call basis to the called party. The disclosure of the calling party's name and number can be prevented on a per call basis by dialing \*67 on a touchtone phone before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone name and number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone name and/or number.

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9.10 Blocking and Screening Services (Continued)

9.10.8 Per Line Blocking

Per Line Blocking prevents the disclosure of the customer's telephone name and number to the called party. Per Line Blocking is applicable on all outgoing calls placed from the customer's line. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone name and /or number.

Per Line Blocking will be provided at no monthly charge to customers of non-published service.

Per Line Blocking will be available for subscription to all eligible customers at the rates (\$1.50) in paragraph 9.10.a.

Law enforcement, domestic shelters and other special agencies will be offered free Per Line Blocking.

9.10.9 Regulations

- a. The Company's liability arising out of the provision of the delivery or non-delivery of calling numbers or names is limited as stated in Section 2 paragraph 2.3.8 of this tariff.
- b. Per Call Blocking will be provided to all eligible customers.
- c. Per Line Blocking will be provided when requested by the customer to all non-published service customers at no monthly charge. The customer must specify each line to be equipped with the specific blocking service desired. Customers subscribing to non-published service will be advised by Company personnel of the availability of Per Line Number Blocking.
- d. Non-published service customers may subscribe to Per Line Blocking without a non-recurring charge if subscribed to within 90 days of the introduction of the service. After the 90 day period has expired, a non-recurring Service Order charge will apply.
- e. Telemarketers are prohibited from blocking the disclosure of their telephone number or name when placing calls. Upon receiving complaints that a telemarketer is blocking the disclosure of its telephone number and name, the Company will investigate the complaints and terminate the number privacy service where appropriate.



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9.10 Blocking and Screening Services (Continued)

9.10.10 Rates

- a. The following rates apply to blocking options and are in addition to the rates and charges applicable to the associated services, equipment and facilities.

Monthly Rates	<u>Residence</u>	<u>Business</u>
Per Line Blocking *	\$ 1.50	\$ 1.50
Per Call Blocking	No charge	No charge

- b. A non-recurring Service Order charge as set forth in Section 4, paragraph 4.3.1a(2) of this tariff applies to the installation or changes of Per Line Blocking with the exception of Law Enforcement Agencies, domestic shelters and other special agencies and non-published service customers as described in 9.15.3 and 9.15.4, above.

\* Customers subscribing to non-published number service receive per line blocking at no monthly charge.

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9.11 Emergency Services Calling Plan

9.11.1 General

- a. Message toll telephone calls to governmental emergency service agencies as set forth in b. following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made and meeting the definition and criteria of an emergency call as set forth in c. following, are offered at no charge to the customers.
- b. Governmental fire fighting, State Highway Patrol, Police and Emergency Squad Service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year.
- c. An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life and/or property and necessitate that prompt action be taken. An emergency call is a call of short duration to a governmental emergency service agency in order to seek assistance for such an emergency.

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9.12 Advanced Calling Services(ACS)

9.12.1 General

Advanced Calling Services are a group of capabilities that use industry-standard protocols to efficiently manage call flow. This is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving called party. That telephone number is held in network memory giving the called party options including identifying the called number, answering the call, and calling back to the originator.

Advanced Calling Services can be provided on a stand alone basis or as an enhancement to existing custom calling features to residential and business customers in central office switches having the generic capability to offer Advanced Calling Services.

9.12.2 Description of Services

Busy Redial \*66 - Automatically redials the last outgoing number after the customer activates the service by dialing a special code. Repeat Dialing is a way of keeping track of a busy line and performing call set-up when both the originating and terminating lines become idle. The customer must dial a special code before placing another outgoing call to activate the service.

When Busy Redial \*66 is active both the calling and called parties may originate and receive calls without affecting the Busy Redial \*66 service status.

This service can also be used to recall a called party after the conversation has been terminated.

Call Return \*69 -Enables a customer to return the last incoming call, whether or not it was answered. In order to activate this service, the customer must dial a special code before receiving another call or a Call Waiting indication.

This network will place the call if the called line is idle. If the called line is busy and the customer activates the service, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes both the calling and called lines are checked periodically for an opportunity to complete the call. When the call can be completed, the customer is notified, via a unique ring, that the network is ready to place the call. The call will automatically be placed when the customer picks up the telephone. The call backs may be to areas where a toll charge would be applicable.

When Call Return \*69 is active, both the calling and called party may originate and receive calls without affecting the Call Return \*69 service status. To deactivate the service, the customer must dial a special code.

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9.12 Advanced Calling Services(ACS) (Continued)

9.12.2 Description of Services (Continued)

Caller ID Number Only - Allows a customer to view the telephone number of the calling party when receiving a telephone call. The telephone number of the incoming call is displayed on a customer-provided display device. However, the calling party may subscribe to services which will prevent the disclosure of their telephone number. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's number.

Caller ID - Allows a customer to view the name of the calling party when receiving a telephone call. The calling party's name and number is displayed on a customer-provided display device. However, the calling party may subscribe to services which will prevent the disclosure of their name and number. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's name and number.

Selective Call Rejection \*60 - Provides the customer with a method to block calls from certain telephone numbers, which may or may not be known to the customer.

The customer can create a screening list of up to nine telephone numbers and place them in network memory through an interactive dialing sequence. The customer may also activate the service after receiving a call, and thus place the number associated with the call on the Selective Call Rejection \*60 list. In this case, the number is copied automatically from the customer's incoming memory slot. Once the service is activated by dialing a special code, a calling party's number, if available, is checked against the customer's Call Block list on every incoming call.

If the number has been blocked either on a per call or per line basis a "Private Number" message will be displayed back to the customer.

Call Trace \*57 - Allows a customer to request an automatic trace of the last call received by dialing a special code immediately following termination of the last incoming call. The customer will hear a recording explaining the charges and how to proceed with or terminate the trace. An announcement will also inform the customer if the trace has been successful and offers a number to call for further information.

Call Trace \*57 is provided on a subscription basis in appropriately equipped central offices.

Call Trace Removal will be available to customers. Call Trace Removal allows customers the option of having Call Trace removed from their telephone line at no charge if the customer finds that the

Call Trace \*57 procedures are being abused causing high monthly activation charges. A release form must be signed absolving the Company from non-availability of Call Trace \*57 activity. Customers resubscribing to Call Trace \*57 will be assessed a non-recurring charge as set forth in Section 4 Paragraph 4.3.1a(2) for its reinstallation.

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9.12 Advanced Calling Services(ACS) (Continued)

9.12.2 Description of Services (Continued)

A customer will not be assessed a charge for unsuccessful traces. An announcement will inform the customer that the trace was unable to be completed. Free activation of Call Trace \*57 will be made available to law enforcement agencies.

Selective Call Accept \*64 - Enables customers to store up to twelve (12) numbers from which they wish to receive calls.

An incoming call from a number that is not on the customer's Selective Call Accept \*64 list is routed to an announcement stating that the called party does not wish to receive the call.

This feature is accessed by dialing a service specified access code. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement. Modifications to the Selective Call Accept \*64 list are made with the telephone keypad.

Selective Call Forward \*63 - Enables customers to select up to twelve (12) numbers that can be forwarded to another number.

An incoming call that is not on the customer's Selective Call Forward \*63 list will not be forwarded.

This feature is accessed by dialing a service - specific access code. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forward \*63 list and the forward – to number can be changed at any time using the telephone keypad.

Distinctive Ring - Enables customers to designate up to twelve (12) numbers that can be automatically identified by a distinctive ring.

A distinctive ringing pattern accompanies incoming calls from the designated numbers. If a subscriber is engaged in conversation and a call from one of the designated numbers arrives, a distinctive call waiting tone accompanies the incoming call.

An incoming call that is not on the customer's Distinctive Ring list will ring normally.

This feature is accessed by dialing a service - specific access code. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement. Modifications to the Distinctive Ring list can be made at any time by using the keypad.

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9.12 Advanced Calling Services (ACS) (Continued)

9.12.2 Description of Services (Continued)

Anonymous Call Reject \*77 - Permits the customer with or without Caller ID to automatically reject calls marked "anonymous" from callers who have blocked their number/name, either through the use of per-call blocking or per line blocking. The customer must provide and connect their own compatible customer premises equipment (CPE) in order to reject these calls.

If the customer activates ACR by dialing a special code, the rejected call is automatically routed to an announcement and disconnected. The called party receives no ringing for this call. Only calls for which the number/name has been intentionally blocked are rejected. The customer deactivates by dialing a special code.

Distinctive Ring/Call Waiting - With Distinctive Ring/Call Waiting (DRCW), up to 31 directory numbers (DNs) are identified at the called station by a distinctive pattern of alerting tones. Distinctive alerting (short-long-short tones) is given when the subscriber receives a call from a DN that is on the DRCW list. If the incoming call's DN is not on the DRCW list, the call is given standard terminating treatment.

A subscriber programs a list of DN's through the Screening List Editing (SLE) services. The SLE also allows the subscriber to activate or deactivate the DRCW feature. The subscriber can modify the list at any time using the keypad.

Automatic Recall - This feature in combination with Usage Busy Redial \*66 allows a caller to automatically call back the last party they called if the directory number was busy.

Usage Call Return \*69 - Usage Call Return \*69 gives the subscriber the convenience of recalling the last incoming call without having to know the DN of that call. It is activated by means of a code. If the called DN is busy, automatic processing of the call continues until both lines are idle. The subscriber can continue to originate and receive calls without affecting the usage call return request. To cancel the request, the subscriber dials a deactivation code.

Usage Busy Redial \*66 - With Usage Busy Redial \*66 a subscriber can automatically re-originate a call to the last-dialed DN without having to redial the DN. This can be done regardless of whether the call was answered, unanswered, or busy. If the called DN is busy, automatic processing of the call continues until the DN is idle. When both lines are idle, the calling party hears a special ring. When the caller picks up the set, the called party's line rings. A subscriber can continue to originate and receive calls without affecting the usage repeat dial request. The request can also be canceled using a deactivation code.

Privacy Protector - Privacy Protector works to intercept unidentified callers. Calls that can be identified by Caller ID are connected as normal calls. Calls that cannot be identified are intercepted and routed to an announcement, which states that the called number does not accept calls from telemarketers. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must be also subscribed to Caller ID.

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9.12 Advanced Calling Services (ACS) (Continued)

9.12.3 Regulations

- a. ACS features will be provided in connection with individual line and multi-line business and residence service.
- b. ACS features are subject to available facilities and limited to central offices specifically equipped to provide such service. ACS features are applicable to calls placed to/from compatible central offices offering this service.
- c. The Company's liability arising out of the provision of any ACS feature, including, but not limited to the delivery or non-delivery of calling names or numbers is limited as stated in Section 2 paragraph 2.3.8 of this tariff.
- d. Caller ID Number Only and Caller ID services are available for multi-line customers equipped with hunting arrangements and all lines in the hunt group must be provisioned with Caller ID Number Only or Caller ID.
- e. The following restrictions apply to ACS:
  - (1) Operator assisted calls will override ACS features.
  - (2) Payphone Service will not be enabled with ACS features, with the exception of the Per Call Block feature. However, they will operate with the ACS system and interaction with all the features will be permitted.
- f. Busy Redial \*66 and Call Return \*69 features cannot be activated for numbers with an 800 or 900 prefix, or PBX station lines not equipped with Direct Inward Dial Service.
- g. Call Trace \*57 will not replace existing procedures. Customers will not be provided with the traced number. The results of a customer originated trace will only be released to legally constituted authorities upon proper request by them.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services (ACS) (Continued)

9.12.4 Rates

- a. The following rates apply to ACS features and are in addition to the rates and charges applicable to the associated service, equipment and facilities.  
A nonrecurring Service Order charge as set forth in Section 4, paragraph 4.3.1.a.(2) of this tariff applies for the installation or changes of the ACS features, with the exception of Call Trace \*57.

A non-recurring charge will apply when a customer resubscribes to Call Trace \*57 Service.

- b. Local or Message Toll Service calls established by using Bust Redial \*66 or Call Return \*69 will be charged at the current tariffed rate.

c. Monthly Rates

	<u>Residence</u>	<u>Business</u>	<u>Classification<sup>(1)</sup></u>
Call Return *69	\$2.50	\$3.50	
Busy Redial *66	\$2.50	\$3.50	
Caller ID Number Only - Maximum Rate	\$4.50	\$5.50	Tier 1 Core
Caller ID Number Only - Current Rate	\$4.50	\$5.50	Tier 1 Core
Caller ID	\$ 7.00	\$8.00	
Selective Call Rejection *60	\$2.50	\$3.50	
Call Trace *57 - Maximum Rate	\$10.00	\$10.00	Tier 1 Non Core
Call Trace *57 - Current Rate	\$5.00	\$5.00	Tier 1 Non Core
(per activation)	\$25.00	\$25.00	
	(monthly cap)	(monthly cap)	
Selective Call Accept *64	\$2.50	\$3.50	
Selective Call Forward *63	\$2.50	\$3.50	
Distinctive Ring	\$2.50	\$3.50	
Anonymous Call Reject	\$2.50	\$3.50	
Privacy Protector	\$2.95	\$3.95	

(1) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services (ACS) (Continued)

9.12.4 Rates (Continued)

c. Monthly Rates (Continued)

	<u>Residence</u>	<u>Business</u>
Distinctive Ring/Call Waiting	\$ 4.00	\$ 4.00
Automatic Recall	\$ 4.50	\$ 4.50

d. Usage Sensitive Rates

Usage Call Return *69, per activation	\$ .95	\$ .95
Usage Repeat Dial *66, per activation	\$ .95	\$ .95

e. Multiple Feature Discounts \*

Residence customers will receive a multiple feature discount when subscribing to two or more features.

	<u>Monthly Discount</u>
First	None
Two Features	\$ .75
Three Features	\$ 1.25
Four or More Features	\$ 1.75

\* Multiple Feature Discounts are grandfathered.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service

9.13.1 General

- a. When requested by local government authority and subject to the availability of facilities and equipment, the Company will provide 911 Emergency Service (911 Service) for the purpose of voice reporting emergencies by the public.

The service is classified as both Local Exchange and Interexchange Telecommunications Service.

- b. The Company shall not be required to provide 911 Emergency Service to less than an entire central office (switching entity).
- c. A Public Safety Answering Point (PSAP) is the answering point for a 911 call. A PSAP must be created and staffed under an "Authority to Operate a 911 System" issued by the Public Utility Commission of Ohio.
- d. Any person dialing "911" from a telephone which is usable for local exchange telephone network access and arranged to provide 911 Service will be automatically connected to the Public Safety Answering Phone (PSAP) for that telephone.
- e. For the purposes of this tariff a Responding Agency is an agency which is prepared to provide one or more specific emergency services via calls transferred from a PSAP.
- f. 911 calls originated from local exchange telephone network access facilities shall be completed to the PSAP without a charge being assessed to the calling party by the Company.
- g. This offering is limited to the provision and use of the digits "911" as the Universal Emergency Telephone Number Code.
- h. 911 Service is a one-way service only.
- i. The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial, the digits "911" or to any other person who may be affected by the dialing of the digits "911". The Company's entire liability arising out of the provision of 911 Service under this tariff shall be limited as set forth in this Section and in Section 2.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.1 General (Continued)

- j. For 911 Emergency Service, each PSAP must subscribe to sufficient 911 Service Lines to adequately handle incoming calls in each PSAP's busy hour so that less than 1 call out of 100 encounters a busy signal. In no case shall the PSAP subscribe to less than two such lines per central office routing calls to the PSAP.
- k. The applicant will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines provided for above.
- l. 911 Emergency Service is intended to be an emergency service only. Therefore, in addition to the 911 Emergency Service lines, each PSAP must subscribe to at least one non-emergency (Administrative) local exchange line with at least one listed directory number.
- m. The Company will not undertake to prorate any billing among agencies jointly subscribing to a 911 Service.
- n. Intercept service for the seven-digit emergency number(s) replaced by 911 will be provided for a period of time as negotiated between the Company and the subscriber; however, in no case shall intercept service be provided for more than one year or beyond the next subscriber directory issuance, whichever is longer.
- o. Company recommendations for 911 Service will provide for a transmission grade of service from the calling party to the PSAP at least equivalent to that provided by the exchange telephone network. If the customer desires service with a different (lesser) transmission grade of service, the customer must submit such a request in writing and indicate his recognition of the less than optimal transmission design.
- p. As mandated by Ohio state law, the financial burden of 911 Emergency Service is prorated among all telephone customer access lines in the County. The amount so prorated is shown in paragraph 9.13.4 following.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.1 General (Continued)

- q. The Public Utilities Commission of Ohio will conduct an annual review of the rates charged herein and may adjust them according to costs required to provide this service at the time of the review.
- r. Any terminal equipment used in conjunction with 911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the Automatic Number Identification (ANI) feature as the source of an in-progress 911 call.
- s. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- t. 911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.1 General (Continued)

- u. 911 information consisting of addresses and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls. The 911 calling party forfeits the privacy afforded by Private and Semi-Private Directory Service to the extent that the telephone number and address associated with the originating station location are furnished to the PSAP.
- v. The rates charged for 911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in event the system is not functioning properly.

9.13.2 Description of Service

- a. Emergency reporting trunks from each central office route emergency calls to the Public Service Answering Points (PSAP) currently located in the county being served by 911 Service.
- b. Calls to the Responding Agencies, as outlined in the county final plans, are initiated by the PSAP operator via ringdown circuits.
- c. The lead host telephone company in each county being served by 911 Service maintains a list of all telephone numbers and addresses within the county and the appropriate Responding Agency which provides emergency service. The information is maintained in a computer database.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.3 Liability

- a. The Company's entire liability to the Customer or any person for interruption or failure of any aspect of 9-1-1 Service shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 Service by the Company. This 9-1-1 Service is offered solely to assist the Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 9-1-1 Service to the Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the Customer.
- b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of their employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 Service other than Company acts or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the Customer for the time such interruption to service or facilities continues, after notice by the Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the Customer.
- c. The Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or Customer or any of their employees, directors, officers, contractors or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of the 9-1-1 Service or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 Service.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.3 Liability (Continued)

- d. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of the 9-1-1 Service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines.
- e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a Customer. At the rates set forth herein, the Company will integrate any records provided to it by the Customer in a Company-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a Customer and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this data by the Customer, which may be asserted by any person, business, government agency, or other entity against the Company.
- f. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of 9-1-1 Service when there is a failure of or interruption in 9-1-1 Service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment of other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 Service ordered by the Customer, Company facilities or otherwise affect its telephone operations.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.3 Liability (Continued)

- g. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to a 9-1-1 Service or Host Provider using such information to provide a 9-1-1 Service.
- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the 9-1-1 Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the 9-1-1 Customer's service area. Neither the 9-1-1 Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the 9-1-1 Customer's service area or for calls originating from voice over internet protocol, or mobile/cellular telephones.
- i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of Customer provided facilities or equipment.
- j. The approval by the P.U.C.O. of the foregoing language in this tariff does not constitute a determination by the P.U.C.O. that the limitation of liability imposed by the company should be upheld in a court of law. Approval by the P.U.C.O. recognizes that since it is a court's responsibility to adjudicate negligent and consequent damage claims, it is also the court's responsibility to determine the validity of the limitation of liability therefore.



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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.4 County Rate List (1)

<u>County</u>	<u>Current Rate Subscriber Charge</u>	<u>Implementation Date For 911 Service</u>	<u>Effective Date For Current 911 Subscriber Charge</u>	<u>Initial Case No. for 911 Implementation</u>	<u>Most Current Case No. for 911 Review</u>
Erie	\$.18	05-06-1992	05-06-1992	91-1767-TP-EMG	91-1767-TP-EMG
Lorain	\$.18	11-15-1989	11-15-1989	88-1607-TP-EMG	88-1607-TP-EMG

- (1) The rates for 911 Emergency Service are governed by 86-911-TP-COI and do not fall under a Tier designation. They do not have the pricing flexibility afforded the company by O.A.C. 4901:1-4.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.14 Memory Number Service

9.14.1 General

- a. Memory Number Service (MNS) allows business and residence customers to request a specific telephone number other than one that would normally be assigned by the Company. The specifically requested numbers include, but are not limited to, numbers with alphabetic equivalents or "easy to remember" numbers. The MNS charge does not give the customer a property right in the number selected.
- b. MNS is provided subject to the availability of telephone numbers requested.
- c. An initial non-recurring charge will apply when a Memory Number is assigned.
- d. The charge shown in 9.14.2 following is in addition to applicable service charges specified in Section 4 of this tariff.

9.14.2 Rates and Charges

Initial Nonrecurring Charge

Number search and assignment	\$35.00
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MISCELLANEOUS SERVICE ARRANGEMENTS

9.19 Advanced Custom Calling Services

9.19.1 General

Advanced Custom Calling Services are optional telephone service arrangements in which the intelligence for the service is within the switch. The central office may be equipped to offer the services described in 9.19.2.

9.19.2 Description of Services

Call Pickup - The Call Pickup feature allows a subscriber to pick up calls within a predefined pickup group by dialing an access code. The Call Pickup (CPU) feature permits a station to answer calls incoming to another station within the same pickup group.

To activate or pick up a call within the preset pickup group, the subscriber goes off-hook, listens for dial tone, and dials the assigned access code used for CPU. Once the access code is translated, the ringing station within the preset pickup group is answered from the remote or distant station within the group. An immediate connection is made between the pickup station and the incoming call with no warning tone or other tone provided.

Call Transfer - The Call Transfer (CXR) feature allows a subscriber to transfer either a party who has called or a party who has been called to a third party. CXR is activated by entering an access code followed by the transfer-to directory number (DN). The telephone where the call was first received is then placed on-hook, freeing the line for incoming and outgoing calls.

Distinctive Ringing per Extension - The Distinctive Ringing per Extension service creates a distinctive ringing pattern for each extension so that incoming calls can be effectively transferred to the appropriate party. The service is activated, on a per call basis, by an access code. Deactivation occurs when the call is terminated.

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9.19 Advanced Custom Calling Services

9.19.2 Description of Services

Enhanced Long Distance Alerting - The Enhanced Long Distance Alerting functionality provides POTS and Residential Enhanced Services (RES) subscribers with an indication that they have an incoming long distance call. Subscribers are alerted by distinctive ringing if the line is idle or distinctive call waiting tones if the line is busy. If the called party does not respond to the Enhanced Long Distance Alerting distinctive call waiting tones within a predefined time period, the call is routed to no terminal response treatment. This service is no charge to customers subscribing to call waiting.

Extension Bridge Service - The Extension Bridge Service (EXB) feature associates a single directory number with a group of subscribers on different lines and enables these group members to behave as if they were extensions of a single line. EXB offers both Call Forward and Speed Calling for a Multiple Appearance Directory Number (MADN). Call Forward and Speed Calling can be assigned to the primary DN and controlled by any extension within the EXB arrangement. This service basically provides an off-premises extension with custom-calling options.

Group Intercom - The Group Intercom (GIC) feature allows individuals within a designated intercom group to contact each other by using an access code and abbreviated dialing (intercom member number), which permits one-, two-, three-, or four-digit dialing.

Home Intercom - Home Intercom allows the subscriber to initiate internal conference calls. The service is activated, on a per call basis, by an access code. Deactivation occurs upon termination of the call.

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9.19 Advanced Custom Calling Services (Continued)

9.19.2 Description of Services (Continued)

Make Set Busy - The Make Set Busy (MSB) feature is a terminating feature that allows subscribers to make their lines busy to all incoming calls by dialing an access code. Incoming calls to a line with the MSB feature activated receive a busy tone. The line can be made available again to incoming calls by dialing a deactivation code.

Personal Ringing - Personal Ringing allows the assignment of up to four separate directory numbers to one single-party line. Special line signaling is provided for distinctive ringing, enabling subscribers to differentiate between calls terminating to the different DN's assigned to their lines.

Subscriber Activated Blocking/PIN - Subscriber Activated Blocking/PIN allows a subscriber to activate and deactivate call blocking, thereby restricting or allowing certain types of calls. If Subscriber Activated Blocking is active on a line, all calls originated on that line are screened for restricted calls. If a call is placed to a restricted number, the subscriber is routed to a digital recorded announcement machine (DRAM) announcement. The subscriber can enter a personal identification number (PIN) to override the blocked status and continue the call.

This feature has an extra level of security in that a subscriber must enter both an Subscriber Activated Blocking access code and a PIN to activate and deactivate blocking of restricted calls.

Wake-Up Service - Wake-Up Service is assigned as a line option and is activated and deactivated by the end user through the use of access codes. Upon activation, a wake-up call request is programmed by the end user to ring the end user's line at a particular time within the next 24 hours. The end user can deactivate the feature and cancel the wake-up call request at any time after it is programmed.

Usage Call Forwarding - With Usage Call Forwarding a subscriber can have incoming calls automatically forwarded to a predetermined DN. A subscriber dials the call forwarding activation code to provide call forwarding on the line. A confirmation tone is provided to the subscriber if Usage Call Forwarding is successfully added or removed from the line. A reorder tone is provided if the addition or removal fails.

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9.19 Advanced Custom Calling Services (Continued)

9.19.3 Rates and Charges

	<u>Residence/Business</u>
a. Call Pickup	\$ 2.50
b. Call Transfer	\$ 3.50
c. Distinctive Ringing per Extension	\$ 2.50
d. Enhanced Long Distance Alert	\$ 3.00
e. Extension Bridge Service	\$ 3.50
f. Group Intercom	\$ 3.50
g. Home Intercom	\$ 1.50
h. Make Set Busy	\$ 1.50
i. Personal Ringing	\$ 4.00
j. Subscriber Activated Blocking/PIN	\$ 1.00
k. Wake-Up Service	\$ 2.50
	<u>Per Activation</u>
l. Usage Call Forwarding	\$ .95

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SECTION 11  
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CONNECTIONS WITH CERTAIN FACILITIES  
AND/OR EQUIPMENT OF OTHERS

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SECTION 11  
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CONNECTIONS WITH CERTAIN FACILITIES  
AND/OR EQUIPMENT OF OTHERS

11.1 Customer Provided Registered Terminal Equipment

11.1.1 General

- a. Customer Provided Protective Circuitry or Terminal Equipment may be connected to facilities furnished by the Company for use with Local Exchange Telecommunications Service on the same terms and conditions as set forth in Title 47, Code of Federal Regulations, Ch.1, Pt. 68, as amended and interpreted from time to time by orders and rules published in the Federal Register.
- b. The use of customer provided circuitry or terminal equipment is prohibited, if such use shall require changes in or alterations of the equipment or other facilities of the Company.
- c. At the option of the Telephone Company, the customer shall notify the Company of his intention to connect registered or "grandfathered" equipment to Company facilities. Such notification shall include where applicable:
  - (1) The F.C.C. Registration Number,
  - (2) The Ringer Equivalency Number of the registered terminal equipment or protective circuitry,
  - (3) Sufficient identifying information such as the manufacturer's name, model and serial numbers to enable the Company to determine whether "grandfathered" equipment is involved and is eligible for connection; and
  - (4) Other such information as may be required to assure the compatibility of the connected equipment and proper administration of applicable laws, rules and regulations.
- d. Registered or "grandfathered" customer provided circuitry or terminal equipment shall be connected only by means of the proper interface termination (i.e., jack arrangement) provided by the Company.
- e. Upon experiencing trouble, the customer shall disconnect all customer provided circuitry or terminal equipment from the line and analyze it for malfunction. If any such circuitry or terminal equipment is found to be defective, its use shall be immediately discontinued until correction is made.



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11.1 Customer Provided Registered Terminal Equipment (Continued)

11.1.1 General (Continued)

- f. In the event customer provided circuitry or terminal equipment causes harm, the Company will, when practicable, notify the customer that discontinuance of service will be required. However, where prior notice is not practicable, the Company may discontinue service forthwith. Where prior notice of discontinuance of service is not practicable, the Company will:
  - (1) Promptly notify the customer of such temporary discontinuance;
  - (2) Afford the customer the opportunity to correct the situation which gave rise to the temporary discontinuance; and
  - (3) Inform the customer of his right to file a complaint with the Public Utilities Commission of Ohio or with the Federal Communications Commission pursuant to Title 47, Code of Federal Regulations, Ch.1, Pt. 69, or both. As used in this paragraph the term "harm" means electrical or other hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment, his calling or called party.
- g. If trouble detected by or reported to the Company results in the Company's dispatching an employee to the customer's premises and the trouble is determined to be caused by the customer's equipment or facilities, the customer will be so notified that he will be liable for a service visit charge.

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P. U. C. O. No. 12

CenturyTel of Ohio, Inc.

SECTION 11  
Original Sheet No. 152

CONNECTIONS WITH CERTAIN FACILITIES  
AND/OR EQUIPMENT OF OTHERS

11.1 Customer-Provided Registered Terminal Equipment (Continued)

11.1.2 Liability

- a. The Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Company, (1) caused by customer provided equipment (except where a contributing cause is the malfunctioning of a Company provided connecting arrangement) or (2) not prevented by customer provided equipment but which would have been prevented had Company provided equipment been used.
- b. Customers are expected to install their telephone equipment.
- c. Customers purchasing instruments from the Company's Phone Store will be furnished instructions regarding the connection and use of the equipment selected.

11.1.3 Rates

- a. The customer is responsible for the payment of all other applicable rates and charges as covered in this tariff.
- b. Access lines will enter the premises at the point nearest to the existing pole line or cable facilities of the Telephone Company. If any other entry is required, the installation charges shall be .....Expense incurred by the Company.
- c. Other Charges
  - (1) Service and Maintenance Charges

Service difficulties that can be isolated by the Telephone Company testboard in customer supplied equipment, without dispatching a service man, will be charged for at \$8.30 per occurrence.
  - (2) Charges for certification of customer supplied equipment shall be ....Expense incurred by the Company.

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

CenturyTel of Ohio, Inc.

SECTION 11  
Original Sheet No. 153

CONNECTIONS WITH CERTAIN FACILITIES  
AND/OR EQUIPMENT OF OTHERS

11.2 Connection With Customer Owned Voice Recording Equipment

11.2.1 General

- a. Customer owned voice recording equipment for the recording of telephone conversations may be used in connection with the facilities of the Company subject to the following conditions:
- b. Connection with the Company facilities
  - (1) Connection of customer owned voice recording equipment with the facilities of the Company shall be made only through recorder connector equipment which contains a recorder tone device automatically producing a distinctive recorder tone ("beep") that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use.
  - (2) The customer owned voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Company or switched on and off.

11.2.2 Responsibility of the Company

Telephone service furnished by the Company is not represented as adapted to the recording of telephone conversations by means of voice recording equipment.

11.2.3 Obligations of the Customer

- a. The operating characteristics of the customer owned voice recording equipment shall be such as not to interfere with any of the services offered by the Company. Upon notice from the Company that the 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.
- b. The customer indemnifies and saves harmless the Company against claims for libel, slander, and infringement of copyright arising from the improper use of material transmitted over its facilities and recorded; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

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CenturyTel of Ohio, Inc.

SECTION 15  
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VACATION NUMBER SERVICE

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15.1 VACATION NUMBER RESERVATION

15.1.1. GENERAL

- A. Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation.
- B. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.
- C. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.
- D. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

15.1.2. RATES (Tier 2)

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

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BASIC TELEPHONE ASSISTANCE

16.1 SERVICE CONNECTION ASSISTANCE

16.1.1 General

- a. Service Connection Assistance is a telephone assistance program that provides certain eligible residential customers requesting local exchange service with the following benefits:
  - 1. Waiver of applicable deposit requirements under Section 2 of this tariff.
  - 2. Full or partial waiver of applicable service connection charges for establishing or reestablishing local exchange service as described in Section 4 of this tariff (Service Connection Assistance does not apply to network wiring charges).

16.1.2 Regulations

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

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BASIC TELEPHONE ASSISTANCE

16.1 SERVICE CONNECTION ASSISTANCE (Cont'd)

16.1.2 Regulations (Continued)

- b. The Telephone Company shall require, as proof of eligibility for Service Connection Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section 22.1.2.A, above; identifying the specific program or programs from which the customer receives benefits.
- c. Customers of Service Connection Assistance cannot be a dependent (as defined by the Federal Income Tax Code) under the age of 60.
- d. Service Connection Assistance is available for all grades of service.
- e. Service Connection Assistance is available for a single telephone line at the customer's principle place of residence.
- f. Service Connection Assistance shall be available to eligible customers not more than once in a one-year period at the same address. Customers must pay or make arrangements to pay to the Telephone Company any outstanding bills for regulated telephone services in the customer's name, and no other member of the same household owes money for such services previously provided at the customer's current address.
- g. Service Connection Assistance customers are not restricted on the optional services to which they may subscribe.



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BASIC TELEPHONE ASSISTANCE

16.2 LINK-UP

16.2.1 General

Link-Up is a federal assistance program that provides eligible residential customers with one or both of the following benefits:

- a. A reduction of the Telephone Company's applicable service connection charges equal to one-half of such service connection charges, or \$30.00, whichever is less.
- b. A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan does not exceed 12 months duration.

16.2.2 Regulations

- a. Link-Up is available to residential customers who currently participate in one of the following programs:
  1. Home Energy Assistance Program (HEAP);
  2. Food Stamps;
  3. Supplemental Security Income - aged (SSI);  
Medical Assistance (Medicaid), including any state program that might supplant Medicaid;
  4. Federal public housing/Section 8;
  5. Ohio Works First (aka Temporary Assistance to Needy Families (TANF);
  6. Household income at or below 150% of the poverty level; or
  7. National School Lunch's Free Lunch Program.
- b. Customers who qualify through income based requirements must certify their eligibility to participate under penalty of perjury and must present documentation to certify eligibility. Examples of acceptable documentation include the most recent documentation for any of the following:
  1. State or federal income tax return
  2. Current income statement or W-2 from an employer
  3. Three consecutive months of current pay stubs
  4. Social Security statement of benefits
  5. Veteran's Administration statement of benefits
  6. Retirement/Pension statement of benefits
  7. Unemployment/Workmen's Compensation statement of benefits
  8. Divorce decree or child support document
- c. Customers applying for Link-Up benefits and not for Lifeline are not restricted as to the optional services to which they may subscribe.

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BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE

16.3.1 General

CenturyTel Ohio Lifeline is a basic support program that provides eligible customers requesting local exchange service, including touch-tone, with the following benefits:

- a. A waiver of the Federal Subscriber Line Charge
- b. A waiver of the Federal Universal Service Fund End User Charge
- c. A credit of one hundred percent (100%) of all nonrecurring service order charges for commencing service.
- d. A recurring discount equal to the maximum contribution of federally available assistance will be applied to the monthly basic local exchange service charge; at no time should the discounts cause the monthly basic local exchange rate to be less than zero.
- e. A waiver of the Telephone Company's service deposit requirement.
- f. Free blocking of toll and 900/976 dialing patterns.
- g. The availability of optional features is governed by applicable Commission orders including Case No. 00-1532-TP-COI.

CenturyTel Ohio Lifeline is classified as a Tier 1 Core Service.

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BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE (Cont'd)

16.3.2 Regulations

- a. CenturyTel Ohio Lifeline is available to residential customers who are currently participating in one of the following assistance programs:
  1. Home Energy Assistance Program (HEAP);
  2. Food Stamps;
  3. Supplemental Security Income - blind and disabled (SSD);
  4. Supplemental Security Income - aged (SSI);
  5. Medical Assistance (Medicaid), including any state program that might supplant Medicaid;
  6. Federal public housing/Section 8;
  7. Ohio Works First (aka Temporary Assistance to Needy Families (TANF);
  8. Household income at or below 150% of the poverty level;
  9. National School Lunch's Free Lunch Program; or
  10. General Assistance (including disability assistance (DA).
- b. Customers qualifying for CenturyTel Ohio Lifeline with past due bills for regulated local service charges will be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. CenturyTel Ohio Lifeline customers with past due bills for toll service charges will be required to have toll restricted-service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider pursuant to the minimum telephone service standards.

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BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE (Cont'd)

16.3.2 Regulations (Cont'd)

- c. The Telephone Company shall require, as proof of eligibility for Lifeline, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in paragraph 16.3.2 (a.) preceding; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the Telephone Company if the customer ceases to participate in such program or programs.
- d. The Telephone Company shall automatically enroll customers in CenturyTel Ohio Lifeline who participate in a qualifying program as contained in paragraph 16.3.2 (a.). The automatic enrollment will be implemented when the necessary procedures have been established with the appropriate state agencies.
- e. The Telephone Company will also enroll customers who participate in a qualifying program by using on-line company to agency verification or self-certification.
- f. Customers who qualify through income based requirements must certify their eligibility to participate under penalty of perjury and must present documentation to certify eligibility.

Examples of acceptable documentation include the most recent documentation for any of the following:

- 1. State or federal income tax return
  - 2. Current income statement or W-2 from an employer
  - 3. Three consecutive months of current pay stubs
  - 4. Social Security statement of benefits
  - 5. Veteran's Administration statement of benefits
  - 6. Retirement/Pension statement of benefits
  - 7. Unemployment/Workmen's Compensation statement of benefits
  - 8. Divorce decree or child support document
- g. New customers will receive Lifeline Benefits when the application is processed with the effective date of the credits dating back to the date of service establishment if the application is received by the Telephone Company within 90 days of service establishment. Current customers will receive Lifeline benefits back to the date they request Lifeline service, as long as the application is received no later than 30 days from that date. If the application is received after these deadlines, the Lifeline benefits will begin on the date the application is received by the Telephone Company.

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BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE (Cont'd)

16.3.2 Regulations (Cont'd)

- h. Should the Telephone Company determine that a customer does not qualify for Lifeline assistance, or if the customer fails to submit the necessary documentation, the Telephone Company will provide written notification to the customer and will give the customer at least 30 days to prove eligibility. If the corrected application is received within 30 days, the credit will begin on the date service was established, or on the date Lifeline service was requested by an existing customer. If the corrected application is received after 30 days, the Lifeline benefits will begin on the date the corrected application is received.
- i. At no time will the monthly access line discounts cause the local service rates to be less than zero.
- j. The Telephone Company will perform an annual verification of all customers receiving Lifeline, in compliance with federal requirements to establish procedures to verify customers' continued eligibility for both programs and income-based criteria.
- k. The Telephone Company will notify customers at least 60 days prior to the pending termination of the customer's Lifeline Assistance, if the customer fails to submit acceptable documentation for continued eligibility for Lifeline benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of Lifeline benefits would occur; 2) the reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and, 4) a statement consistent with the disconnect notice requirements outlined in the MTSS Chapter 4901:1-5, O.A.C., explaining who the customer should contact in the event of a dispute. The customer will have a minimum of 60 days to re-certify or demonstrate continued income eligibility or to dispute the Telephone Company findings regarding termination of the Lifeline Service. If the customer fails to respond, their Lifeline benefits will automatically cease on the date noticed in the letter. If the customer responds after the date noticed in the letter, the customer will be required to submit a new application for Lifeline benefits.
- l. These Lifeline discounts and waivers apply to only one access line per household.
- m. Requests by the customer to purchase optional features, other than Call Waiting, are prohibited unless the Telephone Company receives a signed statement from the customer self-certifying that the feature is necessary for medical and/or safety reasons.
- n. If the customer disagrees with the Telephone Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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

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PACKAGED SERVICES

**17.1 SIMPLE CHOICE™ ONE <sup>1</sup> AND SIMPLE CHOICE™ TWO <sup>1</sup>**

**17.1.1 DESCRIPTION**

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

**17.1.2 FEATURES**

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

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

<sup>1</sup> Grandfathered to existing customers at their present location.

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PACKAGED SERVICES

**17.1 SIMPLE CHOICE™ ONE <sup>1</sup> AND SIMPLE CHOICE™ TWO <sup>1</sup> (Continued)**

**17.1.3 TERMS AND CONDITIONS**

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

**17.1.4 RATES**

	<u>Monthly Rate</u>
a. Residence	
Simple Choice™One <sup>1</sup>	\$24.95 <sup>2</sup>
Simple Choice™Two <sup>1</sup>	\$44.95 <sup>2</sup>
b. Business	
Simple Choice™One <sup>1</sup>	\$49.95 <sup>2</sup>
Simple Choice™Two <sup>1</sup>	\$94.95 <sup>2</sup>

<sup>1</sup> Grandfathered to existing customers at their present location.

<sup>2</sup> 100 % of this rate is considered regulated for purposes of disconnection for nonpayment, as per rule 4901:  
1-6-21 (c) (2) (a) - Option 1 Tariff.



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PACKAGED SERVICES )

**17.1 SIMPLE CHOICE™ ONE <sup>1</sup> AND SIMPLE CHOICE™ TWO <sup>1</sup> (Continued)**

17.1.4 RATES (Continued)

	Monthly Rate
c. One Party-Church	
Simple Choice™One <sup>1</sup>	\$24.95 <sup>2</sup>
Simple Choice™Two <sup>1</sup>	\$44.95 <sup>2</sup>

Nonrecurring:

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

**17.2 VOICE MAIL COMPLEMENTARY SERVICES PACKAGE**

17.2.1. DESCRIPTION

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

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

17.2.2 TERMS AND CONDITIONS

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

<sup>1</sup> Grandfathered to existing customers at their present location.

<sup>2</sup> 100 % of this rate is considered regulated for purposes of disconnection for nonpayment, as per rule 4901: 1-6-21 (c) (2) (a) - Option 1 Tariff

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PACKAGED SERVICES

**17.2 VOICE MAIL COMPLEMENTARY SERVICES PACKAGE (Continued)**

17.2.3 RATES

	<u>Monthly Rate Per Line</u>
Residence	\$2.00
Business	\$3.00

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PACKAGED SERVICES (Continued)

**17.3 SIMPLE CHOICE™/BUSINESS ASSIST ADVANTAGE**

**17.3.1 DESCRIPTION**

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

**17.3.2 FEATURES**

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

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

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

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SECTION 17  
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PACKAGED SERVICES (Continued)

**17.3 SIMPLE CHOICE™/BUSINESS ASSIST ADVANTAGE** (Cont'd)

**17.3.3 TERMS AND CONDITIONS**

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

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PACKAGED SERVICES (Continued)

**17.3 SIMPLE CHOICE™/BUSINESS ASSIST ADVANTAGE (Cont'd)**

17.3.4 RATES

	Monthly Rate	
	<u>Simple Choice™</u>	<u>Business Assist Advantage</u>
Residence – All Exchanges	\$29.95 *	---
Business – All Exchanges	---	\$52.95 **

Nonrecurring:

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

\* \$26.00 of this rate is considered regulated for purposes of disconnection for nonpayment as per rule 4901:1-6-21 (c) (2) (a) - Option 1 Tariff.

\*\* \$47.00 of this rate is considered regulated for purposes of disconnection for nonpayment as per rule 4901:1-6-21 (c) (2) (a) - Option 1 Tariff.

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By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

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

CenturyTel of Ohio, Inc.

SECTION 17  
Original Sheet No. 172

PACKAGED SERVICES (Continued)

**17.4. SELECT PAK/BUSINESS ASSIST SELECT<sup>(1)</sup>**

**17.4.1 DESCRIPTION**

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

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

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

**17.4.2 RATES**

	Select Pak <u>Per Line</u>	Business Assist <u>Select</u>
Monthly Rate Residence	\$13.95	---
Monthly Rate Business	---	\$14.95

(1) Grandfathered to existing customers at existing locations.

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GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.

SECTION 17  
Original Sheet No. 173

PACKAGED SERVICES (Continued)

17.5. **SIMPLE CHOICE UNLIMITED**

17.5.1 DESCRIPTION

Simple Choice™ Unlimited<sup>1</sup> is a package of features available to residential customers in certain exchanges. The exchanges are listed in the rate section following. Simple Choice™ Unlimited includes the features specified following, a flat rate access line, and unlimited long distance calling.

17.5.2 FEATURES

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

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

- 1 CenturyTel will begin including ELCS calling beginning December 15, 2006 for existing customers.

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

CenturyTel of Ohio, Inc.

SECTION 17  
Original Sheet No. 174

PACKAGED SERVICES (Continued)

**17.5. SIMPLE CHOICE UNLIMITED (Continued)**

**17.5.3 TERMS AND CONDITIONS**

- a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this tariff shall apply.
- b. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™ Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
- c. Customers subscribing to the Simple Choice™ Unlimited may select different features for each line. All lines must be billed to the same account and located at the same premise.
- d. Simple Choice™ Unlimited features must be activated by the customer before they can be used without incurring usage charges.
- e. All recurring charges applicable to an access line apply to Simple Choice™ Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.
- f. If access line rates for residence service, as listed elsewhere in this tariff, increase, Simple Choice™ Unlimited rates may also increase (upon Commission approval).
- g. The Unlimited Long Distance plan is for typical domestic residential voice usage only. If usage under this plan is not consistent with typical residential customer usage, as determined at the company's sole discretion, the company may offer the customer an alternative plan or suspend, restrict, or cancel the customer's service or assess additional charges for each month in which excessive usage occurred. Calls that are not consistent with typical residential voice use include but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing. Long distance data and fax calls will be billed at 10¢ per minute.
- h. Call Detail will not be provided with this service plan.



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

CenturyTel of Ohio, Inc.

SECTION 17  
Original Sheet No. 175

PACKAGED SERVICES (Continued)

17.5. **SIMPLE CHOICE UNLIMITED (Continued)**

17.5.4 RATES

a. Grandfathered Service\* MONTHLY RATE

Exchange(s)

Amherst, Avon Lake,  
Avon, Birmingham, Lorain,  
Vermilion \$49.95\*

b. Grandfathered Service\*\*)

Exchange(s)

Amherst, Avon Lake,  
Avon, Birmingham, Lorain,  
Vermilion \$44.95\*\*

c.

Exchange(s)

Amherst, Avon Lake,  
Avon, Birmingham, Lorain,  
Vermilion \$39.95

\* Grandfathered to existing customers as of December 8, 2006.

\*\* Grandfathered to existing customers as of August 24, 2007.

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

CenturyTel of Ohio, Inc.

SECTION 18  
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N11 ABBREVIATED DIALING CODES

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18.3 RATES	181

---

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

CenturyTel of Ohio, Inc.

SECTION 18  
Original Sheet No. 177

N11 ABBREVIATED DIALING CODES

18.1 Description

18.1.1 Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

18.1.2 The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

811 – One-Call Notification Systems

18.2 Terms and Conditions

18.2.1 The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

18.2.2 Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+

0+, 0- (credit card, third-party billing, collect calls)

101XXXX

Operator assisted calls will not be completed.

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

CenturyTel of Ohio, Inc.

SECTION 18  
Original Sheet No. 178

N11 ABBREVIATED DIALING CODES

18.2 Terms and Conditions (Cont'd)

- 18.2.3 The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.
- 18.2.4 Directory listings may be provided for N11 services under the terms, conditions, and rates specified in Section II of this tariff.
- 18.2.5 The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
- 18.2.6 Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.
- 18.2.7 Disputes regarding geographic coverage by two or more N11 subscribers will be referred to The Public Utilities Commission of Ohio.
- 18.2.8 Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.
- 18.2.9 The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

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

CenturyTel of Ohio, Inc.

SECTION 18  
Original Sheet No. 179

N11 ABBREVIATED DIALING CODES

18.2 Terms and Conditions (Cont'd)

18.2.10 N11 will be provided under the following conditions:

- a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
- b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- d. Suspension of N11 Service is not allowed.
- e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

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

CenturyTel of Ohio, Inc.

SECTION 18  
Original Sheet No. 180

N11 ABBREVIATED DIALING CODES

18.2 Terms and Conditions (Cont'd)

18.2.10 (Cont'd)

- f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

18.2.11 The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

- a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
- b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

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

CenturyTel of Ohio, Inc.

SECTION 18  
Original Sheet No. 181

N11 ABBREVIATED DIALING CODES

18.2 Terms and Conditions (Cont'd)

18.2.12 The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

18.2.13 The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.

18.2.14 The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

18.3 Rates

Classification: Tier One Non-Core

	Current Nonrecurring <u>Charge</u>	Maximum Nonrecurring <u>Charge</u>
Initial Setup, Per Host Switch and/or Stand Alone Switch	\$300.00	\$600.00
Subsequent Changes, Per Host Switch and/or Stand Alone Switch	\$ 50.00	\$100.00

Issued: April 2, 2008

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

Effective: April 2, 2008

CenturyTel of Ohio, Inc.

## EXHIBIT C

Red-lined version of revised tariffs showing both additions  
and deletions from current tariff



EXCHANGE RATE TARIFF  
P.U.C.O. [NO. 11](#)

Deleted: NO. 13

CenturyTel of Ohio, Inc.

Original Title Sheet

CenturyTel of Ohio, Inc.

EXCHANGE RATE TARIFF

Applying in all exchanges of the Company

Detariffed Business Tier 2 Services and Rates can be found in the Company's Business Price List  
at [www.centurytel.com](http://www.centurytel.com)

Issued: [April 2](#), 2008

By: Duane Ring, Vice President  
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Effective: [April 2](#), 2008

Deleted: March 5

Deleted: March 5

EXCHANGE RATE TARIFF  
P.U.C.O. [NO. 11](#)

CenturyTel of Ohio, Inc.

Check Sheet

[Original](#) Sheet 1

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CHECK SHEET

This tariff contains the pages listed below, each of which is effective as of the date shown thereon.

<u>SECTION</u>	<u>PAGE</u>	<u>REVISION</u>
	Title	Original
	Check Sheet 1	<a href="#">Original</a> *
1	Index A	<a href="#">Original</a> *
1	Index B	<a href="#">Original</a> *
1	Index C	<a href="#">Original</a> *
1	1	<a href="#">Original</a> *
1	2	<a href="#">Original</a> *
1	3	<a href="#">Original</a> *
1	4	<a href="#">Original</a> *
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Issued: April 2, 2008

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By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

Deleted: Issued: May 21, 2007 Effective: May 21, 2007¶  
By: Glen F. Post, III, President and Chief Executive Officer¶  
In accordance with the Finding and Order in Case No. 07-607-TP-ZTA¶ issued by the Public Utilities Commission of Ohio, dated May 21, 2007.¶  
¶

EXCHANGE RATE TARIFF  
P.U.C.O. ~~NO. 11~~

CenturyTel of Ohio, Inc..

SECTION 1  
~~Original~~ Index A

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BASIC LOCAL EXCHANGE SERVICE

CONTENTS

1.1	GENERAL	Classification	Sheet No.
1.1.1	Local Exchange Service		1
1.1.2	General Customer Service Tariff Governs Service		1
1.1.3	Detariffed Services		1
1.2	MONTHLY LOCAL EXCHANGE SERVICE RATES		1
1.2.1	Application of Rates		1
1.2.2	Rates		
	Residential		
	Individual Line, Initial	Tier 1 Core	2
	Individual Line, 2nd or 3rd	Tier 1 Non Core	2
	Individual Line, 4th or more	Tier 2	2
	Business <sup>(1)</sup>		
	Individual Line, Initial	Tier 1 Core	2
	Individual Line, 2nd or 3rd	Tier 1 Non Core	2
	Church Line, Initial	Tier 1 Core	2
	Church Line, 2nd or 3rd	Tier 1 Non Core	2

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<sup>(1)</sup> Service to non-residential customers with four or more access lines will receive tier 2 treatment for all access lines in accordance with rule 4901:1-6-05 of the Administrative Code.

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In accordance with the Finding and Order in Case No. 04-62-TP-ALT¶ issued by the Public Utilities Commission of Ohio, dated February 26, 2004.¶  
¶

EXCHANGE RATE TARIFF  
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Index B

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BASIC LOCAL EXCHANGE SERVICE

CONTENTS

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1.3.2	Avon Exchange	3	Deleted: 5
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1.3.5	Vermilion Exchange	3	Deleted: 8
1.3.6	Birmingham	3	Deleted: 9
1.4	EXTENDED LOCAL CALLING SERVICE (ELCS)	4	Deleted: 10
1.4.1	General	4	Deleted: 11
1.4.2	Availability	4	Deleted: 11
1.4.3	Rates	5	Deleted: 11
	Tier 1 Core		Deleted: 12
1.5	COMMUNITY CALLING SERVICE	8	Deleted: 1.5 14 (D)¶
1.5.1	Description of Service	8	<sp>¶
1.5.2	Availability of Service	8	¶
1.5.3	Regulations	8	¶ (D)¶
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In accordance with the Finding and Order in Case No. 07-607-TP-ZTA¶ issued by the Public Utilities Commission of Ohio, dated May 21, 2007.¶

CenturyTel of Ohio, Inc..

SECTION 1  
Original Index C

BASIC LOCAL EXCHANGE SERVICE

CONTENTS

1.1 GENERAL Classification Sheet No.

1.6 ADVANCED DIGITAL SERVICE (BRI)

10

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1.6.1 General Description

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1.6.2 Service Descriptions

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1.6.3 Regulations

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1.6.4 Application of Charges and Rates

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1.6.5 Charges and Rates

Tier 2

20

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1.7 CUYAHOGA CALLING PLAN

23

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1.7.1 Description of Service

23

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1.7.2 Availability of Service

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1.7.3 Regulations

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1.7.4 Rates

Tier 2

24

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1.8 ELYRIA CALLING PLAN

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1.8.1 Description of Service

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1.8.4 Rates

Tier 2

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In accordance with the Finding and Order in Case No. 04-62-TP-ALT¶ issued by the Public Utilities Commission of Ohio, dated February 26, 2004.¶  
¶

EXCHANGE RATE TARIFF

P.U.C.O. ~~NO. 11~~

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CenturyTel of Ohio, Inc.

SECTION 1

~~Original~~ Sheet No. 1

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BASIC LOCAL EXCHANGE SERVICE

1.1 GENERAL

1.1.1 Local Exchange Service

- a. The Company furnished local exchange service (only metropolitan - local - area service, as defined in Section 1 of its P.U.C.O. No. 12, General Customer Services Tariff) in the following exchange areas: Avon Lake, Avon, Lorain, Amherst, Vermilion and Birmingham.
- b. Maps of those areas appear in Section 1.3 of this tariff.
- c. Each exchange service customer is entitled and enabled to make and receive calls on a local message basis (i.e., without the application of toll charges) as follows:
  - (1) to make calls to all stations in all exchange areas of the Company; and
  - (2) to receive calls from all customer stations in exchange areas of the Company.

1.1.2 General Customer Services Tariff Governs Services

All services provided for by this tariff are subject to, and governed by, the Company's Tariff P.U.C.O. No. 12, General Customer Services Tariff, as it now exists, or as it may be revised, added to or supplemented. In addition, see P.U.C.O. No. 12 for definitions of Tier Classifications. Customers have certain rights and responsibilities under the Minimum Telephone Service Standards (Ohio Adm.Code 4901:1-5)(MTSS). These safeguards can be found in the Appendix to Ohio Adm. Code 4901:1-1-5-03, which is entitled "Telephone Customer Rights and Responsibilities". These rights and responsibilities include complaint handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of service.

1.1.3 Detariffed Services

This tariff no longer contains nonresidential Tier 2 services. All business services other than basic access line customers with three or fewer lines will find nonresidential, business Tier 2 service rates, terms and conditions in the Company's Business Price List at [www.centurytel.com](http://www.centurytel.com) or customers can request information by calling toll free 1-800-201-4099 for business customers with one to three lines or 1-800-201-4102 for business customers with four or more lines.

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1.2 MONTHLY LOCAL EXCHANGE SERVICE RATES

1.2.1 Application of Rates

The following rates apply to all grades of main station local exchange service furnished in all exchanges by the Company. For all other rates, see the General Customer Services Tariff.

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By: Glen F. Post, III, President and Chief Executive Officer¶  
In accordance with the Finding and Order in Case No. 04-62-TP-ALT¶  
issued by the Public Utilities Commission of Ohio, dated February 26, 2004.¶  
¶

EXCHANGE RATE TARIFF  
P.U.C.O. ~~NO. 11~~

CenturyTel of Ohio, Inc.

SECTION 1

~~Original~~ Sheet No. 2

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BASIC LOCAL EXCHANGE SERVICE

1.2 MONTHLY LOCAL EXCHANGE SERVICE RATES (Continued)

1.2.2 Rates  
Local Exchange Service <sup>(1)</sup>

	<u>Current Monthly Rate</u>	<u>Maximum Monthly Rate</u>	<u>Classification</u> <sup>(2)</sup>
a. RESIDENTIAL			
Individual Line, Initial Line	\$12.55	\$12.55	Tier 1 Core
Individual Line, 2nd or 3rd Line	\$12.55	\$25.10	Tier 1 Non Core
Individual Line, 4th Line or more	\$12.55	-	Tier 2
b. BUSINESS			
Individual Line, Initial Line	\$32.00	\$32.00	Tier 1 Core
Individual Line, 2nd or 3rd Line	32.00	64.00	Tier 1 Non Core
Church Line, Initial Line	12.55	12.55	Tier 1 Core
Church Line, 2nd or 3rd Line	12.55	25.10	Tier 1 Non Core

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(1) All rates are for access lines only.

(2) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

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In accordance with the Finding and Order in Case No. 04-62-TP-ALT¶  
issued by the Public Utilities Commission of Ohio, dated February 26, 2004.¶  
¶

P.U.C.O. NO. 11

SECTION 1  
Original Sheet No. 3

### 1.3 EXCHANGE AREA MAPS

- ### 1.3.6 Birmingham Exchange (1965)

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P.U.C.O. No. 11¶  
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CenturyTel of Ohio, Inc. SECTION 1¶  
2nd Revised Sheet No. 3¶  
Cancels 1st Revised Sheet No. 3¶

In accordance with Order No. 99-320-TP-ATA issued by the  
Public Utilities Commission [REDACTED] [1]

**Deleted:** Issued: May 14, 1999 Effective: May 14, 1999¶  
By: Glen F. Post, III, President and Chief Executive Officer¶  
In accordance with Order No. 99-320-TP-ATA issued by the¶  
Public Utilities Commission of Ohio, dated May 12, 1999¶



CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 4

BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL CALLING SERVICE (ELCS)

1.4.1 General

- a. Extended Local Calling Service is a four-element measured rate service provided between specific intrastate exchanges.
- b. Extended Local Calling Service is a local service offering; therefore, any stimulation to calling volumes between exchanges that occurs after its implementation may not be used as a basis for requests for any type of flat rate toll alternative.
- c. Extended Local Calling Service is a service provided in addition to local exchange service as specified in Section 1.2 of this tariff.
- d. Extended Local Calling Service is restricted to customer-dialed, station-to-station, sent paid calls to the extended exchange(s) and does not apply to operator-assisted calls.
- e. The effective date of this offering is contingent upon availability of facilities and equipment from the manufacturer.

1.4.2 Availability

- a. Extended Local Calling Service, the rules, regulations, rates and charges for which are set out in 1.3.1 preceding and 1.3.3 following, is available only in those specific exchanges as ordered by the Public Utilities Commission of Ohio, and the rates and charges are not applicable beyond a fifty-five mile radius of originating exchanges.
- b. Extended Local Calling Service will be provided in lieu of flat-rate extended local calling when so ordered by the Public Utilities Commission of Ohio.
- c. All extended area service existing prior to the establishment of this tariff will continue unless discontinued by order of the Public Utilities Commission of Ohio.
- d. Extended Local Calling Service is provided upon request and in the following exchanges:

<u>Exchange(s) In Which Service is Offered</u>	<u>Exchange(s) Which Can Be Called</u>	<u>Mileage From Exchange Offered</u>
Lorain	Elyria	7.95
Avon	Elyria	6.65
Avon Lake	Elyria	10.83
Amherst	Elyria	6.80
Birmingham	Elyria	12.76
Vermilion	Elyria	13.90
Lorain	Oberlin	12.10
Avon Lake	Cleveland	18.00
Avon Lake	Trinity	7.91

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CenturyTel of Ohio, Inc. SECTION 1  
Original Sheet No. 6

BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

1.3.2 Avon Exchange  
(934, 937)

Maps are on file with the  
Commission.

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~~Original~~ Sheet No. ~~5~~

BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL CALLING SERVICE (ELCS) (Continued)

1.4.3 RATES

CURRENT RATES

a. Implementation of Extended Local Calling Service in an exchange will not affect the monthly rate, as indicated in Section 1.2 of this tariff for local exchange service.

b. Extended Local Calling Service is available upon request and is provided at the following rates:

- (1) Initial Minute Rate  
Monday through Friday: To Telephone Numbers in Designated Exchanges Within the Following Distance Bands

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification</u>
(a) 8 AM to, but not including 9 PM	\$ .13	\$ .15	\$ .16	Tier 1 Core
(b) 9 PM to, but not including 8 AM	\$ .07	\$ .08	\$ .09	Tier 1 Core
(c) Saturday, Sunday and Holidays	\$ .07	\$ .08	\$ .09	Tier 1 Core

- (2) Rate for Each Additional Minute  
Monday through Friday: To telephone Numbers in Designated Exchanges Within the Following Distance Bands

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification<sup>(1)</sup></u>
(a) 8 AM to, but not including 9 PM	\$ .045	\$ .07	\$ .08	Tier 1 Core
(b) 9 PM to, but not including 8 AM	\$ .035	\$ .06	\$ .07	Tier 1 Core
(c) Saturday, Sunday and Holidays	\$ .030	\$ .06	\$ .07	Tier 1 Core

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BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL CALLING SERVICE (ELCS) (Continued)

1.4.3 RATES  
b. (continued)

MAXIMUM RATES

(3) Initial Minute Rate

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

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification</u>
(a) 8 AM to, but not including 9 PM	\$ .13	\$ .15	\$ .16	Tier 1 Core
(b) 9 PM to, but not including 8 AM	\$ .07	\$ .08	\$ .09	Tier 1 Core
(c) Saturday, Sunday and Holidays	\$ .07	\$ .08	\$ .09	Tier 1 Core

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(4) Rate for Each Additional Minute

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

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>	<u>Classification</u>
(a) 8 AM to, but not including 9 PM	\$ .045	\$ .07	\$ .08	Tier 1 Core
(b) 9 PM to, but not including 8 AM	\$ .035	\$ .06	\$ .07	Tier 1 Core
(c) Saturday, Sunday and Holidays	\$ .030	\$ .06	\$ .07	Tier 1 Core

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BASIC LOCAL EXCHANGE SERVICE

1.4 EXTENDED LOCAL EXCHANGE SERVICE (ELCS) (Continued)

1.4.3 Rates (Continued)

- c. Charges for calls made where Extended Local Calling Service has been implemented, whether between exchanges of the Company or to exchanges of other telephone companies, are based upon four measured elements, e.g., frequency (the total number of outgoing completed calls), the distance and duration of each call and the time of day each call is originated, subject to the following:

(1) Distance

The charges for calls vary based on the airline distance (i.e., rate mileage) between the rate centers of the central offices serving the originating and terminating points of the call. These airline distances are determined in the same manner as message toll rate distances.

(2) Duration

- (a) Initial minute rates are for connections of one minute, or any fraction thereof.
- (b) Additional minute rates are for each additional minute, or any fraction thereof, that the connection continues beyond the initial minute.
- (c) Chargeable time is started when the called party answers or when the caller is connected to automatic answering recording equipment.
- (d) Chargeable time ends when the calling station "hangs up" thereby releasing the network connection is released by automatic timing equipment in the telephone network.
- (e) Chargeable time does not include time lost because of faults or defects in the service.

(3) Time of Day

- (a) Holiday 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, July 4, respectively.
- (b) 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 to the entire message.

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Original Sheet No. 8

BASIC LOCAL EXCHANGE SERVICE

1.5 COMMUNITY CALLING SERVICE

1.5.1 Description of Service

Community Calling Service is an optional service which affords one-way customer dialed calling to specified exchange areas within Ohio, without the application of message toll rates.

1.5.2 Availability of Service

Community Calling Service is furnished in the exchange areas set forth below, to the exchanges indicated:

Exchanges in Which  
Community Calling  
Service is Offered

Exchanges to Which Calls May Be Made

Avon  
Avon Lake

Berea  
Cleveland  
North Royalton  
Olmsted Falls

Strongsville  
Trinity  
Victory

1.5.3 Regulations

- a. Community Calling Service is provided only to individual-line business, residence, and church customers.
- b. Calls may be placed only from the customer's station bearing the telephone number for which the customer is billed for Community Calling Service. Such calls shall be dialed directly by the customer. If a call is operator handled, the applicable message toll rate will apply.
- c. Community Calling Service is provided with a one-month minimum service period.
- d. Limitations of Service
  - (1) Community Calling Service is offered subject to the availability of the message toll facilities required to render such service and the capacity thereof. In case of a shortage of facilities, the rendition of message toll telephone service shall take precedence.
  - (2) Community Calling Service will not be furnished with Foreign Exchange Service.

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BASIC LOCAL EXCHANGE SERVICE¶

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BASIC LOCAL EXCHANGE SERVICE

1.5 COMMUNITY CALLING SERVICE (Continued)

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1.5.3 Regulations (Continued)

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- e. The Company's "General Regulations," as published in its General Customer Services Tariff, apply, to the extent pertinent, to community calling service.

1.5.4 Rates

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a. Application of Rates

The rates set forth apply in all exchanges in which Community Calling Service is offered. Rates are applied upon a per-line basis for the first 60 minutes, and for each additional 6 minutes or fraction thereof, of use per month. When the service is furnished to a customer on two or more lines at a given premises, the initial time period will be the product of 60 minutes multiplied by the number of lines, and the additional period will be the sum of the accumulated measured times in excess of that product.

- b. Monthly rates (in addition to those for individual-line business, residence, or church service as provided in the Exchange Rate Tariff, per line, are:

Customer's Exchange Area	First 60 Minutes Per Month Per Line		Each Additional 6 Minutes or Fraction Thereof, Business, Residence and Church Service		Classification
	Business	Residence	Business	Residence	
Avon	\$ 6.00	\$ 4.00	\$ .40	\$ .40	Tier 2
Avon Lake	\$ 6.00	\$ 4.00	\$ .40	\$ .40	Tier 2

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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

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1.6.2 Service Descriptions (Continued)

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a. Circuit Switched Voice Service per "B" Channel (Continued)

1. Standard Circuit Switched Voice Service Features (Continued)

- (c) Call Transfer Individual - All Calls - this feature allows a station user to contact a third party while on a call, establish a three-way conversation and then drop off allowing the two other parties to remain connected.
- (d) Call Number Display - the called number is displayed on compatible customer premises equipment when an outgoing call is placed.
- (e) Caller ID - provides for the display of the incoming telephone number on a Customer-provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating Central Office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.
- (f) Denied Origination - allows call terminations, but prevents the origination of a call.
- (g) Denied Termination - allows call originations, but prevents the termination of a call.
- (h) Hunting - Incoming calls to a busy line appearance are redirected to a predetermined telephone number to search for a line on which to complete the call. This may be another circuit switched voice channel, another ADS station or an analog line. The types of hunting are limited to sequential, circular and multiline. This feature may impact the use of Shared Call Appearance and Multiple Call Appearance in certain serving Central Offices.
- (i) Sequential - each line of the hunt group has its own unique directory number. Hunting starts at the number dialed and ends at the last number in

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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

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1.6.2. Service Descriptions (Continued)

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a. Circuit Switched Voice Service per "B" Channel (Continued)

(1) Standard Circuit Switched Voice Service Features (Continued)

(h) Continued

(ii) Circular - each line of the hunt group has its own unique directory number. All lines in the hunt group will hunt regardless of which number was dialed.

(iii) Multiline - only a pilot number is associated with a Multiline Hunt Group. Hunting starts at the pilot directory number and ends at the last line in a sequential fashion.

(i) Multiple Call Appearances - provides up to four appearances of the station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access (see Additional Multiple Call Appearance for applications that require more than four call appearances on the same device.) This feature may impact the use of Shared Call Appearance in certain Central Offices.

(j) Shared Call Appearance - provides the capability to terminate telephone numbers from one ADS station to another. These numbers will be configured in a Single Call Arrangement (SCA). SCA allows only one set to be active (either originating or terminating) on the Shared Call Appearance at any given time. Manual Exclusion capabilities are available in this arrangement.

(k) Three Way Conference Calling - permits the customer to add a third party to an established connection without the aid of an operator. The quality of transmission on three-way calls may vary depending on the distance and routing necessary to complete the call.

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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

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1.6.2. Service Descriptions (Continued)

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a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features

- (a) Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even though no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.
- (b) Additional Multiple Call Appearances - provides additional call appearances, beyond the initial four appearances of a station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network and/or may originate unique dial tone for additional outgoing access.
- (c) Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.
- (d) Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.
- (e) Call Forwarding - Variable - provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO NO. 12 tariff.

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BASIC LOCAL EXCHANGE SERVICE

1. 6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

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1. 6.2 Service Descriptions (Continued)

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a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features (Continued)

- (f) Call Return - enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can then dial a code to request the network to place the call.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty (30) minutes, both the calling and the called lines are checked periodically for availability to complete the call. If, during the queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will be placed automatically.

Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

- (g) Intercom Calling - allows a voice user to be able to call another voice user within the electronic key telephone service (EKTS) intercom group without affecting the busy/idle status of any of the directory numbers (DNs) of the calling voice user. Intercom groups can consist of just one other voice user, requiring no intercom address, can consist of two to ten voice users, requiring a one-digit intercom address, or can consist of two to one hundred voice users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that one voice user can dial another by simply hitting the intercom button and then dialing no digits, one or two digits respectively.

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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

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1.6.2. Service Descriptions (Continued)

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a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features (Continued)

(h) Message Waiting Indicator - provides the ability to indicate to the ADS station user that they have a voice or electronic message waiting at their Message Storage and Retrieval (MSR) System. The Message Waiting Indicator may be used to present either a visual or audible signal to the user as determined by the customer's equipment.

(i) Repeat Dialing - when activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up and a queuing process begins. For the next thirty (30) minutes, both the calling and called lines are checked periodically for availability to complete the call. If, during the queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone the call will be placed automatically.

Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

(j) Secondary Telephone Number - provides an additional telephone number and one call appearance which is not physically terminated, but exists in the programming of circuit switched voice. The additional directory number, while not terminated on a dedicated facility, may be accessed from the network, and may originate unique outgoing dial tone from one instrument that has another directory number as its primary directory number.

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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

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1.6.2. Service Descriptions (Continued)

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a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features (Continued)

- (k) Station-Controlled Conference (6 Port) allows a station user to establish a conference call consisting of a maximum of six conferees, including the originator of the call.
- (l) Speed Calling - permits the customer to establish a group of eight or thirty separate seven or ten digit telephone numbers which she/he may then call by keying abbreviated codes rather the complete telephone numbers. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

b. Circuit Switched Data Service Per "B" Channel

Provides the ability to originate and receive circuit switched data calls over the 64 Kbps "B" channel. Data line speeds up to 64 Kbps are permitted. Circuit switched data calls will be usage sensitive based on minutes of use or Long Distance Message Telecommunications charges.

(1) Standard Circuit Switched Data Service Features

- (a) Caller ID - provides for the display of the incoming telephone number on a Customer-provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating Central Office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.
- (b) Clear Channel Capability - is provided since all signaling and control functions are handled by the "D" Channel. This allows up to 64 Kbps on each "B" Channel to be used for customer information over the ADS-BRI access line. Calls may be either 56 or 64 Kbps depending on the network capabilities in place between ADS-BRI access line and the distant end of the call.

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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

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1.6.2. Service Descriptions (Continued)

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b. Circuit Switched Data Service Per "B" Channel (Continued)

(1) Standard Circuit Switched Data Service Features (Continued)

- (c) Denied Origination - allows call terminations, but prevents the origination of a call.
- (d) Denied Termination - allows call originations, but prevents the termination of a call.
- (e) Hunt Group for Shared Data Access - provides the automatic search of a group of shared ports to find an available port in response to a connection request. The types of hunting are limited to Sequential, Multiline and Circular.

(2) Optional Circuit Switched Data Service Features

- (a) Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even though no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.
- (b) Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.
- (c) Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

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CenturyTel of Ohio, Inc.

Deleted: Issued: May 14, 1999 Effective: May 14, 1999¶  
By: Glen F. Post, III, President and Chief Executive Officer¶  
In accordance with Order No. 99-320-TP-ATA issued by the¶  
Public Utilities Commission of Ohio, dated May 12, 1999¶

EXCHANGE RATE TARIFF  
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 18

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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

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1.6.2 Service Descriptions (Continued)

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b. Circuit Switched Data Service Per "B" Channel (Continued)

(2) Optional Circuit Switched Data Service Features (Continued)

- (d) Call Forwarding - Variable - provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in Section 9 of the Company's PUCO No. 12 tariff.

c. Alternate Circuit Switched Voice Service/Circuit Switched Data Service Per "B" Channel

Alternate Circuit Switched Voice Service/Circuit Switched Data Service provides the ability to originate and receive either Circuit Switched Voice calls or Circuit Switched Data calls over a single "B" channel but not simultaneously. This arrangement is available where technology permits. Circuit Switched Data calls will be usage sensitive based on minutes of use or Long Distance Message Telecommunications charges.

The Standard and Optional features that are applicable to Circuit Switched Voice Service and Circuit Switched Data Service are also applicable to this service.

1.6.3 Regulations

Deleted: 8

a. Provision of Service

- (1) ADS-BRI is provided at the option of the Telephone Company and is furnished subject to Central Office switching capacity and the availability of outside plant facilities.

Where facilities are not available or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure or to contract for services beyond the normal service term or both (These rates and charges will be determined on an individual case basis)

Distance Extension Charges as set forth in Section 1.9.5. of this tariff will apply to customers who are within the serving central office and who are located more than 18,000 feet (cable route) from the central office.

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EXCHANGE RATE TARIFF  
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 19

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BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

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1.6.3 Regulations (Continued)

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a. Provision of Service (Continued)

- (2) Where available, a maximum of 8 services, two of which may be "B" channel services, are permitted for each ADS-BRI line.
- (3) The availability, functionality and capabilities of the ADS-BRI features may vary by type of serving Central Office switch.

b. Directory Listings

The Telephone Company will furnish without charge one primary directory listing for each ADS-BRI line. Additional listings may be provided as specified for Additional Listing Service in Section 6 of the Company's PUCO No. 12 tariff.

c. Transmission Specifications

An ADS-BRI line consists of non-loaded two-wire facility.

The standard transmission parameters for an ADS-BRI line consists of a maximum of 40dB loop loss at a 40 KHz test tone terminated into a 135 ohm impedance.

d. Interface Specifications for Customer-Provided Equipment (CPE)

All customer-provided equipment used to interface with ADS-BRI is required to conform with Technical Reference Specifications as used by the Telephone Company.

e. Payment for Service

(1) Monthly or Contract

ADS-BRI is offered under a monthly plan.

(2) Temporary Suspension of Service

Temporary Suspension of Service is not offered with ADS-BRI.

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EXCHANGE RATE TARIFF  
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc.

SECTION 1

Original Sheet No. 20

BASIC LOCAL EXCHANGE SERVICE

1.6. ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.3. Regulations (Continued)

f. Cancellation of Service Prior to Establishment of Service

- (1) In the event a customer initiates cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

g. Government Entity

Any Government Entity may authorize any other government entity to use its ADS-BRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred non-recurring charges and monthly rates.

1.6.4. Application of Charges and Rates

- a. Circuit Switched Voice calls will be subject to Extended Community Calling Local Messages charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this tariff, if applicable.
- b. Circuit Switched Data calls will be subject to usage sensitive rates based on minutes of use for local and Extended Community Calling or Long Distance Telecommunications Service charges as specified elsewhere in this tariff.

1.6.5. Charges and Rates

The following charges and rates are in addition to the charges and rates for any other services to furnish a communications

OPTION 1: Service Element

	<u>Install Charge</u>	<u>Monthly Charge</u>	<u>Classification</u>
a. Advanced Digital Service, Basic Rate Access Line	\$ 50.00	\$ 31.00	Tier 2
b. Circuit Switched Voice Service, Per "B" Channel	\$ 15.00	\$ 6.20	Tier 2
c. Circuit Switched Data Service Per "B" Channel	\$ 15.00 *plus usage	\$ 7.75	Tier 2

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EXCHANGE RATE TARIFF  
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc.

SECTION 1

Original Sheet No. 21

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BASIC LOCAL EXCHANGE SERVICE

1.6. ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

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1.6.5. Charges and Rates (Continued)

Deleted: 8

The following charges and rates are in addition to the charges and rates for any other services to furnish a communications

OPTION 1: Service Element

	<u>Install Charge</u>	<u>Monthly Charge</u>	<u>Classification</u>
d. Alternate Circuit Switched Voice Service/Circuit Switched Data Service, Per "B" Channel	\$ 15.00 *plus usage	\$ 7.75	Tier 2

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\* LOCAL USAGE - Per minute of use after 30 hours.

Voice Calls	N/A	
Data Calls	\$.02	Tier 2

OPTION 2: Unlimited Usage

- a. Unlimited usage (offered only after, two (2) B channels are subscribed to) \$95.00 Tier 2
- b. A customer's BRI equipped lines will be either all Measured Usage or all Unlimited Usage Service.

Deleted: (C)

REARRANGEMENTS CHARGES - ADDITIONS, DELETIONS AND CHANGES FOR:

Circuit Switched Voice Service,  
Per Customer Request \*\*

Circuit Switched Data Service,  
Per Customer Request

\*\*Service Charges as in Section 4 of the Company's PUCO No. 12 tariff.

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Effective: April 2, 2008

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CenturyTel of Ohio, Inc.

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EXCHANGE RATE TARIFF  
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc.

SECTION 1

Original Sheet No. 22

BASIC LOCAL EXCHANGE SERVICE

1.6 ADVANCED DIGITAL SERVICE (Continued)  
Basic Rate Interface (BRI)

1.6.5. Charges and Rates (Continued)

Install  
Charge

Monthly  
Charge

Res

Bus

Classification

OPTIONAL SERVICE FEATURES:

Additional Call Offering	\$5.00	\$2.50	\$2.50	Tier 2
Additional Multiple Call Appearance, Each	\$5.00	\$2.50	\$2.50	Tier 2
Intercom Calling	\$5.00	\$2.00	\$2.00	Tier 2
Message Waiting Indicator, each	\$5.00	\$3.00	\$3.00	Tier 2
Secondary Telephone Numbers, each	\$5.00	\$2.00	\$2.00	Tier 2
Station Controlled Conference - 6 Port	\$5.00	\$4.50	\$4.50	Tier 2

DISTANCE EXTENSION CHARGE:

N/A \$26.50 \$26.50 Tier 2

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By: Duane Ring, Vice President  
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2004.¶

EXCHANGE RATE TARIFF  
P.U.C.O. NO. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 23

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BASIC LOCAL EXCHANGE SERVICE

1.2 CUYAHOGA CALLING PLAN

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1.2.1 Description of Service

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Cuyahoga Calling Plan is an optional pilot service that allows one-way customer dialed calling to the specified exchange areas within Ohio, without the application of message toll rates. This optional pilot service is being offered pursuant to the July 7, 1997 "Telephone Company/Consumer Agreement on a Conceptual Framework for EAS Options in Ohio" and will remain in effect for one year after implementation unless the company files to extend, modify, or make permanent the service. Modification of the plan could include imposing a cap on the minutes of usage allowed under the plan and/or changing the scope and rates of the plan.

1.2.2 Availability of Service

Deleted: 9

Cuyahoga Calling Plan is furnished in the exchange areas set forth below, to the exchanges indicated:

Exchanges in which  
Cuyahoga Calling  
Plan is offered

Exchanges to which calls may be made

Amherst  
Avon  
Avon Lake  
Birmingham  
Lorain  
Vermilion

Berea	Hillcrest
Bedford	Independence
Brecksville	Montrose
Chagrin Falls	North Royalton
Cleveland	Olmsted Falls
Gates Mills	Terrace
Strongsville	Trinity
Victory	

1.2.3 Regulations

Deleted: 9

- Cuyahoga Calling Plan is provided only to individual-line business, residence and church customers.
- Calls may be placed only from the customer's station bearing the telephone number for which the customer is billed for Cuyahoga Calling Plan. Such calls shall be dialed directly by the customer. If a call is operator handled, the applicable message toll rate will apply.
- Cuyahoga Calling Plan is provided with a one-month minimum service period.

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EXCHANGE RATE TARIFF  
P.U.C.O. ~~NO. 11~~

CenturyTel of Ohio, Inc.

SECTION 1

~~Original~~ Sheet No. ~~24~~

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BASIC LOCAL EXCHANGE SERVICE

~~1.2~~ CUYAHOGA CALLING PLAN (Continued)

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~~1.2.3~~ Regulations (Continued)

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d. Limitations of Service

- (1) Cuyahoga Calling Plan is offered subject to the availability of facilities required to render such service and the capacity thereof. In case of a shortage of facilities, the rendition of message toll telephone service shall take precedence.
- (2) Cuyahoga Calling Plan will not be furnished with Foreign Exchange Service.

- e. The Company's "General Regulations," as published in its General Customer Services Tariff, apply, to the extent pertinent, to Cuyahoga Calling Plan.

~~1.2.4~~ Rates

Deleted: 9

The current monthly rates (in addition to those for individual-line business, residence, or church services as provided in the Exchange Rate Tariff) are:

<u>Business</u>	<u>Residence and Church Service</u>	<u>Classification</u>	
\$20.00	\$20.00	Tier 2	(C)

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CenturyTel of Ohio, Inc.

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BASIC LOCAL EXCHANGE SERVICE

1.8 ELYRIA CALLING PLAN

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1.8.1 Description of Service

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Elyria Calling Plan is an optional pilot service that allows one-way customer dialed calling to the specified exchange areas within Ohio, without the application of message toll rates. This optional pilot service is being offered pursuant to the July 7, 1997 "Telephone Company/Consumer Agreement on a Conceptual Framework for EAS Options in Ohio" and will remain in effect for one year after implementation unless the company files to extend, modify, or make permanent the service. Modification of the plan could include imposing a cap on the minutes of usage allowed under the plan and/or changing the scope and rates of the plan.

1.8.2 Availability of Service

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Elyria Calling Plan is furnished in the exchange areas set forth below, to the exchanges indicated:

Exchanges in which  
Elyria Calling  
Plan is offered

Exchange to which calls may be made

Amherst  
Avon  
Avon Lake  
Birmingham  
Lorain  
Vermilion

Elyria

1.8.3 Regulations

Deleted: 10

- a. Elyria Calling Plan is provided only to individual-line business, residence and church customers.
- b. Calls may be placed only from the customer's station bearing the telephone number for which the customer is billed for Elyria Calling Plan. Such calls shall be dialed directly by the customer. If a call is operator handled, the applicable message toll rate will apply.
- c. Elyria Calling Plan is provided with a one-month minimum service period.

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EXCHANGE RATE TARIFF  
P.U.C.O. [NO. 11](#)

CenturyTel of Ohio, Inc.

SECTION 1

[Original](#) Sheet No. [26](#)

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BASIC LOCAL EXCHANGE SERVICE

[1.8](#) ELYRIA CALLING PLAN (Continued)

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[1.8.3](#) Regulations (Continued)

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d. Limitations of Service

(1) Elyria Calling Plan is offered subject to the availability of facilities required to render such service and the capacity thereof. In case of a shortage of facilities, the rendition of message toll telephone service shall take precedence.

(2) Elyria Calling Plan will not be furnished with Foreign Exchange Service.

e. The Company's "General Regulations," as published in its General Customer Services Tariff, apply, to the extent pertinent, to Elyria Calling Plan.

[1.8.4](#) Rates

Deleted: 10

The current monthly rates (in addition to those for individual-line business, residence, or church service as provided in the Exchange Rate Tariff) are:

Business

Residence and Church Service

Classification

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\$19.00

\$19.00

Tier [2](#)

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CenturyTel of Ohio, Inc.

EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
2nd Revised Sheet No. 3  
Cancels 1st Revised Sheet No. 3

BASIC LOCAL EXCHANGE SERVICE

1.2 MONTHLY LOCAL EXCHANGE SERVICE RATES (Continued)

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Issued: March 1, 2004

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In accordance with the Finding and Order in Case No. 04-62-TP-ALT  
issued by the Public Utilities Commission of Ohio, dated February 26, 2004.

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 4

BASIC LOCAL EXCHANGE SERVICE

1.2 MONTHLY LOCAL EXCHANGE SERVICE RATES (Continued)

---

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 6

BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

1.3.2 Avon Exchange  
(934, 937)

Maps are on file with the Commission.

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 7

BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

1.3.3 Avon Lake Exchange  
(930, 933)

Maps are on file with the Commission.

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 8

BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

1.3.4 Amherst Exchange  
(984, 985, 986, 988)

Maps are on file with the Commission.

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 9

BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

1.3.5 Vermilion Exchange  
(967)

Maps are on file with the Commission.

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.

SECTION 1  
Original Sheet No. 10

BASIC LOCAL EXCHANGE SERVICE

1.3 EXCHANGE AREA MAPS

1.3.6 Birmingham Exchange  
(965)

Maps are on file with the Commission.

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EXCHANGE RATE TARIFF  
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BASIC LOCAL EXCHANGE SERVICE

(D)

(D)

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BASIC LOCAL EXCHANGE SERVICE

(D)

(D)

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SECTION 1  
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Cancels 1st Revised Sheet No. 16

BASIC LOCAL EXCHANGE SERVICE

(D)

(D)

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EXCHANGE RATE TARIFF  
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BASIC LOCAL EXCHANGE SERVICE

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SECTION 1

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No. 20

BASIC LOCAL EXCHANGE SERVICE

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

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SECTION 1

Original Sheet  
No. 21

BASIC LOCAL EXCHANGE SERVICE

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

CenturyTel of Ohio, Inc.  
SECTION 1

Original Sheet  
No. 22

BASIC LOCAL EXCHANGE SERVICE

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EXCHANGE RATE TARIFF  
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CenturyTel of Ohio, Inc.  
SECTION 1

Original Sheet  
No. 23

BASIC LOCAL EXCHANGE SERVICE

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No. 24  
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BASIC LOCAL EXCHANGE SERVICE

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EXCHANGE RATE TARIFF  
P.U.C.O. No. 11

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BASIC LOCAL EXCHANGE SERVICE

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

CenturyTel of Ohio, Inc.

Original Title Sheet

Style Definition: Body Text: Space  
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CenturyTel of Ohio, Inc  
GENERAL CUSTOMER SERVICES TARIFF  
Applying in all exchanges of the Company

<u>Issued: April 2, 2008</u>	<u>Effective: April 2, 2008</u>
<u>By: Duane Ring, Vice President</u>	
<u>CenturyTel of Ohio, Inc.</u>	

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## GENERAL CUSTOMER SERVICE TARIFF

EXHIBIT B

P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

Check Sheet  
Original Sheet 1CHECK SHEET

This tariff contains the pages listed below, each of which is effective as of the date shown thereon

<u>SECTION</u>	<u>PAGE</u>	<u>REVISION</u>
	Title	Original
	Check Sheet 1	<u>Original</u>
	Check Sheet 2	<u>Original</u>
	Check Sheet 3	<u>Original</u>
	Check Sheet 4	<u>Original</u>
	Check Sheet 5	<u>Original</u>
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	Check Sheet <u>8</u>	<u>Original</u>
	<u>Check Sheet 9</u>	<u>Original</u>
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	Index Sheet No. <u>11</u>	<u>Original</u>
	Index Sheet No. <u>12</u>	<u>Original</u>
	Index Sheet No. <u>13</u>	<u>Original</u>
	Index Sheet No. <u>14</u>	<u>Original</u>
	Index Sheet No. <u>15</u>	<u>Original</u>
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	Index Sheet No. <u>17</u>	<u>Original</u>
1	<u>18</u>	Original
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1	<u>30</u>	Original
1	<u>31</u>	Original
1	<u>32</u>	Original

\* Denotes new or revised sheet

Issued: April 2, 2008

Effective: April 2, 2008

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

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## CHECK SHEET

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SECTION	PAGE	REVISION
1	33	Original
1	34	Original
1	35	Original
1	36	Original
1	37	Original
1	38	Original
1	39	Original
1	40	Original
1	41	Original
2	Index 42	Original
2	Index 43	Original
2	44	Original
2	45	Original
2	46	Original
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Issued: April 2, 2008

Effective: April 2, 2008

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

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

CenturyTel of Ohio, Inc.

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2	63	Original
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4	Index 65	Original
4	Index 66	Original
4	67	Original
4	68	Original
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2 7 Original¶  
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Issued: April 2, 2008

Effective: April 2, 2008

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

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By: Glen F. Post, III, President and Chief Executive Officer¶  
In accordance with Case No. 04-1483-TP-ATA filed with the¶  
Public Utilities Commission of Ohio, dated September 27, 2004. ¶  
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GENERAL CUSTOMER SERVICE TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

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4	<u>73</u>	<u>Original</u>
4	<u>74</u>	Original
4	<u>75</u>	Original
5	Index <u>76</u>	Original
5	<u>77</u>	Original
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5	<u>79</u>	Original
5	<u>80</u>	Original
5	<u>81</u>	Original
6	Index <u>82</u>	Original
6	<u>83</u>	<u>Original</u>
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6	<u>92</u>	Original
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Issued: April 2, 2008

Effective: April 2, 2008

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

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

CenturyTel of Ohio, Inc.

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This tariff contains the pages listed below, each of which is effective as of the date shown thereon

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7	Index <a href="#">94</a>	<a href="#">Original</a>
7	<a href="#">95</a>	<a href="#">Original</a>
7	<a href="#">96</a>	<a href="#">Original</a>
7	<a href="#">97</a>	<a href="#">Original</a>
7	<a href="#">98</a>	<a href="#">Original</a>
9	Index <a href="#">99</a>	<a href="#">Original</a>
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9	Index <a href="#">101</a>	<a href="#">Original</a>
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9	<a href="#">120</a>	<a href="#">Original</a>
9	<a href="#">121</a>	<a href="#">Original</a>
9	<a href="#">122</a>	<a href="#">Original</a>

\* Denotes new or revised sheet

Issued: April 2, 2008

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By: [Duane Ring, Vice President](#)  
[CenturyTel of Ohio, Inc.](#)

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

CenturyTel of Ohio, Inc.

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This tariff contains the pages listed below, each of which is effective as of the date shown thereon

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<u>9</u>	<u>123</u>	<u>Original</u>
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<u>9</u>	<u>125</u>	<u>Original</u>
<u>9</u>	<u>126</u>	<u>Original</u>
<u>9</u>	<u>127</u>	<u>Original</u>
<u>9</u>	<u>128</u>	<u>Original</u>
<u>9</u>	<u>129</u>	<u>Original</u>
<u>9</u>	<u>130</u>	<u>Original</u>
<u>9</u>	<u>131</u>	<u>Original</u>
<u>9</u>	<u>134</u>	<u>Original</u>
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<u>9</u>	<u>147</u>	<u>Original</u>

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9 52 Original¶  
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9 54 Original¶  
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\* Denotes new or revised sheet

Issued: April 2, 2008

Effective: April 2, 2008

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

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By: Chantel Mosby, Manager,  
Tariffs and Compliance¶  
In accordance with the Finding  
and Order in Case No. 06-1231-TP-  
ZTA¶  
Issued by the Public Utilities  
Commission of Ohio, dated October  
11, 2006.¶

## CenturyTel of Ohio, Inc.

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**Effective:** October 11, 2006¶  
 By: Chantel Mosby, Manager,  
 Tariffs and Compliance¶  
 In accordance with the Finding  
 and Order in Case No. 06-1231-TP-  
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 Issued by the Public Utilities  
 Commission of Ohio, dated October  
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GENERAL CUSTOMER SERVICE TARIFF  
P.U.C.O. No. 12

EXHIBIT B

CenturyTel of Ohio, Inc.

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This tariff contains the pages listed below, each of which is effective as of the date shown thereon

SECTION	PAGE	REVISION
15	Index <u>154</u>	Original
15	<u>155</u>	Original
16	Index <u>156</u>	Original
16	<u>157</u>	Original
16	<u>158</u>	Original
16	<u>159</u>	Original
16	<u>160</u>	Original
16	<u>161</u>	Original
16	<u>162</u>	Original
16	<u>163</u>	Original

\*Denotes new or revised sheet

Issued: April 2, 2008

Effective: April 2, 2008

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

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

CenturyTel of Ohio, Inc.

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<u>SECTION</u>	<u>PAGE</u>	<u>REVISION</u>
17	Index 164	Original
17	165	Original
17	166	Original
17	167	Original
17	168	Original
17	169	Original
17	170	Original
17	171	Original
17	172	Original
17	173	Original
17	174	Original
17	175	Original
18	Index 176	Original
18	177	Original
18	178	Original
18	179	Original
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\* Denotes new or revised sheet

Issued: April 2, 2008

By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

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By: Chantel Mosby, Manager,  
Tariffs and Compliance¶  
In accordance with the  
Application filed in Case No. 07-186-  
TP-ATA¶  
Filed with the Public Utilities  
Commission of Ohio on February 23,  
2007.¶

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

CenturyTel of Ohio, Inc.

Preface  
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TABLE OF CONTENTS

Section

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1	Definition of Terms
2	General Regulations
4	Service Charges
5	Charges Applicable Under Special Conditions
6	Directory Listings
7	Payphone Service
9	Miscellaneous Service Arrangements
11	Connections with Certain Facilities and/or Equipment of Others
15	Vacation Number Reservation
16	CenturyTel Ohio Lifeline
17	Packaged Services
18	N11 Abbreviated Dialing Codes

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13 Wide Area Message Telecommunications Service¶

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By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

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By: Chantel Mosby, Manager, Tariffs and Compliance¶

In accordance with automatic filing provisions of Case No. 06 -1426 -TP-ZTA¶

Filed with the Public Utilities Commission of Ohio on December 5, 2006.¶



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By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

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**Effective:** July 19, 2004¶  
 By: Glen F. Post, III, President and Chief Executive Officer¶  
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P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

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

CenturyTel of Ohio, Inc.

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

CenturyTel of Ohio, Inc.

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By: Duane Ring, Vice President  
CenturyTel of Ohio, Inc.

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By: Glen F. Post, III, President  
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In accordance with the Finding  
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issued by the Commission on  
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GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

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

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CenturyTel of Ohio, Inc.

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CenturyTel of Ohio, Inc.

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DEFINITION OF TERMS

AC	-	Alternative Current
ACD	-	Automatic Call Distribution
AIOD	-	Automatic Identification Outward Dial
ASR	-	Automatic Send and Receive
CPE	-	Customer-Provided Equipment
CPI	-	Customer-Provided Instrument
DA	-	Directory Assistance
db	-	Decibel
DC	-	Direct Current
DID	-	Direct Inward Dial
DOD	-	Direct Outward Dial
EAS	-	Extended Area Service
FCC	-	Federal Communications Commission
FX	-	Foreign Exchange
Hz	-	Hertz (cycles per second)
INC	-	Initial Nonrecurring Charge
IOD	-	Identification Outward Dial
KSR	-	Keyboard Send and Receive
msc	-	Microseconds
NC	-	No Charge
OCC	-	Other Common Carrier
PBX	-	Private Branch Exchange
PERMO	-	The Monthly Charge
PL	-	Private Line
RO	-	Receive Only
ROTR	-	Receive Only Typing Reperforator
SC	-	Service Charge
WATS	-	Wide Area Communications Service

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By: Glen F. Post, III, President  
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In accordance with Order No.  
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GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

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DEFINITION OF TERMS

Abandoned Call Clearing - Provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call is presented to the agent position.

Access Line - A central office line which provides access by a customer to the exchange telephone network for local and long distance telephone service.

ACD - Automatic Call Distribution.

ACD Call-Forcing Tone - Provides a warning tone either to the headset or the handset, thereby alerting the agent to the arrival of an incoming call.

ACD Call Transfer with Time - Enables a call that has been answered by an ACD Agent and then requires transfer to another ACD Group to be inserted in the new group's highest priority queue, based on the total time the call has previously been enqueued for and talking with an agent in the Original group.

ACD Directory Numbers - Any valid directory number of up to seven digits within the customer numbering plan, used to receive incoming ACD calls.

ACD Distinctive Ringing - Enables agents to distinguish between ACD and non-ACD calls.

ACD Line-of-Business Code Key - Allows a supervisor to review a record of each agent's incoming call category and holding time by assigning this feature to each agent's position. Each call category is recorded.

ACD MIS Interface, Data Link - Enables a downstream processor to use a data stream to collect ACD information from the DMS ACD mode.

ACD Multiple Line-of-Business Codes - Increases the number of business codes an agent can enter for each call from one to three. This enables the customer to track multiple activities handled on the same call simply and accurately.

ACD Multistage Queue Status Refresh - An option which enhances the existing Multistage Queue Status display at agent stations by automatically updating and displaying ACD enqueued call status information on a regular, near real-time basis.

ACD Observe-Agent/Three Way Calling - Allows a supervisor to monitor (visually) or observe (audio-monitor) three-way calls in which an ACD agent is taking part.

ACD Overflow of Enqueued Calls - Enhances the existing DMS ACD call-overflow capability by adding new timing thresholds for calls that are already enqueued.

ACD Remote Load Management - Allows the ACD Load Management and ACDSHOW capabilities to be implemented from a supervisor terminal linked to the down-stream processor.

ACD Set Login/Logout - Allows an agent to login to an ACD group by dialing an activation code, identification code, and, if required, a password. The agent can also logout of an ACD group by dialing a deactivation code.

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

CenturyTel of Ohio, Inc.

SECTION 1  
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DEFINITION OF TERMS

ACD Walkaway/Closed Key Operation - Introduces the following two ACD-group options, ACD Walkaway and Non-Immediate Cutoff, which enhance the capability of the existing ACD Not-Ready (NR) Key feature for the Business Set user.

ACD on 2500 Sets - Allows many of the DMS ACD features available for Business Sets to be used. However, because it lacks the feature keys and display of a Business Set, a 2500 set cannot access key or display-dependent features.

ACD on 2500 Set Feature Assignment - 2500-type sets can be assigned and deleted from ACD groups and moved from one ACD group to another.

ACD 2500 Set Not-Ready - Allows an agent to perform post-call processing of a call before the next ACD call is presented.

ACD 2500 Set MIS/Load Management - Allows sets to be reassigned from one ACD group to another, and ACDSHOW commands display information about the group's agent positions.

Acoustic Connection - A connection made by sound.

Add-On - An arrangement by which a third telephone can be added to the conversation.

Agent Key - Permits the supervisor to call an agent by pressing the Call-Agent key and then pressing the key associated with a particular agent (ACD).

Agent Login Enhancement - Provides two new options to ensure that only assigned agents are able to log into an Automatic Call Distribution (ACD) group.

- a. Partitioning of agent login identification numbers between customer groups; and
- b. Agent login password option.

Agent Queue - Ensures an even distribution of the workload among the agents in the group. The agent waiting the longest in the answering position receives the first incoming call (ACD).

Agent Status Lamp - Provides the status of agent positions to the supervisor of the group (ACD).

Air Line Measurement - The shortest distance between two points.

Alternating Current Supply - Electrical energy which is used for the operation of bells and signal devices.

Alternative Regulation Plan - A plan authorized by the Public Utilities Commission of Ohio allowing the Company pricing flexibility on certain services depending on their Tier designations of Tier 1 Core, Tier 1 Non Core, or Tier 2.

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Apartment Hotel - An establishment of a hotel type, offering residential apartments with facilities for preparing meals, for occupancy by tenants primarily on other than a day-by-day basis.

Apartment House - A residential building, offering residential apartments with facilities for preparing meals, for occupancy by tenants on other than day-by-day basis.

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GENERAL CUSTOMER SERVICES TARIFF  
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CenturyTel of Ohio, Inc.

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DEFINITION OF TERMS

Appointment Call - An arrangement made in advance with a particular party for the establishment of a person-to-person long distance message telephone connection at a specified time.

Attendant's Cabinet - A cabinet used in connection with dial switching private branch exchange systems in which central office lines and tie lines terminate on jacks or keys for the purpose of answering incoming calls, and for the performance by the attendant of other service functions (in connection with which various features may be provided according to need).

Attendant Console to ACD - Increases the accessibility of DMS ACD groups, and can be used to originate or extend calls to ACD directory numbers.

Authorized Protective Connecting Module - A protective unit approved by the Company which is manufactured in accordance with the design set forth in Bell Specifications and is in compliance with the requirements set forth in the latest issue of AT&T specifications. This module is to be incorporated in a Conforming Answering Device.

Auto Answer Back (AAB) - Allows any incoming call to the Primary Directory Number (PDN) of the set to be automatically answered after 4 seconds. Conversation takes place through a handsfree unit. When the calling party hangs up, the call is automatically disconnected (ACD).

Automatic Dial (AUD) - Allows a station user to call a frequently dialed number by pressing the assigned feature key. The user is permitted to change to assigned number stored against the feature key (ACD).

Automatic Identification Outward Dial - Provides the capability of automatically identifying the number being called and the number from which the call originated.

Automatic Line (AUL) - A directory number (DN) feature that can be assigned to individual DN appearances on a business set including the primary DN. When an off-hook is reported from a DN appearance to which AUL has been assigned, a conversation is automatically established to a predetermined location (ACD).

Automatic Line and Multiple Appearance Directory Number - Allows a Multiple Appearance Directory Number (MADN) SCA/MCA member to be assigned as an AUL. In addition, it makes automatic lines compatible with main features and options that do not require initial dial tone (ACD).

Automatic "Not-Ready" Capability - This feature automatically applies Not-Ready against the Incalls Key when the agent presses the Secondary Directory Number key (ACD).

Automatic Overflow (30% standard queuing) - Permits a customer to specify both a maximum number of calls that can be queued and a maximum waiting time for incoming calls. A new incoming call will be rerouted according to the customer's instructions when one of the preceding conditions is exceeded (ACD).

Auxiliary Line - An individual circuit connecting an additional main station with a central office and used for the purpose of relieving the load on the main individual lines service of a customer.

Base Rate - A schedule rate for any class of exchange service available within the base rate area.

Base Rate Area - That portion of the exchange area in which exchange service is furnished at schedule rates for each class of service without mileage or construction charges.

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

CenturyTel of Ohio, Inc.

SECTION 1  
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DEFINITION OF TERMS

Baud - A unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark or space) within a code signal. The speed in baud is the number of signal elements per seconds.

Bridging Connection - Amplifying equipment and services required to connect a station, or an interexchange channel serving a station, at an intermediate point on an additional station at a terminal point.

Building (Same) - A structure under one roof, or two or more structures under separate roofs, but connected by passageways, in which the wires or cables of the Company can be safely run - provided the plant facility requirements are 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.

Busy Lamp Field - Allows a Business Set User to monitor station status of a directory number (DN) through the use of Business Set Lamp state (ACD).

Busy Override - Allows a business set user to gain access to a busy station by pressing the Busy Override key. Busy Override is a set feature and applies to all DNS on the business set (ACD).

Call Agent Key - Permits a supervisor to directly call an agent (ACD).

Call Back Queuing - Allows the user encountering an all-trunks-busy condition to have the option of being notified when a trunk becomes idle. The user is then automatically connected to the called number (ACD).

Call Delay Announcement - Provides an announcement to callers such as status of call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. A call delay announcement is a prerecorded central office announcement produced by the Company (ACD).

Call Forcing - Provides that an agent can be presented with a call without activating a key. Rather than ringing, a short burst of tone alerts the agent that a new call is connected (ACD).

Call Forward - A subset feature that allows the user to specify at data fill time what DN Keys will be affected (ACD).

Call Forwarding - A service which permits a customer to transfer all incoming calls to another dialable telephone number.

Call Forwarding Busy Line - Causes all calls to be redirected to an alternate station when the called station is busy (ACD).

Call Forward Don't Answer - Allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings (ACD).

Call Hold - Allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call (ACD).

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

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DEFINITION OF TERMS

Call Monitoring - Allows a supervisor to monitor an agent's activity by viewing that individual's Agent-Status lamp. The lamp always automatically reflects the agent's current status (ACD).

Call Observing - Allows a supervisor to observe agent ACD calls and non-ACD calls on the data filled DSDN. The feature automatically switches between calls as the agent moves between conversation on the two directory numbers (ACD).

Call Park - Enables a user to park a call against his/her directory number. The parted call can be retrieved from any station by first requesting Call Park Retrieve and then dialing the directory number of the station against which the call was parked (ACD).

Call Park by ACD Agent - Allows ACD agents to park calls. The initial application for this feature is in the hospital environment (ACD).

Call Pick-Up - Permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code (ACD).

Call Source Identification - Provides for the display, at the agent's position, of either the calling party's extension number (for calls originating from within the same customer group) or the common language location identified (CLLI) code of the incoming trunk group (ACD).

Call-Supervisor and Answer-Agent Keys - Allows communication and quick access between the supervisor and agents. The lamp on the Answer-Agent key flashes and ringback is heard at the supervisor's set. A busy tone is heard by the agent if the supervisor is talking to another agent (ACD).

Call Transfer - Allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number (ACD).

Called Name/Number Display - Provides display of the directory number the caller dialed and the associated ACD group name. It also allows ACD agents to identify the called ACD group and to appropriately answer and process the call (ACD).

Call Waiting - A service which by means of a tone signal alerts a customer who is using his telephone that another caller is trying to reach that station. This permits putting the first call on hold by depressing the switch hook so that the second call can be answered.

Cancel Call Waiting - Allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code (ACD).

Cancellation Charge (See Termination Charge) - A charge applicable under certain conditions when an application for service and/or facilities is canceled in whole or part prior to the completion of the work involved.

Caption Listing - The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business, names of individuals, etc.

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DEFINITION OF TERMS

Central Office - A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

Central Office Line (See also "Access Line") - A circuit connecting an individual or party-line main station, key telephone system, PABX system or Data equipment with a central office.

Channel - A path or combination of paths, for electrical 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.

Channel Terminal - The facilities required for terminating and connecting a channel of the base capacity to a station and also the facilities required where, at the request of the customer, such an interexchange channel is terminated in Company office.

Circle Hunting - Allows calls directed to busy station in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

Circuit - The term applicable to a channel used for the transmission of electrical energy in the furnishing of telephone and other communication services. In the case of battery circuits and generator circuits, each pair of wires is considered as a separate channel

Class of Service - A subgrouping of telephone customers for the purpose of rate distinctions.

Code Restriction - Blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines (ACD).

Collect Call - The procedure by which toll messages, upon request, may be reversed (charged to the called station) upon acceptance of the call by the called station.

Common Battery Service - The type of telephone service for which electrical energy for talking and signaling is supplied from a central point.

Communications Systems - As used in connection with Telephone Exchange Service, WATS, Long Distance Telecommunications, DATAPHONE Digital Service, and Telecommunications Channel Service, denotes channel and other facilities which are capable, when not connected to such services, of two-way communications between customer-provided terminal equipment or between Company stations.

As used in connection with communications systems provided by an Other Common Carrier, denotes channels and other facilities furnished by The Other Common Carrier for private line services as such carrier is authorized by the Federal Communications Commission to provide.

Conduit or Duct - A tubular runway for underground cables.

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DEFINITION OF TERMS

Conformance Number - An identifying number assigned by AT&T to a particular model of "Conforming Answering Device" incorporating an "Authorized Protective Connecting Module", when the model complies with the latest issue of the AT&T specification PUB 46001 for Conforming Answering Devices. This number may be revoked if it is established that the associated Conforming Answering Device no longer complies with the latest issue of AT&T specification PUB 46001.

Conforming Arrangement - The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company, or of facilities of the Company with other facilities of the Company.

Conforming Device - A customer-provided terminal device, bearing a valid Identification Number, which has been approved by the Telephone Company for connection to Telephone Company equipment and facilities.

Connecting Company - A corporation, association, firm or individual owning or operating a toll line or one or more central offices and with whom communications traffic is interexchanged.

Connecting Stations - An exchange or toll station of a connecting company.

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 exchange tariffs.

Continuous Property - The continuous plot of ground, including any buildings thereon, owned or leased and occupied by a customer, which is not separated by public highways or by property occupied by others, except that where a customer owns or leases and occupies private properties on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., which properties otherwise would be continuous, such properties are considered continuous property, provided poles or conduit are not required for the placing of wire facilities between the properties, or, if required, are provided and maintained by or at the expense of the customer.

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 the authorized users specifically named, are furnished in accordance with the provisions of this tariff.

Controlled Interflow - Allows the supervisor to temporarily place an ACD group in a controlled-interflow mode, which directs new incoming calls to a customer-defined route in Table ACD RTE (ACD).

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.

Customer Premises Equipment - Customer premise equipment is defined for this tariff as all equipment provided by the Telephone Company and located on the customer's premises except over voltage protection equipment, inside wiring, coin-operated or pay telephones, and multiplexing equipment to deliver multiple channels to the customer.

Customer Provided Equipment - Devices or apparatus and their associated wiring provided by a customer which are connected either electrically, acoustically or inductively and which are capable of communications between customer provided equipment and other stations.

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DEFINITION OF TERMS

Data Access Arrangement - A protective connecting arrangement for use with the network control signaling unit; or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth by the Company.

Data Set - A device designed to accept from and/or impart to customer-provided data transmitting and/or receiving terminal equipment, material in the form produced and/or accepted by the customer-provided equipment into a form acceptable for transmission over Company facilities.

Delay Announcements - Can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available (ACD).

Dial Call Waiting for Business Sets - Allows the user to assign Call Waiting to a directory number of a business set.

Direct Burial - The installation of cables or conductors directly in the earth and not in conduit or duct.

Direct Current Supply - Electrical energy for talking and signaling purposes other than ringing except in the case of intercommunicating systems when direct current may be used for ringing the station bells.

Direct Electrical Connection - A physical connection of the electrical conductors in the communications path.

Direct Inward Dial - Provides the capability in a PBX or Centrex System for dialing to a station from the switching network, without attendant assistance.

Direct Outward Dial - Provides capability in a PBX or Centrex for outward dialing to an outside station without attendant assistance.

Directory - A book which alphabetically lists each telephone customer with his address and telephone number.

Display Agent Summary Key - Enables the ACD supervisor using a Business Set with display to quickly check the status of all ACD agent positions assigned to a particular agent group.

Display Queue-Status Key - Permits a key(s) to be reserved on the supervisor's position to monitor queues of different agent groups (ACD).

Distinctive Alerting/Call Waiting Indication - Allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones (ACD).

Do Not Disturb - Allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb (ACD).

Duplex Service - Service which provides for simultaneous transmission in both directions.

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DEFINITION OF TERMS

Emergency and Answer-Emergency Keys - Enables the agent to confer immediately with the supervisor or automatically connects a tape recorder in the event of a threatening or abusive call (ACD).

Emergency Key Backup - Allows the agent to obtain emergency help from a supervisor, and the abusive or difficult caller is unaware that a request for help has been initiated (ACD).

Emergency Key-Enhanced - Allows an ACD agent to add a supervisor and a recording device to a call simultaneously (ACD).

Entrance Facilities - Facilities extending from the point of entrance on private property to the premises in which service is furnished.

Equalization - The procedure applied to a program channel so that the component frequencies of the program material transmitted have about the same relationship at the two ends of the channel.

Exchange - A geographical area established for the administration of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may contain one or more central offices together with the associated plant, equipment and facilities used in furnishing communications service within that area.

Exchange Access Line - A central office line which provides access to the exchange telephone network for local and long distance telephone service.

Exchange Service - The service of furnishing facilities for telephone communication within a local service area, in accordance with the regulations and charges specified in the Exchange Rate and General Customer Services Tariff.

Flat-rate Service: Customer exchange service in connection with which a stipulated monthly charge is made covering all local-message use within a defined area.

Payphone Service: Exchange service in connection with which local message use is measured in terms of local messages for purposes of charging for the service, and in connection with which a coin-collecting device is included as a part of the station equipment.

Extended Agent Observe - Extends the supervisor's ability to observe calls presented on the Incalls Key of any agent or supervisor in any DMS ACD group within the same customer group.

Extended Area Service - A type of telephone service furnished under tariff provisions whereby customers of a given exchange may complete calls to and receive messages from one or more exchanges without the application, where provided by the tariff, of long distance message telecommunications charges.

Extension Line - A circuit connecting an extension telephone and signaling device with a telephone circuit to which the main telephone is connected, or for connecting a station to a PBX or Centrex switchboard or to another PBX or Centrex Station.

Extension Line Mileage - The measurement applying to that portion of an extension line in excess of the length provided by the Company without additional charge.

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DEFINITION OF TERMS

Extra Listing - Any listing of a name or information in connection with a customer's telephone number beyond that to which he is entitled in connection with his regular service.

Facilities - Equipment which is provided by the Company and utilized by it in the furnishing of telecommunications services, or which is provided by a customer for his telecommunications purposes.

Flat Rate Service - A classification of exchange service furnished a customer under tariff provisions for which a stipulated charge is made regardless of the amount of use.

Forced Agent Availability - Allows the ACD supervisor to require an agent to receive available incoming ACD calls, even though the agent has pressed the Not-Ready key.

Forced Announcement for New and Overflowed Calls - Enables a recorded message to be presented to every incoming and overflowed call, regardless of priority level (ACD).

Foreign Central Office Service - Exchange service furnished under tariff provisions by means of a circuit connecting a customer's main station, key or PBX system with a central office other than that regularly serving customers within the same central office service area.

Foreign Exchange Listing - The listing of a customer in an exchange other than the exchange from which the customer is served.

Foreign Exchange Mileage - The mileage applied in establishing the rate for a customer receiving "Foreign Exchange Service".

Foreign Exchange Service - Exchange service furnished under tariff provisions by means of a circuit connecting a customer's main station, key, or PBX system with a central office of an exchange other than that which regularly serves the exchange area in which the customer is located.

Frozen Service - Frozen Service is a discontinued service offering that is not made available to additional customers and is limited to existing customers. The existing customers may continue subscribing to such service so long as the service is continuous. In the event the frozen service offering is terminated by disconnection, by changing to a different class of service or by changing to another address, such service will not be reestablished.

Grade of Service - Description of exchange service with respect to the number of main telephones which may be connected to a central office line.

Group Intercom - Enables a customer to terminate on a member of a predesignated group by using abbreviated dialing. An intercom group can have a maximum size of 10, 100, 1,000 or 10,000 numbers.

Half Duplex - The capability of transmission alternately in either direction, or for transmission in one direction only.

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DEFINITION OF TERMS

Household - A household comprises all persons who occupy a dwelling unit, that 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) and also the lodgers and employees, if any, 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 assigned by AT&T to a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the latest edition of AT&T specifications. This number may be revoked if it is established that the associated "Conforming Device" no longer complies with the latest issue of AT&T specifications.

Incalls Key - Allows a DMS ACD agent with an Electronic Business Set to answer calls to any of the ACD group's 17 directory numbers by pressing the first key on the set.

Incoming-Call Queue - Places incoming calls in queue when all agents are busy (ACD).

Indented Listing - A directory listing indented under a captioned or subcaptioned listing.

Individual Line Service (or Single Line Service) - A classification of exchange service furnished under tariff provisions which provides that only one main station shall be served by the circuit connecting such station with the central office or other switching unit.

Inductive Connection - A connection made by using the electro-magnetic field generated by telephone equipment.

Initial Nonrecurring Charge (INC) - A nonrecurring charge made for the placing or furnishing of telephone equipment, which may apply in addition to service connection and other applicable charges for service or equipment.

Initial Rate - A schedule rate for any class of exchange service available within the initial rate area.

Initial Service Period - The minimum period of time for which service, facilities or equipment are provided.

Installation Charge - A nonrecurring charge made for the placing, connecting, or furnishing of telephone equipment, or for the establishment of service.

Intercom Dialing - Allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.

Intercommunicating Line - An arrangement involving two or more stations which permits intercommunication between two or more stations associated with any such system.

Interexchange Channel - That portion of through channel which interconnects exchanges, or locations outside of exchanges, in which stations or channel termination in Company offices are located.

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DEFINITION OF TERMS

Interexchange Facilities - Refers to circuits designed and suitable for use, and ordinarily used, for handling interexchange calls. Such circuits have both terminals in central offices. (Term is used in distinction from "local channels.")

Interexchange Local Channel - That portion of a through channel between "Primary Terminations" in different exchanges which is provided to connect a "Primary Termination" with an interexchange channel.

Interface - Denotes that point on the premises of the customer, authorized user or joint user, at which provision is made for connection of other than Company provided facilities to facilities provided by the Company.

Interface Equipment - Equipment provided by the Company at the interface location to accomplish the direct electrical connection of facilities provided by the Company with facilities provided by other than the Company.

Intermediate Central Office - A central office from which a service point on a private line is served and through which the private line is routed.

Intraexchange Channel Service - Channel connecting two or more "Primary Terminations" in the same exchange.

Joint User Service - An arrangement whereby an additional person or firm (whose telephone needs, in the judgement of the Company, are not such as to require the provision of separate customer service) is permitted to use the service of an existing customer. A person who is designated by the customer as a user of the service will be billed under a "Joint User" arrangement in accordance with Company provisions.

Loading Coil - A device added to a circuit to improve transmission by reducing attenuation.

Local Channel - Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more stations within an exchange area.

Local Message - A communication between a calling telephone and any other telephone within the local service area of the calling telephone.

Local Service - The intercommunication (by means of facilities connected with a Company central office or offices and under the provisions of the Company) between telephone stations located in the same exchange or in different exchanges between which no toll rates apply.

Local Service Area - That area in which a customer obtains local telephone service without the payment of a toll charge. A local service area may be made up of one or more central office areas.

Long Distance Message Telecommunications Service - Facilities furnished by means of wire, radio or a combination thereof for telecommunications between stations in different local service areas in accordance with the regulations and system of charges specified by the Company. The toll service charges specified are in payment for all service furnished between the calling and called telephone.

Long Distance Trunk - A line used exclusively for toll services and directly connected with a toll center.

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DEFINITION OF TERMS

Main Station - A communication between two telephone stations. Messages may be classified as local or toll.

Make Busy - Can be used to temporarily to make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station (ACD).

Make Set Busy - Is used by agents to log out of service, and allows them to continue to originate calls on secondary numbers (ACD).

Malicious-Call Hold - Allows a business set user to hold a connection at the DMS-100 enabling the call to be traced back to the originating party. Where both the calling and called parties are terminated in the DMS-100, the entire connection is held until the called party releases the call (ACD).

Meet-Me Conference - Allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time, and can be accessed by 500/2500 type sets, Business Sets, Attendant Consoles, and incoming trunks (ACD).

Message - A communication between two telephone stations. Messages may be classified as local or toll.

Message Rate Service - A class of exchange service furnished to a customer at a rate which includes the privilege of sending a specified number of local messages, termed a message allowance, to other stations within the local service area in which the customer is located, and of sending additional local messages at a stipulated rate per message.

Message Unit - The measurement upon which the charges for telephone connections are based when the calling station and the station with which connection is established are both within a specific area in which the unit plan of charging is operative.

Message Waiting - The capability of a visual message waiting indication key, that indicates a message is waiting at the message center.

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.

Mileage Service Area - A geographical area defined by the Company for the purpose of administering its mileage service rate.

Mileage Service Area Center - A specified geographical location with a mileage service area from which mileage measurements are determined for the application of mileage rates between the mileage service areas.

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.

Miscellaneous Common Carriers - Communications common carriers which are not engaged in the business of providing either a public landline message telephone service or a public message telegraph service.

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DEFINITION OF TERMS

Miscellaneous Equipment - Equipment associated with the various classes of customer service and furnished at additional charges.

Multifunction System - The multifunction system generally located on the customer premises has the ability through programming to become a true PABX with dial access trunks of a Key Telephone system with direct button access of each trunk or a combination of both systems. A multifunction system will be considered a PABX for the purposes of applying rates for service.

Multiple Appearance Directory Number (MADN) - Allows a directory number that is assigned to more than one business set. MADN groups can be comprised of up to 32 stations, and can be configured in either a Single-Call Arrangement (SCA) or a Multiple-Call Arrangement (MCA) (ACD).

Multistage Queue Status Display - Increases the efficiency of handling incoming calls by allowing ACD supervisors with display sets to quickly and easily determine the length of time calls are held in the incoming call queue before being answered. This information then enables supervisors to add or redistribute agents as required (ACD).

Music on Delay - The ability to connect incoming callers in a queue to a customer provided music source while waiting for an available agent or when calls are placed on hold at an agent position (ACD). Does not include the music source or the connection.

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.

Night Service - Allows calls directed to the attendant to be rerouted to predesignated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends) (ACD).

Night-Service Recorded Announcement and Forward - Allows a recorded message to be given to out-of-hours callers before their calls are forwarded to a night-service number (or to an ACD group at another location) (ACD).

Night Treatment - Provides for a night announcement advising callers that the ACD location is closed, or automatically forwards calls to an ACD group at another location or to a night-service number.

Nonmultiple Cord Switchboard - A cord switchboard arranged so that each line has only one appearance or jack termination.

Nonpublished Telephone Number - A telephone number associated with an exchange station 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.

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DEFINITION OF TERMS

Normal Exchange - The exchange which normally serves the exchange area in which the customer is located.

Not-Ready Key - Used when an agent requires post-call work time to complete a transaction (ACD).

Observe Agent from 2500 Set - Enables supervisors to observe agents who are active on either ACD or non-ACD calls, and if desired, to conference in on those calls. It allows monitoring quality of service received by callers, as well as be used in agent training.

Observe-Agent Key - Permits the supervisor to establish a listening path into a conversation between an agent in that supervisor's group and a caller (ACD).

One Party Service - Any access line designated for the provision of exchange to one customer.

On-Hook Dialing - Allows the user to originate calls within lifting the handset. On-Hook Dialing can be used with Feature Keys such as Speed Calling, Ring Again, and Automatic Dialing, and can be terminated by pressing the release key (ACD).

Optional "Not-Ready" Capability - This feature enhances the existing Not-Ready Key feature by enabling it to be selectively assigned on a per-ACD set basis. Also, it allows an agent to follow up on a transaction without being interrupted by the next ACD call, which is not desirable in certain high-volume applications characterized by short transaction times.

Other Common Carrier (OCC) - This term denotes Specialized Common Carriers, Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing private line services as such carriers may be authorized by the Federal Communications Commission to provide.

Overflow Enhancement - Allows the capability to program up to four ACD groups within the DMS ACD node as potential overflow routes before a call is rerouted to the customer-specified overflow destination.

Overflow of Enqueued Call to Directory Number - Enhances the existing ACD Overflow of Enqueued Calls feature to give the ACD customer greater flexibility in handling enqueued incoming calls.

Pay Station - A coin telephone.

Payphone Service - Includes lines to which coin, coinless, card reader, or a combination of coin/card reader telephones may be attached.

Person-to-Person Call - A service whereby the person originating the call specifies to the Company operator a particular person to be reached, particular mobile station to be reached through a "Miscellaneous Common Carrier" attendant, or a particular station, department or office to be reached through a PBX or Centrex attendant.

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

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DEFINITION OF TERMS

Premises (Same) - Except in connection with inside moves, the same premises consist of:

- a. The building or buildings, together with the surrounding 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 corridor or by space occupied by others.
- c. The continuous property operated as a single farm whether or not intersected by a public road. In connection with inside moves, the premises consists of the building or portion of a building occupied as a unit by the customer in the conduct of his business or as a residence or a combination thereof, and not intersected by a combination thereof, and not intersected by a public thoroughfare, a corridor, or a space occupied by others.

Primary Termination - Applies to channels which extend beyond the continuous property of a customer to the confines of a single building housing the premises of more than one customer. Also, denotes the first termination of such a channel at a station or PBX on the continuous property of a customer. When more than one customer's premises is located within the same building, the first termination of such a channel at that building constitutes 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.

Primary Trunk - A unit or assembly of automatic switching equipment which provides the path from the calling station line to and inclusive of the first selector or selector-connector, and in the case of one type of automatic switching equipment, to and inclusive of the station line. (Is not a trunk line.)

Principal Central Office - Refers to the central office in a single office exchange or to that office (usually the toll office) or a multi-office exchange which is designated as such for the purposes of measuring local and interexchange channel mileages.

Private Branch Exchange (PBX) - A PBX system is a versatile common control switching system generally located on customer premises. The system consists of single line or Key Telephones, attendant answering set and associated switching equipment. Permits telephone access to and control of a number of outgoing central office lines and features through dial access and/or switch hook control. Incoming central office lines are generally answered by the attendant at the attendant's set and extended inward to any one of the assigned stations. Incoming calls can also be answered with dial access providing the system has night access arrangements.

Private Line - A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office apparatus.

Public Right-Of-Way - A road, highway, way, lane, or alley under the control of and kept by the public.

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DEFINITION OF TERMS

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.

Queuing - May optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed onto a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt groups or Series Completion groups (ACD).

Queue-Status Lamps - Enable supervisors to determine which ACD groups need help and whether additional agents or a redistribution of agent positions is required to handle incoming calls more efficiently.

Rate Area - A specific section of an exchange area within which schedule rates for local service apply without exchange line mileage charges.

Rate Center - A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

Rates or Charges Based Upon Costs Incurred - Whenever rates or charges "based upon costs incurred" are applied in this tariff, such costs consist of an estimate of the following items, to the extent that they are applicable:

- a. Cost of maintenance
- b. Cost of operation.
- c. Depreciation of the estimated cost, installed, of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- d. Administration costs, taxes, and uncollectible revenue, on the basis of reasonable average charges for these items.
- e. Any other specific item of expense associated with the particular situation.
- f. A reasonable amount, computed on the estimated cost, installed, of any facilities provided, for return and contingencies.

Estimated cost, installed, as mentioned in (c) and (f), above, includes cost of equipment and material specifically provided or used, plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way, and any other items which are chargeable to the capital accounts.

Reference Listing - The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

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DEFINITION OF TERMS

Regular Hunting or Linear Hunting - Is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal (ACD).

Registered Equipment - The term "Registered Equipment" as used in this tariff denotes equipment which complies with and has been approved within the Registration provision of Part 68 of the Federal Communications' Rules and Regulations.

Remote Console - A regular Centrex attendant's or supervisor's console connected to the Centrex common equipment, but located at a location other than the principal location. Remote consoles are not connected to switching equipment at secondary locations.

Repeater - A combination of one or more amplifiers, together with their associated equipment, so arranged as to provide for two-way transmission in a telephone circuit.

Right-of-Way - The right which the Company obtains to use the land of another for the purpose of installing, constructing, operating, and maintaining its facilities. The phrase "right-of-way" also means a strip of land which the Company has acquired to use for its facilities.

Private Right-of-Way: A right-of-way on private property which is not a part of a public highway.

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Ring Again - Allows the business set user to monitor a busy DN and notify the user when the called station becomes free (ACD).

Ring-Down Operation - A type of signaling in connection with which ringing current is applied to the line by the operation of a key or other device.

Ring Threshold - Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue if there is no agent available (ACD).

Rotary Service - An arrangement whereby two or more lines or private-branch-exchange trunk lines furnished to a customer at any given location are grouped so the calls to the first number of the grouped lines are automatically routed to the first nonbusy line of the lines so grouped, and a busy signal or busy report is not given unless all the grouped lines are busy.

Satellite Location - Secondary location service provided to the same customer at a different premise through the use of auxiliary dial switching equipment connected by tie lines to the dial switching equipment at the primary location on the customer's premises.

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DEFINITION OF TERMS

Secondary Directory-Number Key - Allows agents to place or receive non-ACD calls or to receive transferred calls directed specifically to them (ACD).

Secretarial Lines - Extension or main station lines of the patrons of a telephone answering bureau which terminate in telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls of such lines.

Selective Ringing - The method of signaling stations on a party line circuit which permits a particular station to be signaled without ringing the bells of the other stations on the circuit.

Service Charge - The nonrecurring charge a customer is required to pay at the time of establishment of telephone service or subsequent addition to that service.

Service Point - A rate center (usually an exchange) in which a customer's station is located, or an interexchange channel terminated in a Company office at the request of the customer. Where a station is not located in an exchange, the location of the station is considered to be an exchange for the purpose of this definition.

The point on the customer's premises where channels provided by or furnished to the customer terminate in transmitting and receiving terminal equipment or in switching equipment used, at least in part, for communications with stations or customer provided terminal equipment located on the premises.

Short Term Rate - A rate quoted for service for a period less than the regular service term and quoted specifically for such period of service.

Signal Conditions Equipment - That equipment connected to a channel to condition signals generated by date terminal equipment.

Signal Source - A location at which video and audio baseband signals are supplied to a local distribution system or an interexchange system.

Signal Channel (Half Duplex) - A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

Speed Calling - A feature which permits the station dialer to reach other stations by abbreviated dialing.

Station - A telephone instrument, consisting of a transmitter, receiver, and associated apparatus, so connected as to permit the transmitting and receiving of telephone messages. ("Station" is synonymous with "telephone station".)

- a. Main Station: A station directly connected by means of an individual line or by a toll circuit (foreign-exchange), with a central office or toll office.
- b. Extension Station: An additional station connected on the same central office line as a main station and having the same telephone number as the main station. (The term "extension station" is not applied to any station which is part of a PBX system.)

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DEFINITION OF TERMS

Station (Continued)

c. Private Branch Exchange Station: Any station (including the attendant's set or sets) connected directly or indirectly with a PBX system. May be of the following categories (among others).

- (1) Manual Station - A station, with or without a station dial, which requires the assistance of the private branch exchange attendant for originating or completing all calls.
- (2) Restricted Station - A dial station furnished for intercommunication service only. Connections cannot be established between such stations and central office lines.
- (3) Semi-restricted Station - A dial station which has direct access to other dial stations for intercommunication, but requires the assistance of the private branch exchange attendant to establish connection to a central office line.
- (4) Non-restricted Station - A dial station which has direct access to other dial stations for intercommunication, and direct access to central office lines for originating calls.

d. Intercommunicating Line Station: A station connected directly to an intercommunicating line.

Station Controlled Conference - Allows a Digital Centrex user with a 500/2500 type set to establish a conference call consisting of more than three conferees (maximum six) without the assistance of the attendant (ACD).

Supervisor Control of Night Service - Can eliminate or minimize unanswered calls left in the incoming-call queue at the onset of Night Service, and allows newly arriving calls to be given night-service treatments (ACD).

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 premises where that is being rendered 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.

Suspension of Service - An arrangement made at the request of the customer or initiated by the Company, for temporarily interrupting service, without termination of contract. During the period of suspension, the Company's equipment remains at the customer's premises in anticipation that normal service will be resumed at some future date.

Telephone Network (or System) - The circuits and central office switching equipment, accessories, controlling, signaling, and other supporting facilities, of the Company and all other telephone companies, with whose customer serving circuits are directly or indirectly connected for the rendition of switched telecommunications service to the Company's customers.

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DEFINITION OF TERMS

Terminal Equipment - Equipment on a customer's premises or at which a central office line terminate, or with which the central office line is connected. When the central office line is an access line terminating in a network protective device, the term "terminal equipment" does not include such device. It includes all other interconnected and associated equipment, devices, accessories, and facilities, wherever located, beyond the point of termination of connection of the central office line. (Examples of terminal equipment are telephone, private branch exchange system, data sets, key telephone systems and equipment, etc.)

Termination of Service - The discontinuance of service or facilities (including channels and station equipment) provided by the Company, either at the request of the customer or by the Company under its regulations concerning cancellation for cause.

Termination Charge - A charge applied when a customer discontinues an item of service or equipment prior to the expiration of the minimum contract period designated for such item.

Three-Way Calling - Permits adding a third party to an established connection without operator or attendant assistance.

Tie Line - A circuit connecting two switching systems (PBX and/or Automatic Call Distribution Systems) for the purpose of intercommunicating between the station connected. The circuit is not intended to provide for general exchange service through either of the systems with which it connects.

Tie Line Mileage - The measurement upon which the rate for tie lines is based in accordance with tariff provisions.

Tie Trunk - A tie trunk is a voice grade communication channel between PBX systems. The circuit is not intended to provide for general exchange service through either of the systems with which it connects.

Toll Message - A communication between two telephone stations, the called station being outside of the local or metropolitan service area of the station from which the message originates.

- a. Person-to-Person Toll Message - A toll message in which the user stipulates a desire for communication with a specified person or extension station at a specified location.
- b. Station-to-Station Toll Message - A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.
- c. Collect Message - A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.
- d. Third Number Message - A toll message in which associated charges are not billed to the calling station, but rather to a station not involved in the message.
- e. Credit Card Message - A toll message in which associated charges are billed to a credit card number assigned by a telephone company and issued to either the called or calling party.

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DEFINITION OF TERMS

Toll Service - That part of the total telephone service rendered by the Company which is furnished between local service areas in accordance with the rates and regulations specified in the Company's Exchange Rate Tariff.

Toll Terminal - A line to which only toll service is furnished.

Touch Calling Service - A classification of exchange service furnished from certain central offices, whereby calls are originated through the use of pushbuttons in lieu of a rotary call.

Transfer to Incalls Key - Enables the ACD agent to transfer an incoming ACD call directly to another agent's Incalls key in the same customer group.

Trunk Line - A circuit between central office switching equipment and the switching equipment of a private branch exchange.

Two-Point Intraexchange Channel Service - A channel connecting two "Primary Terminations" in the same exchange.

Type of Service - The term used in describing exchange service with respect to each of the following:

- a. The use to be made of such service; i.e., by the customer, his family, employees, etc., or by the general public, or by both. With respect to this use of the term, the Company furnishes two types of service: Customer Service and Payphone Service.
- b. The comparative limitations on the number of times customer service may be used for the stipulated monthly charge. With respect to this use of the term, the Company furnishes only one type of service: Flat rate (or unlimited) service.
- c. The scope of the service; i.e., the area throughout which service is rendered without the application of toll charges. With respect to this use of the term, the Company furnishes two types of service: Metropolitan Local Area Service and Community Calling Service.
- d. The physical characteristics of the service. With respect to this use of the term, the Company furnishes only one type of service: Common Battery Dial Service.

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Uniform Call Distribution - Is intended to distribute calls evenly among the stations in a Multiline Hunt Group (ACD).

Uniform Service Order Code (USOC) - A Company assigned code used on internal records for service identification purposes.

Variable Wrap-Up Time - Enables the ACD customer to establish a predetermined interval between an agent completing one call and receiving the next one.

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DEFINITION OF TERMS

Voice Grade Facility - A communications path between two points comprised of any form of configuration of physical plant capable of and typically used in the telecommunications industry for the transmission of the human voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz.

Weather Announcement Service - An announcement service providing the means for telephone access by the general public to a brief announcement of current and forecasted weather conditions. The service if furnished by an electronic or electromechanical device and may be publicly advertised. The announcements may contain advertising messages.

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.

Wide Area Telecommunications Service Access Line - A central office facility provided for the purpose of completing WATS calls. Each such line will be arranged at the customer's option for either outward or inward service, but not both, subject to the provisions of this tariff.

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GENERAL REGULATIONS

2.1 General

The regulations contained in this Section are applicable, unless otherwise stated or unless modified by specific regulations contained elsewhere in this tariff, the Exchange Rate Tariff, or the Long Distance Tariff, to all telecommunications services offered by CenturyTel of Ohio, Inc. referred to as the Company.

2.1.1 Customer Rights and Responsibilities

Customers have certain rights and responsibilities under the Minimum Telephone Service Standards (Ohio Adm.Code 4901:1-5)(MTSS). These safeguards can be found in the Appendix to Ohio Adm. Code 4901:1-1-5-03, which is entitled "Telephone Customer Rights and Responsibilities". These rights and responsibilities include complaint handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of service.

2.2 Explanation of Symbols

- (C) - Change in regulations
- (D) - Discontinued rate or regulation
- (E) - Correction of an error
- (I) - Increase in rate
- (N) - New rate or regulations
- (O) - Obsolete
- (R) - Reduction in rate
- (T) - Text change only

2.3 Limitations and Use of Service

2.3.1 Use of Customer's Service

- a. Customer service is furnished only for use by the persons residing in the customer's household or guests of the customer, except, as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises. The Company will refuse to install customer service, or to permit such service to remain, on premises of public or semipublic character where the instrument is so located that the public in general or the patrons of the customer may make use of the service.

If it is found that the customer is sharing the service with an individual other than a person residing in the customer's household, or a guest of the customer, the Company will thereafter require the customer to take Joint User Service unless he terminates the joint use of the service. The Company will require a customer permitting public use of service to take public or semipublic service unless such use is terminated.

- b. Except as otherwise provided in this tariff, service furnished by the Company is intended only for communications in which the customer has a direct interest. It shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any person, firm or corporation for the use of the service or for the collection, transmission or delivery of communication. This prohibition shall not apply to a customer who is engaged as a communications common carrier in a public telegram message business, nor does it restrict resale to carriers certified by the Public Utilities Commission of Ohio.

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

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 45

GENERAL REGULATIONS

2.3 Limitation and Use of Service (Continued)

2.3.1 Use of Customer's Service (Continued)

- c. In view of the fact that the customer has exclusive control of communication over the facilities furnished by the Company and of the uses for which such facilities may be furnished, and because of unavoidableness of errors incident to the services and to the use of such facilities, the service and facilities by the Company are subject to the terms, conditions and limitations herein specified.

2.3.2 Establishment of Identity

- a. The calling party shall establish his identity in the course of any communication as often as may be necessary, and shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called locations.

2.3.3 Customer Provided Equipment and Facilities

Customer provided equipment and facilities may be connected with the facilities by the Company for telecommunications services provided in Section 11 of this tariff.

2.3.4 Accessories Provided by the Customer

Accessories which aid a customer's convenience in the use of Company facilities in the service for which they are furnished under this tariff are permissible provided any such accessory meets the following conditions:

- a. The safety of Company employees or the public cannot be endangered.  
b. It must not damage or require alteration of Company equipment or facilities.  
c. Direct electrical connection to Company equipment or facilities cannot be made.  
d. The accessory must not impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services.

2.3.5 Broadcast of Recordings of Telephone Conversations

The broadcast of a recording of a telephone conversation or an incoming message during the period of recording is permissible provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with customer-provided voice recording, reproducing and automatic answering and recording equipment as specified in Section 11 of this tariff.

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GENERAL REGULATIONS

2.3 Limitation and Use of Service (Continued)

2.3.6 Recorded Public Announcements

Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:

- a. For purposes of identification, telephone service customers who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided. Customers transmitting factual public announcements such as time, stock market quotations, airline schedules, and similar information are excluded from this condition.
- b. Nonpublished telephone numbers will not be furnished for use with recorded public announcements.
- c. Failure to comply with these provisions shall be cause for termination of the service.

2.3.7 Limited Communication

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

2.3.8 Transmitting Messages

The Company offers the use of its facilities when available for transmission of messages, but the Company will not transmit messages and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company.

2.3.9 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for any unlawful purpose. However, the Company cannot incur the potential liability associated with making judgments about the validity of allegations of unlawful use. Accordingly, the Company will refuse to furnish, or discontinue furnishing, service on the ground of unlawful use of the service only when ordered to do so by a court of competent jurisdiction.

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GENERAL REGULATIONS

2.3 Limitation and Use of Service (Continued)

2.3.10 Cancellation of Service for Cause

- a. The Company, may, without incurring any liability, either suspend service or terminate the customer's service without suspension for any of the following reasons:
- (1) Abandonment of service. A customer will be held responsible for all service rendered until service is discontinued upon the request of the customer or until abandoned service is discontinued as a result of the customer vacating the premises without advising the Company.
  - (2) Failure of a customer to make the suitable deposit as required by this tariff.
  - (3) Impersonation of another with fraudulent intent.
  - (4) Nonpayment of any sum due for regulated local exchange services. The disconnected notice and procedures will comply with all applicable Commission rules and orders.
  - (5) Unlawful use of the service.
  - (6) Permitting public use of the service
  - (7) Failure to comply with the "Recorded Public Announcements" provisions of this tariff.
  - (8) Use of service in such a way as to impair or interfere with the service of other customers including, but not limited to, the use of telephone service by a customer or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls to such customer at or about the same time, which may result in preventing, obstructing or delaying the telephone service of others.
  - (9) Provision of false or misleading information in obtaining telephone service or credit from the Company.
  - (10) Violation on the part of the customer of any of the regulations contained in this tariff.
  - (11) Attachment or connection of equipment, apparatus, circuits or devices not furnished by the Company, except as provided in this tariff.

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SECTION 2  
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GENERAL REGULATIONS

2.3 Limitation and Use of Service\_(Continued)

2.3.10 Cancellation of Service for Cause (Continued)

a. (Continued)

(12) Abusive or fraudulent use of service as follows:

- (a) The use of service or facilities of the Company to transmit a message, to locate a person, or to give or obtain information, without payment of the charge applicable for the service.
  - (b) The obtaining or, the attempting to obtain, or the assisting of another to obtain or to attempt to obtain local or distance message telecommunications service; by rearranging, tampering with, or making connection with any facilities of the Company; by any trick, scheme, false representation, or false credit device; or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment in whole or in part, of the regular charge for such service.
  - (c) The use of service or facilities of the Company for a call or calls anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
  - (d) The use of profane, obscene, or abusive language over or by means of the Company's facilities.
  - (e) The use of service in such a manner as to interfere unreasonably with the use of the service by one or more customers.
  - (f) The use of the service for any purpose other than as a means of communications.
- b. Following a suspension of service for any of the above reasons, the Company may disconnect the service and remove any of its equipment from the customer's premises.

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CenturyTel of Ohio, Inc.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service

2.4.1 Availability of Facilities

- a. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.
- b. The rates and charges quoted in this tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- c. When excessive costs are involved for the construction of accordance with the regulations set forth in Section 5, except as otherwise specified.

2.4.2 Application for Service

- a. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect. If the applicant refuses to comply with the requirements set forth in the Company's tariffs prior to the establishment of service, the Company may cancel the application and any amounts collected from the applicant will be refunded. The application is merely a request for service and does not in itself bind the Company to furnish the service, (except under reasonable conditions as set forth in the tariffs), nor does it bind the applicant to take service.
- b. Pursuant to the rules and regulations of the Commission, the Company reserves the right to refuse service, or subsequently can suspend or disconnect service of any applicant who is found to be indebted to the Company for service during the previous twelve months. The disconnect notice will comply with all applicable Commission rules and orders.
- ~~c. Reserved for Future Use.~~
- d. When an application for service and facilities or a request for additions, rearrangements, relocation or modifications of service and equipment are canceled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge is not to exceed all charges which would apply if the work involved in complying with the request had been completed.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.2 Application for Service (Continued)

- e. If equipment has been ordered for the specific needs of a customer and the installation thereof is unduly delayed by or at the request of the customer, appropriate charges apply for such equipment for the period of the delay.
- f. When a customer requests a change in locations of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service and equipment prior to completion of the work involved, the customer is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.
- g. Any change in rates or regulations prescribed by public authority having jurisdiction modifies all terms and regulations of applications or contracts to the extent of such changes, without further notice.

2.4.3 Application of Rates For Business and Residence Service

- a. Although, in general, business rates apply at business locations and residence rates apply at residence locations, the determination as to whether customer service should be classified as business or residence is based on the character of use to be made of the service.
- b. Business Service Rate  
  
The service is classified and charged for as Business Service where the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or where a business listing is furnished.
- c. Residence Service Rate  
  
The service is classified and charged for as Residence Service where the use of the service is of a social or domestic nature and the business use, if any, is merely incidental and the service is located in a residence. In the case of a combined business and residence premises, the service is classified and charged for as Residence Service where it is located in a bona fide residential quarters of such premises. Residence Service may not be extended into the business quarters, but Business Service may be extended into residence quarters. A main station or an extension station located in a rectory, parsonage or pastor's residence will be classified and charged for as Residence Service.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.3 Application of Rates for Business and Residence Service (Continued)

c. Residence Service Rate (Continued)

The service is classified and charged for as Residence Service when furnished at any location as an access to a repeater control and/or autopatch facility of a bona fide amateur radio operator, organization or society duly licensed as a primary station by the Federal Communications Commission as an amateur radio station pursuant to FCC Part 97, Section 5 [47 CFR Section 97.5] or any successor regulation. The Telephone Company may request a copy of the amateur radio station license prior to the installation of service.

d. Changes from business service to residence service are made only in the event of a change in the customer's arrangements which would entitle him to a residence classification of his service, as specified in Paragraph c. The customer can be required to retain business service for the remaining directory period, unless the facts indicate that the service is no longer to be used substantially for business purposes.

e. Changes from residence to business service may be made without change in telephone number if the customer so desires. Service connection charges applicable for such changes are quoted in Section 4 of this tariff.

When it is determined that the service of a customer to Residence Service should be classified and charged for as Business Service, the Company will discontinue the service of such a customer in the event he refuses to permit the service to be classified and charged for as Business Service.

2.4.4 Supersedure of Service (Transfer of Service)

a. Service previously furnished to one customer may be assumed by a new customer upon due notice of cancellation or in the case of abandonment, provided there is no lapse in the rendition of service. Such supersedures are subject to service connection charge regulations and may be arranged for in either of two ways:

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.4 Supersedure of Service (Transfer of Services) (Continued)

a. (Continued)

- (1) If the new customer fully understanding the regulations governing the service and the status of the account, willingly assumes all obligations thereunder, then future bills are rendered without an adjustment to or from any particular date, with the company arranging for the requested change in billing and directory listing.
- (2) If the new customer does not wish to assume payment of the old account, a new service application is taken and an adjustment in billing is made to and from the date the supersedure is effective.

b. Under either method of supersedure, the reassignment of the old telephone number to the service of the new party is arranged for only after the former customer has given consent to its use, and then only when there exists no relationship, business or otherwise, between the old and new customers, and a change in the telephone number is not required.

c. When a relationship does not exist, business or otherwise, between the old and new customers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid and then only if a change in the telephone number is not required.

2.4.5 Minimum Service Periods

- a. Termination liability contracts will apply to all equipment provided under lease. This will include miscellaneous, individual Residence and Business stations.
- b. Unless otherwise specified, the minimum service period for all services offered in this tariff is one month commencing with the installation date of the service except as follows:

(1) The minimum service period for directory listings is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day succeeding directory is first distributed to customers.

(2) For all other services furnished with minimum service periods exceeding one month, the applicable minimum service period is the number of months indicated in that section of this tariff containing the service offered.

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CenturyTel of Ohio, Inc.

SECTION 2  
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GENERAL REGULATIONS

2.4 Established and Furnishing of Service (Continued)

2.4.5 Minimum Service Periods (Continued)

- c. The minimum service period relates to each applicable unit of service, either on the initial or subsequent installations.
- d. For the purpose of administering this regulation and all other applicable regulations and rates of the Company's tariffs, every month is considered to have thirty days.
- e. Minimum service periods begin on and include the day following the establishment of service.

2.4.6 Floor Space, Electric Power and Operation of Company Facilities at the Customer's Premises

- a. All suitable space and floor arrangements including adequate lighting, temperature control, power outlets, commercial power and any other arrangements which may be required on the premises for communication facilities provided by the Company will be provided by and at the expense of the customer. All responsibility for the safe condition or wiring, outlets and power remains with the customer.
- b. The operation of communication facilities provided by the Company at the customer's premises will be performed at the expense of the customer and must conform with the operating practices and procedures of the Company.

2.4.7 Provision and Ownership of Equipment and Facilities

- a. Equipment and facilities furnished by the Company on the premises of a customer or authorized user are the property of the Company and are provided upon the condition that such equipment 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 premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the customer's premises, or to remove such equipment and facilities which are no longer necessary for the provision of service.
- b. Customers may not disconnect, remove or permit others to disconnect or remove any apparatus installed by the Company, except in the case of service furnished at hazardous locations and then only upon the written consent of the Company or as otherwise specified in the Company's applicable tariffs.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.7 Provision and Ownership of Equipment and Facilities (Continued)

- c. Upon termination of service from any cause whatsoever, equipment and facilities furnished by the Company shall be returned in good condition, reasonable wear and tear thereof expected. The customer will be held responsible for loss of or damage to any equipment or apparatus furnished by the Company, unless such loss or damage is due to causes beyond his control.

2.4.8 Provision and Ownership of Directories

- a. Telephone directories shall be issued annually. The classification for the initial directory is Tier 1 Core. The Company reserves the right to make a charge for directories issued in replacement of directories defaced or mutilated while in possession of customers.
- b. Directories are furnished to customers as part of the telephone service. No binder, holder, insert, or auxiliary cover or attachment of any kind not furnished by the Company shall be attached to the telephone directory, except that this prohibition shall not apply to a customer-provided binder, holder, insert, or auxiliary cover which is attached so that it does not obstruct vital and essential information such as the identity of the exchanges covered by the directory, the effective date of the directory, emergency numbers, federal and state laws, and Rules and Regulations of the Commission pertaining to telecommunication services. Any person, firm or corporation violating this rule, or permitting it to be violated is made subject to having service suspended.
- c. Telephone directories are copyrighted by the Company and the Company is the sole owner of their content.
- d. One copy of the local directory shall be distributed per access line, with additional copies up to one per station available at no charge when the customer picks up the book at the Telephone Company. Additional directories may be mailed for a charge of \$1.00 plus postage per book. Upon a subscriber's request, free of charge, directories for Extended Area Service (EAS) exchanges will be provided.
- e. Foreign Directories may be provided as follows:
- |  |  |
|--|--|
| Customer Pick-up                             | \$3.00 first Book - Plus cost of Book .75 each add'l Book Same order - Plus Cost of Book |
| Mailed (U.S. Postal Service)<br>Cost of Book | .75 per book plus postage - Plus Cost of Book  |

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.9 Provision and Ownership of Telephone Numbers

Telephone numbers are the property of the Company and are assigned to the service furnished the customer. The customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company, nor to the continuance of service through any particular central office.

The Company reserves the right to change such numbers and/or the central office designation associated with such numbers assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

2.4.10 Installation, Maintenance and Repairs

- a. All ordinary expense of installation, maintenance and repairs, unless otherwise specified in this tariff is borne by the Company. Where special conditions or requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft or destruction of any of the Company's property due to negligence or willful act of the customer or other persons authorized to use the service and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- b. The customer shall not install, disconnect, rearrange, remove, or attempt to repair any customer premises hardwired equipment or facilities furnished by the Company or permit others to do so, except in the case of service furnished at hazardous locations and then only upon the written consent of the Company or as otherwise specified in the Company's applicable tariffs.
- c. When equipment or facilities of the customer are connected to equipment or facilities of the Company under provisions of this tariff or a contract, it is contemplated that when trouble develops, the customer will make appropriate tests of his equipment or facilities to determine whether such trouble is in his own or the Company's equipment or facilities before reporting an out-of-service condition to the Company. Where the trouble is reported to the Company and the Company determines that the trouble is in the customer's equipment or facilities, the customer shall upon demand reimburse the Company for the expense incurred by it because of the customer's erroneous determination and report.

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.11 Company Facilities at Hazardous or Inaccessible Locations

- a. Where service is to be established at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the customer may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company. Renumeration is to be based on the costs involved.
- b. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, other actions or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.

2.4.12 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 be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours, or prior to the normal installation interval, or that work once begun be interrupted, the customer may be required to pay, in addition to the other rates and charges specified in this tariff, the amount of additional costs the Company incurs as a result of the customer's special requirements.

2.4.13 Service at Outdoor Locations

The Company will refuse to provide, maintain, or restore service at outdoor locations unless the customer agrees in writing to indemnify and save harmless the Company from and against any and all loss or damage that may result to instruments, apparatus, wiring, or other equipment furnished by the Company at such locations.

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

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 57

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.14 Termination of Service

a. Termination of Service by the Company

- (1) When the service is terminated on the initiative of the Company because of violation of its regulations by the customer, the regulations stipulated in the paragraphs below for termination of service by the customer apply.
- (2) When a residential subscriber's local service is disconnected for nonpayment, the local service provider shall maintain the subscriber's access to emergency services (9-1-1) for a period of at least fourteen days following such disconnection.
- (3) A LEC may restrict long distance service to a customer who owes past due long distance charges to the LEC or to a provider on whose behalf the LEC is billing. The LEC shall not restrict a customer from establishing toll service with a different toll provider for whom it does not bill.

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(a) CenturyTel, when acting on behalf of an IXC, 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.¶

(b) CenturyTel may furnish credit information, acquired from CenturyTel's own experiences with the customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. CenturyTel will follow all requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the Federal Fair Credit Reporting Act.¶

(c) All forms of toll blocking services offered by CenturyTel to toll service providers must be provided on a nondiscriminatory basis to all toll providers, regardless of whether CenturyTel has established a billing and collection agreement with the toll provider. Any charges for toll blocking services offered by CenturyTel must be set forth in a Commission-... [87]

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SECTION 2  
Original Sheet No. 58

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.14 Termination of Service (Continued)

b. Termination of Service by the Customer

(1) Miscellaneous Service - Special Systems, Data Sets, Stations, etc.

The customer will furnish the Company with thirty (30) days prior written notice should it desire to terminate, in whole or in part, an application or contract for special equipment for which the initial application or contract period is in excess of one month at the same location. Customers who terminate any such application or contract prior to the end of the minimum period will be subject to termination charges as follows:

- (a) In the event of termination prior to the establishment of service, the termination charge will be an amount equal to all expenses incurred by the Company in connection with the performance of the contract.
  - (b) In the event of termination after the establishment of service, the charge will be the proration of the total termination liability due applicable to the customer's contract reducible by each month the equipment has been in service.
- (2) A customer is not permitted to carry over a termination liability due from one system and apply it to a new system or contract.
  - (3) Periods for which a system has been temporarily suspended by the customer, or suspended for nonpayment by the Company will not be credited to the determination of a termination liability.

2.4.15 Ringer and Signal Equipment Limitations

- a. Except as provided herein, one ringer is provided for each station and such ringer is located in the station. If additional ringers are desired, or if the ringer is not located in the station, such ringers will be provided as specified for in Section 10 of this tariff.

2.4.16 Special Equipment and Service Arrangements (Special Assemblages)

The rates and charges quoted in the General Customer Services Tariff and the Exchange Rate Tariff contemplate the use of service arrangements, equipment and facilities in quantities and types regularly furnished by the Company.

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GENERAL CUSTOMER SERVICES TARIFF

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CenturyTel of Ohio, Inc. SECTION 2  
Original Sheet No. 14.1

GENERAL REGULATIONS

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2.4.14 Termination of Service (Continued)

a. Termination of Service by the Company (Continued)

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

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 59

GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

2.4.16 Special Equipment and Service Arrangements (Special Assemblages) (Continued)

Where equipment, facilities, or service arrangements, not provided for in the Company's applicable tariffs are requested, rates and charges will apply based upon the cost incurred, in each case whenever it is practicable to provide the service requested. In such cases, the Company reserves the right to require a minimum contract period longer than one month at the same location.

2.4.17 Construction

The rates and charges quoted in the General Customer Services Tariff and the Exchange Rate Tariff provide of the furnishing of service and facilities where suitable plant facilities are available or when the construction of the necessary facilities does not involve excessive costs. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section 5.1 of this tariff.

2.4.18 Insufficient Central-office Lines

If a customer is served by a number of trunk lines or individual lines which is inadequate to handle the volume of his incoming and outgoing messages, the telephone service of persons trying to call him is impaired and the Company's central-office switching equipment is overburdened by the resulting excessive numbers of vain attempts by others to call the customer. This is detrimental to the Company's service to its patrons generally. Therefore, when such a condition exists, the Company will inform the subscriber of the inadequacy of the number of central office lines by which he is served. He must then subscribe to an adequate number of trunk lines or individual lines. If he fails to do so after reasonable notice, his service will be discontinued.

2.4.19 Promotional Offerings

- a. For promotional purposes, the Company may from time to time offer certain services at reduced prices ~~or may reduce or waive non-recurring charges.~~

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- ¶
- (1) Waiver of service installation and change charges;¶
  - (2) "Dollar Value" certificates to be applied against specified tariff charges;¶
  - (3) Reductions or waiver of monthly service charge(s).¶

¶

b. Promotions will apply only to optional services, which may include, but are not limited to, ¶ the following:¶

- ¶
- (1) Custom Calling Services;¶
  - (2) Touch Calling Services;¶
  - (3) Advanced Calling Services¶

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GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Continued)

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2.4.20. Telecommunications Service Priority (TSP) System

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- a. A TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. Priority installation and/or restoration of NSEP telecommunications shall be provided in accordance with Part 64.401, Appendix A, of the Federal communications Commission's (FCC's) Rules and Regulations
- b. Regulations, rates and charges are specified in CenturyTel Operating Companies Tariff F.C.C. No. 1, Access Service, Section 13.

c. The Company will file with the Public Utilities Commission of Ohio a report within 45 days of the conclusion of the Promotional Offering. The report will provide a description of the Promotional Offering, the number of customers who have established or added to the service(s) featured in the Promotional Offering, the amount of non-recurring or recurring charge revenue waived from said customers, and the amount of "new" recurring charge revenue received from said customers.¶

2.5 Customer Relations

2.5.1 Credit Deposit

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- a. Applicants for service or existing Customers whose financial condition is not acceptable to the Company, or not a matter of general knowledge, may be required at any time to provide the Company a security deposit. All deposits will be handled in accordance with the provisions of 4901:1-17 O.A.C. and 4901:1-5-05 O.A.C. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation.

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

CenturyTel of Ohio, Inc.

SECTION 2  
Original Sheet No. 61

GENERAL REGULATIONS

2.5 Customer Relations (Continued)

2.5.1 Credit Deposit (Continued)

- b. The deposit will not exceed an amount equal to two month's average monthly bill for all regulated local exchange services for the ensuing twelve months, plus thirty percent (30%) of estimated monthly recurring charges.
- c. The Company will pay interest on deposits held for 180 days or longer while the service is active. The interest rate paid for deposits is 3%.
- d. The applicant may provide a third party guarantor in lieu of a deposit.

2.5.2 Reserved for Future Use

2.5.3 Thirty-day Month

For the purpose of computing charges for equipment, facilities, and services, except for allowances for interruptions in service, every month shall be considered to have thirty days.

2.5.4 Payment for Service

The customer is required to pay all charges for service and equipment in accordance with the Company's billing and collection practices. The customer will be held responsible for all charges for telephone service rendered in connection with local and long distance messages placed from his station and in connection with toll messages received at his station on which the charges have been reversed with the consent of a person at the called station.

2.5.5 Subscriber Billing Adjustments for Local Exchange Service

The Company incorporates by reference, and will adhere to, the guidelines for subscriber billing adjustments for local exchange service as found in 4901:1-5-08 O.A.C.

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GENERAL REGULATIONS

2.5 Customer Relations (Continued)

2.5.6 Allowance for Temporary Denial

When service is restored after temporary denial, the Company will make a pro rata allowance at the schedule rate for the service denied for the entire period of denial except that in cases where service is restored on or before the day following denial, no allowance will be made.

2.5.7 Multiple Copies of Bills

Normally the Telephone Company provides one bill per customer account each month. Where the customer requests additional copies of the bill the Company will provide them at a cost of \$1.25 per bill copy.

2.5.8 Establishment of Credit

The company will require the applicant to satisfactorily establish financial responsibility by meeting the criteria in 4901:1-17 O.A.C. When deposits are required, the Company will apply them based on the "individual service history method". This 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.

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GENERAL CUSTOMER SERVICES TARIFF  
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GENERAL REGULATIONS

2.6 Liability of Company

2.6.1 Service Irregularities

- a. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delay, 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 customer or 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 equivalent to the proportionate charge to the customer period of service during which such service irregularities occur.
- b. When facilities of others are used in establishing connections to points not reached by the Company's facilities, the Company is not liable for any act or omission of others furnishing such facilities.
- c. When a service or channel is temporarily surrendered by a customer, at the request of the Company, credit determined as in a. above will be allowed for the entire period surrendered.

2.6.2 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.

2.6.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless (including cost and reasonable attorney's fees) 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, claims for infringement of patents arising from combining facilities furnished by the Company with, or using the facilities in connection with, apparatus and systems of the customer and all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

2.6.4 Defacement of Premises

The Company is not liable for any defacement or damage to the premises of a customer resulting from the furnishing of service or the installation, attachment or removal of the instruments, apparatus and associated wiring furnished by the Company on such premises, when such defacement or damage is not the result of the sole negligence of the Company or its employees.

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GENERAL REGULATIONS

2.6 Liability of Company (Continued)

2.6.5 Equipment in Explosive Atmospheres

- a. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.
- b. The Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.
- c. The customer shall furnish, install and maintain sealed conduit with explosive-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

2.6.6 Liability for Directory Service

- a. The Company shall not be liable for any error, omission or other failure in connection with directory listings furnished without additional charge. The customer agrees to hold the Company free and harmless of and from any claims, loss, damage or liability which may result from such errors, omissions, or other failures.
- b. The liability, if any, of the Company for any error, omission or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for the listing during the effective life of the directory in which the error or omission is made.
- c. In accepting listings as prescribed by applicants or customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories.
- d. Approval of the above tariff 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.

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GENERAL CUSTOMER SERVICES TARIFF  
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\*(1) Service to nonresidential customers with four or more access lines will receive tier 2 treatment for all access lines in accordance with rule 4901:1-6-05 of the Administrative Code. Service Charges for nonresidential tier 2 services can be found in the Company's Business tariff at [www.centurytel.com](http://www.centurytel.com).

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GENERAL REGULATIONS

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Tax Surcharge

A surcharge shall be applied to the amount due or intrastate services on all bills rendered on or after January 1, 1982 at a rate of .71 percent thereof to recover the increase in excise tax levy payments as authorized by Section 4909.161, Revised Code.

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Local Exchange Service

2.8.1 Definitions

The following is a list of definitions of terms used throughout this section.

CUSTOMER OF RECORD

Person or legal representative responsible for the following:

- administration, use and occupancy of the Resale Service Area by virtue of ownership, lease, management agreement and the like;
- placing application for s (... [91]

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4.11 EXTENDED INTERCEPT CHARGE

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4.11.1 General

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4.11.2 Rates

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SERVICE CHARGES

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4.1 Definitions

4.1.1 Service Charges

A service charge consists of one or more of the following non-recurring charges for work required due to customer requests. The charges below are separately established in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

- a. Service Order Charge - Applicable for receiving information and taking action in connection with a customer's or applicant's request. Service order charges are classified as either primary or secondary.
- b. Line Connection Work Charge - Applicable for testing and connecting functions required within the central office and/or for work done in providing or rearranging the drop wire, outdoor circuit or protector on the customer's premises.
- c. Initial Nonrecurring Charge (I.N.C.) - A charge applicable to the provision of certain items of equipment or facilities. It is distinguishable from service charges in that it is listed within the specific tariff description with which it is associated. This charge is in addition to the applicable service charges.
- d. Restoration Charge - Applicable for restoration of service following a suspension of service.

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SERVICE CHARGES

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4.2 Application

4.2.1 General

- a. Service charges are applicable for all equipment and services furnished to the customer as indicated throughout this tariff except as provided hereinafter.
- b. Where the service desired requires more than one of the multi-element charges described in this tariff, the total charge is the sum of the separate charges for each function required except as hereinafter provided. All station handling work and line connection work requested at the same time for service on one premises will be covered by one service order charge and one premises visit charge.
- c. Service charges do not apply for service reestablished after destruction of the customer's premises by Act of God, public enemy, or fire whether at the same or another location. Regular Service Charges apply, however, to service reestablished in the old location after termination of service or subsequent to its establishment at another location under the above circumstances.
- d. Services charges may be required to be paid at the time of application for service.
- e. Service charges are not applicable for:
  - (1) Normal maintenance and repair of the Company's equipment and services.
  - (2) Change or correction in name or billing address when there is not a change in responsibility and no connection, disconnection, move or change in the service except as provided for dual name listing request.
  - (3) An upgrade of service except that premises visit and other charges will apply if necessitated.
  - (4) Customer provided telephone sets or other terminal equipment connected by the customer when no line connection or customer premises work is required.

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SERVICE CHARGES

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4.2 Application (Continued)

4.2.1 General (Continued)

- f. No service charges other than termination charges apply for the disconnection, discontinuance, or removal of equipment or service. Termination charges will apply as specified in Section 4.5 of this tariff.
- g. Changes in the locations of existing stations or terminations to points outside the customer's premises are considered new installations at the new location.
- h. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchanges.
- i. In no case shall the combination of charges applicable for a move or a change of equipment or service exceed the charges applicable for a new installation of that equipment or service.

4.2.2 Service Order Charges

- a. A service order charge will be applicable in addition to the appropriate line connection work and/or installation charge(s).
- b. The primary service order charge is applicable for requests for initial connection of service and connection of additional local exchange lines, private lines, off-premises extension lines, or tie lines to an established service, and transfer of service involving change in name and responsibility whether or not there is a lapse in service.
- c. The secondary service order charge is applicable for requests for connection of a number change, restoration of service and change from business to residence service or residence to business service.
- d. The primary service order charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the primary and secondary service order charges would otherwise be applied, only the primary service order charge is applicable.

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SERVICE CHARGES

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4.2 Application (Continued)

4.2.3 Premises Visit Charge

The premises visit charge is applicable if a premises visit is required to complete any requested work on the customer's premises with the following exceptions. The premises visit charge does not apply for:

- a. Removal of equipment or service.
- b. Number change (on a local exchange or a Centrex CO line number).
- c. Restoration of service following a suspension of service, when no physical work is required at the customer's premise.

4.2.4 Line Connection Work Charge

- a. The line connection work charge is applicable for work in the central office and for work done in providing or rearranging the drop wire or outdoor circuit on the customer's premises required in:

- (1) Connection or reconnection of local exchange lines, local private lines, off-premises extension lines, and tie lines.
- (2) Number changes on local exchange lines.
- (3) Restoration of service following a temporary suspension.
- (4) Rearrangement of Miscellaneous Service Arrangements.

- b. At least one line connection charge applies for each line connected or restored and for each telephone number changed.

When two or more segments of a local private line, tie line or off-premises extension line are bridged in the central office, only one Line Connection Charge - Central Office will apply for each line.

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SERVICE CHARGES

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4.2 Application (Continued)

4.2.4 Line Connection Work Charge (Continued)

c. The Line Connection Charge - Central Office applies when work is performed due to customer request in the central office related to the connection, reconnection, rearrangement, restoration or change of telephone service.

d. The Line Connection Charge - Outside Plant applies when work is performed due to customer request on any Telephone Company facilities, exclusive of central office facilities, related to the connection, reconnection, rearrangement, restoration or change of telephone service.

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SERVICE CHARGES

4.3 Schedule of Service Charges\*

4.3.1 Schedule of Charges

a. Service Ordering Charge		Residence	Business*	Classification <sup>(1)</sup>
(1)	Primary Service Order -	\$15.50	\$18.00	Tier 1 Core
(2)	Secondary Service Order -	\$ 7.50	\$ 8.30	Tier 1 Core
b. Line Connection Charge, each central office line, off premises station line, or tie line.				
(1)	Line Connection Charge - Central Office	\$ 3.35	\$ 8.05	Tier 1 Core
(2)	Line Connection Charge - Outside Plant	\$10.15	\$24.20	Tier 1 Core

4.4 Initial Nonrecurring Charges

- a. Initial nonrecurring charges for services and/or equipment are identified and presented throughout this tariff is applicable as a part of the offering of individual service features.
- b. These charges apply in addition to the charges listed in 4.3.
- c. Initial nonrecurring charges do not apply where service is established without wiring, connection, inside move, or change.

4.5 Termination Charge

- a. The termination charge is determined by multiplying the monthly termination amount by the number of months remaining in the service contract.
- b. The basic termination charge and the initial service period are indicated in the section of this tariff covering the service items to which they apply.
- c. When a customer discontinues one or more units of a group of the same item, the equipment installed last shall be considered as the equipment first discontinued.

\*(1) Service to nonresidential customers with four or more access lines will receive tier 2 treatment for all access lines in accordance with rule 4901:1-6-05 of the Administrative Code. Service Charges for nonresidential tier 2 services can be found in the Company's Business tariff at [www.centurytel.com](http://www.centurytel.com).

(1) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

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SERVICE CHARGES

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4.10 Verification and/or Interrupt Service

4.10.1 General

- a. Customer may verify that a line is in use and/or request that the conversation be interrupted by calling the Telephone Company.
- b. Verification and Interrupt service is provided only where facilities permit.
- c. Charges specified in 4.10.2 following are billed only to the party requesting the verification and/or interrupt service.
- d. A request for verification will result in a report to the calling party that the line is or is not in service at the time Company tests the line.
- e. The calling party, upon receiving a report that the line is in use, may request that the call be interrupted. The Company may interrupt such call if the calling party declares that an emergency exists.
- f. The charge for verification will not apply if the line being verified is found to be inoperative.
- g. The charge for Verification and Interrupt will not apply to a Public Emergency authority when verification and interruption is required in the performance of their public duty.

4.10.2 Rates

Verification and/or Interrupt service, each request	\$.45
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SERVICE CHARGES

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4.11 Extended Intercept Charge

4.11.1 General

- a. Changed telephone numbers are intercepted for a period of 90 days during which calls are referred to the customer's new telephone number, without charge.
- b. Discontinued telephone numbers are connected to a recording informing the calling party that the number is not in service.
- c. Customers who request that their former telephone numbers be intercepted longer than the 90 day period described in a. above may subscribe to Extended Intercept Service at the rates shown in 4.11.2 Rates, following.
- d. At the Company's discretion, Extended Intercept may be provided by a Telephone Company operator or a mechanical recording device.

4.11.2 Rates

Monthly  
Rate

<u>a.</u>	<u>Extended Intercept Service,</u> <u>each Number intercepted</u>	<u>\$17.80</u>
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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges

5.1.1 General

- a. All rates and charges quoted in this tariff provide for the furnishing of service or channels where suitable facilities are available or where the construction of necessary facilities does not involve unusual costs. Formatted: Indent: Left: 0.5", Hanging: 0.5"
- b. When the revenue to be derived from the service or channels is not sufficient to warrant the Telephone Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs, as defined in the following paragraphs. Formatted: Indent: Left: 0.5", Hanging: 0.5"
- c. When construction is provided by a connecting company or any outside contractor retained by the Telephone Company, charges made to the customer will be based on the charges of the connecting company or the outside contractor. Formatted: Indent: Left: 0.5", Hanging: 0.5"
- d. Where a customer is so located that it is necessary to use private right-of-way to furnish a service or channels and the Telephone Company is unable to obtain the required right-of-way without cost, the customer may be required to pay the entire cost involved in securing such right-of-way. Formatted: Indent: Left: 0.5", Hanging: 0.5"
- e. When attachments are made to poles of other companies in lieu of providing pole line construction for which the customer would be charged under the provisions of this section, the costs to the Telephone Company of such attachments will be borne by the customer. Formatted: Indent: Left: 0.5", Hanging: 0.5"
- f. Title to all construction, except pole lines or conduit provided on private property at the customer's expense, is vested in the Telephone Company. Formatted: Indent: Left: 0.5", Hanging: 0.5"
- g. Construction charges are payable prior to the commencement of construction. At the option of the Telephone Company, a deposit on construction charges and a schedule of progress payments may be required prior to the commencement of construction. Formatted: Indent: Left: 0.5", Hanging: 0.5"
- h. "Cost", as used in this Section, in interpreted to mean the cost of labor and materials excluding cable, wire and associated hardware, or the cost of contracted labor and materials, including charges for supervision and other overhead expense. Formatted: Indent: Left: 0.5", Hanging: 0.5"
- i. Any pole line, conduit, trench or other facility furnished by the customer for use by, or in conjunction with, the Telephone Company's facilities is subject to final approval by the Telephone Company. Formatted: Indent: Left: 0.5", Hanging: 0.5"
- j. Point of Interface, as used hereinafter, is defined as that point on or in the customer's premises where Telephone Company facilities terminate, and customer-provided facilities are connected to the general exchange network. Formatted: Indent: Left: 0.5", Hanging: 0.5"

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.1 General (Continued)

k. Telephone Company facilities shall be terminated at the minimal point of penetration, on or in the customer's premises, that is required for maintaining quality service. Location of this termination shall be determined by the Telephone Company or by mutual agreement of all concerned parties.

5.1.2 New Construction

a. Residential

(1) General

(a) The Telephone Company shall provide up to three (3) wire pairs for each residential household when facilities are originally installed on newly constructed premises. Requests for facilities in excess of three (3) wire pairs per household will be fulfilled on a cost basis.

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(b) All requests for unusual or extraordinary construction will be subject to review and final approval by the Telephone Company.

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(2) Aerial Distribution Plant

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(a) In areas where the Telephone Company's distribution plant is generally of an aerial nature and where it is not precluded by city ordinance or other statute from doing so, entrance facilities to a customer's newly constructed premises will be provided via aerial facilities.

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(b) In those instances where the customer's newly constructed premises is located away from the Telephone Company's main distribution facilities, the Telephone Company will provide, free or charge, the first 250 feet (or 1 wire span, whichever is less) of entrance facilities free to charge. Each additional 125 feet of entrance facilities, or fraction thereof, is \$23.35.

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(c) In any instance where more than one (1) wire span of entrance facilities is required, the customer shall provide the pole line where no other exists.

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(d) If the customer requests buried entrance facilities, where the Telephone Company would normally provide aerial facilities, a labor charge of \$.45 per foot of buried facilities shall apply.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.2 New Construction (Continued)

a. Residential (Continued)

(3) Buried Distribution Plant

(a) In areas where the Telephone Company's distribution plant is generally of a buried nature and where it is not precluded by city ordinance or other statute from doing so, entrance facilities to a customer's newly constructed premises will be provided via buried facilities.

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(b) In those instances where the customers newly constructed premises is located away from the Telephone Company's main distribution facilities, the Telephone Company will provide, free of charge, the first 250 feet of buried entrance facilities. Additional facilities will be provided at a rate of \$.45 per foot.

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(c) In other facilities (i.e. natural gas, electricity, sprinkling system, CATV, etc.) have already been installed and concealed at the time of installation of telephone facilities, location and marking of all other facilities shall be accomplished prior to the installation of buried telephone facilities. Locations and marking shall be the customer's or the customer's agent's responsibility, except that the Telephone Company shall cooperate with the customer to obtain any marking, if desired.

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b. Single-Tenant Business

(1) General

(a) All requests for unusual or extraordinary construction will be subject to review and final approval by the Telephone Company.

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(2) Aerial Distribution Plant

(a) For service requests involving up to an including one hundred(100) wire pairs, the aerial distribution plant regulations outlined in Sections 5.1.2 a. (2)(a) through (c) preceding apply.

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(b) For service requests involving greater than one hundred (100) wire pairs, the buried distribution plant outlined in Section 5.1.2 b.(3) following apply.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.2 New Construction (Continued)

b. Single-Tenant Business (Continued)

(3) Buried Distribution Plant

(a) For service requests involving more than one hundred (100) wire pairs or where the Telephone Company's main distribution facilities are of a buried nature, new service requests will be provided with buried facilities.

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(b) The Telephone Company shall install, free of charge, the first two hundred fifty (250) feet of entrance facilities if the customer provides the appropriate path, i.e. pipe, conduit, open trench, etc. Additional facilities in excess of the original 250 foot allowance will be installed when the cost of labor and materials (other than cable), plus applicable overheads, is borne by the customer.

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(c) If the Telephone Company is required to provide the path (pipe, conduit, open trench, etc.) for the customer's buried entrance facilities, the cost of all time and materials required will be billed to the customer for the installation.

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Costs for pipe, conduit, etc., if required, shall be borne by the customer.

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(d) If the Telephone Company is requested or required to bury its facilities in the same path (pipe, conduit, open trench, etc.) as another utility, and the Telephone Company is required to share in the cost of that path, a rate of half the rate explained in paragraph (c) preceding shall apply to the customer provided a mutually acceptable agreement is in force with the other utility.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Continued)

5.1.3 Moves and Changes

a. Residential

(1) General

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

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(2) Aerial Distribution Plant

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

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

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(3) Buried Distribution Plant

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

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

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

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b. Single-Tenant

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(1) General

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

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- (b) Moves and Changes in entrance facilities requested by Single and Multi-Tenant Businesses or their respective designated agents will be charged for on a time and materials basis.

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DIRECTORY LISTINGS

6.1 General

6.1.1 Provision of Directory Listings

- a. Directory listings are provided to aid in the use of telephone service through the identification of customer's telephone numbers. Listings found to be in violation of the Company's rules and regulations or listings which tend to delay or impede the use of telephone service will be rejected by the Company upon notification to the customer.
- b. Listings are not provided in connection with public telephone service except when the listing will facilitate the operations of the Company. No additional listings are permitted.
- c. Each listing shall set forth the name of the person or firm to which service is rendered. However, when the name of any firm seeking a listing is the same as or is deceptively similar to the name of any firm previously listed in the directory, the Company may ascertain the business nature of the firm seeking each listing and add language in the directory to distinguish the identity of that firm. A firm name may be deemed deceptively similar when it may cause misidentification and misdirection of directory users.
- d. Special prominence or arrangement of names is not permitted nor is the listing of a service, commodity, or trade name except when such service, commodity, or trade name is a part of the name under which the listed party is doing business.
- e. The Company will refuse a listing which does not constitute a legally authorized or adopted name and any listing which, in the opinion of the company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is intended for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party.
- f. The length of any listing is limited by the use of abbreviations when, in the opinion of the Company, the clearness of the listing and the identification of the listed party are not impaired thereby.
- g. In connection with business service, a descriptive term characterizing the listed party's business, in a general way, is furnished (in abbreviated form) as part of the listing where desired. However, when the character of the listed party's business is already apparent from the form of the corporate or firm name, the business designation is unnecessary and is not furnished.
- h. The form of listings must conform to the Company's specifications with respect to its directories.

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DIRECTORY LISTINGS

6.1 General (Continued)

6.1.2 Number of Directory Listings Provided Without Charge

- a. Except as provided in this tariff, only one listing is provided without extra charge for each main service, joint user service, key system, PBX system, or for the first line in a rotary number group. If, in the judgment of the Company, additional reference or other listings in excess of the number of listings permitted without extra charge are required for identification of a customer, such listings may also be provided without charge.
- b. Additional listings for rotary number groups usually list the telephone number of the first line of the group. However, the customer may request additional listings for other than the first line of a rotary group.

6.2 Business Listings

Business listings consist of a name, a designation descriptive of the customer's business, the address of the premises at which service is rendered, and the telephone number.

6.2.1 Primary Listing

The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted. Where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party. The classification for the Primary Listing is Tier 1 Core.

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6.2.2 Additional Listings

- a. Business additional listings are listings in addition to the primary listing furnished in connection with business service and may be: the names of partners or members, if the customer or joint user is a corporation; and for any business establishment, the names of representatives or employees of the customer or joint user. Business additional listings may also be the bona fide names of firms which the customer or joint user owns or controls or is duly authorized to represent.

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DIRECTORY LISTINGS

6.2 Business Listings (Continued)

6.2.2 Additional Listings (Continued)

b. Business additional listings are not permitted in connection with residence service.

c. Ordinarily, all additional listings are of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a private-branch-exchange station or extension station installed on premises of the subscriber, but at an address different from that of the switchboard or main station.

d. Additional listings may be furnished for the following rates:

Monthly  
Rate

(1) <u>Business listing other</u>	
<u>than joint user</u>	<u>\$1.50</u>

(2) <u>Joint user listing</u>	<u>\$1.50</u>
-------------------------------	---------------

These charges begin on the date the information records are posted and are payable monthly in advance.

e. The minimum chargeable period for additional directory listings is the life of the directory issue in which the listings first appear. This is not to exceed one year from the effective date of the listing. If the additional listing does not appear in the directory, the minimum chargeable period is one month.

f. Listing charges are automatically discontinued upon termination of the main or joint user service.

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DIRECTORY LISTINGS

6.2 Business Listings (Continued)

6.2.3 Business Designations

Business designation (e.g., ofc, atty, MD, etc.) may be used when appropriate.

6.3 Residence Listings

Residence listings consist of a name or dual names, the address of the premises at which service is rendered, and the telephone number.

6.3.1 Primary Listing

The primary listing is ordinarily the name or dual name of the customers who apply for the service, but the listing may be in the name of a second party designated by the customer. The classification for the Primary Listing is Tier 1 Core.

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6.3.2 Dual Name Listings

- a. Dual name listings may be provided for customers subscribing to residence service who share the same surname and reside at the same address and for a person known by two first names.
- b. Dual name listings may be provided as the primary listing at no recurring charge for the addition of the second name of the listing.
- c. Dual name listings may be provided as an additional listing at the customers option at the regular additional listing rate.
- d. Dual name listings are available only for residence subscribers.
- e. A secondary service order charge as specified in Section 4.3.1 a. (2) applies for:
  - (1) Changing a primary single name listing to a primary dual name directory listing.
  - (2) Changing the primary or additional dual name directory listing once established.
  - (3) Changing an additional dual name listing to a primary dual name listing.
- f. No non-recurring charge applies when the dual name listing is established with the initial establishment or service or when a change in an existing listing is required on an order for which service charges are otherwise applicable.

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DIRECTORY LISTINGS

6.3 Residence Listings (Continued)

6.3.3 Additional Listings

- a. Residence additional listings are listings in addition to the primary listing furnished in connection with residence service and may be the names of members of the customer's family or of other persons residing in the customer's household. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent guests residing in a hotel or club.
- b. Ordinarily, all additional listings are of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a private branch exchange station installed on premises of the subscriber, but at an address different from that of the switchboard or main station.

Monthly  
Rate

- |    |                           |       |
|----|---------------------------|-------|
| c. | Additional listings, each | \$.85 |
|----|---------------------------|-------|

- d. The minimum chargeable period for additional directory listings is the life of the directory issue in which the listings first appear. This is not to exceed one year from the effective date of the listing. If the additional listing does not appear in the directory, the minimum chargeable period is one month.

- e. Listing charges are automatically discontinued upon termination of the main service.

6.3.4 Residence Designations

Residence designations (i.e., "Res" indented under customer's business listing) are only used if the Company determines they are necessary for directory purposes.

6.4 Miscellaneous Listings

6.4.1 Reference Listings

Cross reference listings may be furnished at the regular rate for additional listings.

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DIRECTORY LISTINGS

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6.4 Residence Listings (Continued)

6.4.2 Foreign Listings

a. Foreign listings (i.e., listings in an alphabetical directory of an exchange other than that in which the listed service is furnished) are permitted at the regular additional listing rate applicable for the alphabetical directory in which the listing appears.

b. The charge at the rate specified above for foreign listings is effective with the date of directory delivery, and is payable in advance.

6.4.3 Additional Listings for Names Spelled More Than One Way

Customer's whose names may commonly be spelled in more than one way, may arrange for additional listings under the alternate spellings at the regular rate for additional listings found in paragraphs 6.2.2 or 6.3.2 of this tariff when in the opinion of the Company, they are not desired to secure a preferential position in the directory or for advertising purposes.

6.4.4 Alternate Call Number Listing

Monthly  
Rate

a. A Listing referring calling parties to an alternate telephone number for nights, Sundays and holidays or if no answer is received,  
each

Res    \$ . 85  
Bus    \$1.50

b. The alternate number may be that of another customer's service. In such a case, the consent of the other customer must be obtained before the alternate listing is furnished.

6.4.5 Enterprise Service (Special Reversed Charge Toll) Listings

One listing is provided without extra charge for each exchange with respect to which the monthly service charge is made.

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DIRECTORY LISTINGS

6.5 Nonpublished Number Service

6.5.1 General

a. Nonpublished Number Service provides for the omission or deletion of a customer's telephone number listing from the Company's directories and directory assistance records.

b. Incoming calls to nonpublished telephone numbers will be completed only when the calling party places the call by number.

c. The Company will refuse to furnish information relative to said telephone number to any person notwithstanding any claim of emergency or of right to receive such information which such person may allege or present. The acceptance by the Company of the customer's request for nonpublished number service does not create any obligation, direct or indirect, to any person other than the subscriber.

d. The customer requesting nonpublished number service shall indemnify and save harmless the Company against any and all claims for damages caused or claimed to have been caused, directly or indirectly, either by a refusal to publish, either orally or in writing, information relative to the number of the telephone with respect to which nonpublished number service is being furnished, or by the publication or other disclosure of information relative to such number to any person.

e. The Company's liability for damages arising from oral or written publication of the number of the nonpublished telephone shall not exceed the lesser of the actual damages sustained by the customer as a direct result of such publication, or \$6.00. The Company will not be a party to controversies arising between customers and others as a result of its refusal to publish any telephone number or its publication of any telephone number.

6.5.2 Rates and Charges

	Current Monthly Rate	Maximum Monthly Rate	Classification <sup>(1)</sup>
a. Nonpublished number service, per number	\$1.50	\$3.00	Tier 1 Non Core

b. The minimum chargeable period for nonpublished number service is the current directory period.

c. The monthly charge set out in the foregoing paragraph shall not apply to:

(1) Transfer of toll charge service.

(2) Foreign Exchange Service.

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(1) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

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DIRECTORY LISTINGS

6.5 Nonpublished Number Service (Continued)

6.5.2 Rates and Charges (Continued)

c. (Continued)

- (3) Additional service furnished to the same customer at the same address who has other services listed in the alphabetical directory or the directory assistance records.
- (4) More than one non-published number service furnished simultaneously to the same customer at the same address.
- (5) Service of a customer living in a hotel, hospital, retirement complex, apartment house, rooming house, boarding house, or club, if the subscriber is listed under the telephone number of the PBX or semi-public service furnished to such establishment.
- (6) Temporary service furnished for short periods of time, such as for elections, special events (e.g., fairs, exhibits, parades, etc.) and in other special situations.

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6.6 Directory Assistance Call Service

6.6.1 Local Directory Assistance

a. General

1. Telephone calls by customers for telephone number listings will be answered and numbers given if the requested number is listed in the Company's directory assistance records.
2. A maximum of two requested telephone numbers will be provided for each directory assistance call.
3. The rates in Paragraph 6.6.2 following apply for all calls to Directory Assistance from within the same Numbering Plan Area (Area Code), except as provided in paragraph 6.6.2.d.
4. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorney's fees) that may arise from the use of such information.

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DIRECTORY LISTINGS

6.6 Directory Assistance Call Service (Continued)

6.6.1 Local Directory Assistance

1. The present rate for each direct dialed call to Directory Assistance is \$.30.
2. Where a customer requests toll operator assistance to place a call to Directory Assistance, except in the case of a service difficulty, the charge will be \$.40 per call.
3. Calls to Directory Assistance from Hotels, Hospitals, or lines of customers who have been certified by a physician or recognized agency as unable to use a directory because of a physical handicap are not subject to charge.
4. Calls to intra-area code Directory Assistance from Hotels, Hospitals, or lines of customers who have been certified by a physician or recognized agency as unable to use a directory because of a physical handicap are not subject to charge.

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DIRECTORY LISTINGS

6.6 Directory Assistance Call Service (Continued)

6.6.2 National Directory Assistance

a. Description

National Directory Assistance Service is provided to customers of the company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

b. Conditions

1. There are no call allowances or exemptions for National Directory Assistance customers.
2. If a customer dials Directory Assistance for the purpose of obtaining a National Directory Assistance listing, and also asks for a listing within their local Directory Assistance service area, the charge for National Directory Assistance applies.
3. A maximum of two requested telephone numbers are allowed per call.
4. Charges apply to each call placed to National Directory Assistance from a Public Access Line.
5. In locations, including Public Access Lines, where the customer has the capability to dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, the operator assistance charge may apply, in addition to the National Directory Assistance Charge.

c. Rates

CHARGE

<u>Each call dialed directly by customer</u>	<u>\$ 1.25</u>
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DIRECTORY LISTINGS6.6 Directory Assistance Call Service (Continued)6.6.3. Directory Assistance Call Completiona. Description

Where facilities permit, a customer calling for directory assistance may request the completion of local, intraLATA calls to the telephone number that was provided to that customer on the directory assistance call.

b. Conditions

1. Directory Assistance Call Completion is available to residence, business, and Public Access Line customers.
2. Directory Assistance Call Completion can be blocked at the originating customer's request.
3. All Operator Service charges apply as appropriate.
4. There are no call allowances; however, the charges and call allowances for Directory Assistance are not affected.

c. Rates

The following rate is in addition to the Directory Assistance charge and any charge for intraLATA toll or any local message charge, if applicable.

CHARGE

Each call completed	\$0.35
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PAYPHONE SERVICE

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PAYPHONE SERVICE

7.1 Payphone Service

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7.1.1 Conditions

- a. Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.
- b. Payphone Service is a business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer's premises, and the Network Interface Device (NID) at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling.
- c. A maximum of one customer-provided instrument implemented pay telephone may be connected to any one instrument-implemented or CO-implemented payphone line.
- d. General Regulations found in this tariff are applicable to the provision of Payphone Service.
- e. Directory listings may be provided under the regulations governing the furnishing of listings for business subscribers.
- f. A Network Interface Device will be installed at a location determined by the Company which is accessible to the customer. The Network Interface Device (NID) is a company-provided jack or its equivalent. It is the point of connection between the telephone company owned wiring and wiring owned by the Customer.
- g. Applicable Nonrecurring Charges will apply for the move or rearrangement of the Company's facilities which are made at the request of the customer.
- h. The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this Tariff and rules or regulations of the Commission. In case of conflict between the tariff provisions and Commission rules and regulations, the rules or regulations shall prevail.
- i. Extensions to a payphone line are not permitted.
- j. The Multiline business Subscriber Line Charge, found in the interstate access tariff, is applicable to all Instrument-Implemented and CO-Implemented payphone lines.

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PAYPHONE SERVICE

7.1 Payphone Service (Continued)

7.1.2 Responsibility of the Customer

- a. The customer, for the purposes of this tariff, is defined as the person subscribing to payphone service.
- b. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. The customer is responsible for complying with the requirements set forth in the Americans with Disabilities Act of 1990.
- c. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls.\*  
The Customer is responsible for any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone.
- d. The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration program.
- e. The payphone customer may subscribe to Selective Class of Call Screening as found in Section 13 of this tariff. The rules and regulations pertaining to this service also apply to payphone service.
- f. The customer is responsible for compliance with the FCC's Rules and Regulations and the State Commission's Rules and Regulations regarding the use of pay telephones.

7.1.3 Violation of Regulations

Upon notification from the company that the customer-provided equipment or wiring is causing or is likely to cause harm, the customer shall make such changes as is necessary to remove such harm. Failure to make such changes will result in the disconnection of service until such change is completed to the satisfaction of the company.

7.1.4 Instrument Implemented Payphone Service

Instrument-Implemented Payphone Service is an access line for use with a payphone instrument designed to perform various functions. Payphone instruments are to be provided by the customer.

\* Directory assistance charges assessed to end users at payphones and local coin-sent paid message service charges assessed to end users to payphones are deregulated after 10/7/97.

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PAYPHONE SERVICE

7.1 Payphone Service (Continued)

7.1.5 Central Office (CO) Implemented Coin Line

- a. Central Office-Implemented Coin Line Service is an access line for use with a coin supervision feature. Payphone instruments are to be provided by the customer.
- b. Features are additives to the operation of a flat rate access line that provide for CO-Implemented Coin Line Service. The Company offers those features that are provided by the functionality of the Company's switches. These include coin monitoring, coin control (collect and return of coins, if applicable), and/or answer supervision. CO-Implemented Coin Line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).
- c. CO-Implemented Coin Line Service is provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line feature offered by the Telephone Company.

7.1.6 Features and Functions

- a. CO Coin Line Signaling (Coin Supervision) provides the electrical signaling for:

Coin monitoring - indicating to an operator service provider the number and denomination of coins deposited based on information provided by the payphone;

Coin collection and return - indicating to the payphone equipment to collect coin(s) from or return coin(s) to the calling party where applicable and offered by the Company, and;

Answer supervision - indicating to the payphone that the calling line has answered the call, where applicable and is technically feasible.

- b. Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request Selective Class of Call Screening and/or OLS.

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PAYPHONE SERVICE

7.1 Payphone Service (Continued)

7.1.6 Features and Functions (Continued)

- c. CO-Implemented Coin Line features, including coin monitoring, coin collect and return (where applicable) and/or answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.

7.1.7 Rates<sup>(1)</sup>

	Monthly Rate	Non-Recurring Charge
a. <u>Payphone Service</u>		
1. <u>Instrument Implemented</u>		<u>Applicable Non-recurring Charge</u>
	<u>Flat Rate, per line, Maximum Rate</u>	<u>\$32.00</u>
	<u>Flat Rate, per line, Current Rate</u>	<u>32.00</u>
2. <u>Coin Supervision/ Transmission</u>	<u>\$ 2.25</u>	
3. <u>End User Local Message Charge</u> <u>(Deregulated after 19/7/97)</u>	<u>\$ .20 each</u>	

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(1) The rates for payphones are governed by 96-1310-TP-COI and do not fall under a Tier designation. They do not have the pricing flexibility afforded the company by O.A.C. 4901:1-4.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2

9.2.1 General

- a. Touch Calling Service is provided for the origination of telephone calls through the use of pushbuttons rather than a rotary dial.
- b. Touch Calling Service requires special central office equipment for lines and trunks and will be provided only from Central Offices when facilities are available. In addition to special central office equipment for Key and PBX trunks, additional equipment within the Key and /or PBX is required for touch calling service.

9.2.2 Rates

The following rates apply for push button telephone service associated with lines equipped for touch calling service and are in addition to the monthly and nonrecurring rates and charges applicable for the associated service and facilities else where in this tariff provided for:

		<u>Monthly</u>	
		<u>Rate</u>	<u>Classification</u>
<u>a. Business Service</u>			
<u>(1) Touch Calling Access Line</u>			
<u>(a) An access line for each</u>			
<u>individual or two party</u>			
<u>line, to provide for push</u>			
<u>button dialing - Maximum Rate</u>		<u>\$ 1.65</u>	<u>Tier 1 Core</u>
<u>Current Rate</u>		<u>1.65</u>	<u>Tier 1 Core</u>
<u>b. Residence Service</u>			
<u>(1) Touch Calling Access Line</u>			
<u>(a) An access line for each</u>			
<u>individual or party line</u>			
<u>to provide push-button</u>			
<u>dialing from residence</u>			
<u>service - Maximum Rate</u>		<u>\$ 1.65</u>	<u>Tier 1 Core</u>
<u>Current Rate</u>		<u>1.65</u>	<u>Tier 1 Core</u>

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9.2 Touch Calling Service (Continued)

			Monthly
			Rate
<u>9.2.3 Instruments Equipped with Touch</u>			
<u>Calling</u>	<u>-Bus</u>		<u>\$ 1.15</u>
	<u>-Res</u>		<u>\$ 1.15</u>

9.3 Enterprise Service (Special Reversed Charge Toll)

9.3.1 General

- a. This service provides an arrangement in connection with message toll telephone service whereby a business customer's patrons have the privilege of calling him without the payment of a toll charge and without having to make specific request for reversal of the toll charge.
- b. This service is available only to business customers having private branch exchange service or individual line service.
- c. The exchanges in which such service is furnished are selected by the customer, subject to the approval of the Company, and the Company assigns and lists in the directory for each of such exchanges a special telephone number designation for the use of patrons.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services

9.6.1 General

a. Custom Calling Services are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more of the following Custom Calling features:

(1) Call Waiting - By means of a tone signal a customer is alerted during a call when another caller is trying to reach that number. The customer may then put the first call on hold (or hang up) to answer the second call. In some exchanges, the customer has the ability to "Cancel Call Waiting", which will turn off this feature so that a call is not interrupted by the alerting tone. Cancel Call Waiting, where available, is an adjunct to Call Waiting and is user selective.

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9.6 Custom Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued)

- (2) Call Forwarding - These features permit a customer to have all incoming calls to a line automatically transferred to another preselected dialable telephone number.

Calls may be transferred to a long distance message telecommunications point. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment, in whole or in part, of message toll charges that would regularly in applicable between the station originating the call and the station to which the call is transferred. A customer utilizing Call Forwarding service is responsible for the payment of charges for each toll call between his Call Forwarding equipped station and the distant telephone to which the call is transferred.

Three options of Call Forwarding are offered as follows:

- (a) Call Forwarding. A customer activated feature that automatically transfers all incoming calls of the customer's telephone number to another dialable telephone number until the customer deactivates the feature.

- (b) Call Forward No Answer. This feature automatically transfers incoming calls to a predesignated telephone number when the primary line is not answered. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described in (a) above.

- (c) Call Forward Busy. This feature automatically transfers incoming calls to a predesignated telephone number when the primary line is busy. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described in (a) above.

A secondary service order charge will apply when the customer requests programming or changing the predesignated number for Call Forward Busy or Call Forward No Answer. If the programming or change is done in connection with a primary service order or additional customer requests, only one service order charge will apply.

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9.6 Customer Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued)

- (3) 3-Way Calling - Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.
- (4) Speed Call - Enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. Customers must subscribe to only one of either the 8 Code capacity or 30 Code capacity arrangement on the same line.
- (5) Call Within - Allows a single line customer to communicate between telephone instruments connected to the same one-party access line. The customer, by dialing the Call Within code and his own telephone number, will hear a normal busy tone. The caller then hangs up and all the phones on the calling line will ring. When any phone is picked up, the ringing stops thereby letting the caller know that his call has been answered.
- (6) Hot Line - The feature will automatically dial a prearranged directory number when the telephone goes off hook.
- (7) Warm Line - Is a delayed Hot Line. If dialing has not begun within the delay interval after the telephone goes off hook, a prearranged directory number is dialed. The delay interval is adjustable between 0 and 20 seconds, determinable by the customer, during which time the automatic dialing feature may be overridden.

The Company must set the delay interval, and a secondary service order charge, as outlined in Section 4.3.1(a) of this Tariff, will apply if the customer chooses to have such interval changed after the service is originally installed.

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9.6 Custom Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued))

- (8) Multi-Ring Service - A terminating line feature that provides the capability of assigning two directory numbers (DNs) to one line. Subscribers can differentiate by a different ringing cadence between calls terminated to the Primary Directory Number (PDN) and the Secondary Directory Number (SDN) on the same line. One PDN and up to one SDN may be assigned to a line.

One standard alphabetical listing for each PDN and SDN will be provided to subscribers of Multi-Ring Service, subject to charges and regulations specified in Section 6 of this Tariff.

- (9) Usage Sensitive 3-Way Calling - Usage Sensitive Three Way Calling is available to all individual line residence and business customers where facilities permit. This service permits use of the 3-Way calling feature on an as needed basis, with the subscriber paying the rate shown on Sheet No. 13 for each occasion it is successfully used. 3-Way Calling permits the subscriber activating the feature to hold an in-progress call and originate a second call while maintaining privacy from the first call, or to add another party for a three way conference arrangement.

Switch-specific technology determines how a subscriber "activates" the feature. In certain switch technology, the feature is activated by "flashing" the serving switch from the subscriber's terminating equipment ("Flashing" is accomplished via a receiver button, switchhook, hook flash key, flash key, etc.). This technology provides the subscriber with spontaneous control of the feature. Other switch technology requires that the feature be dial-activated by the subscriber prior to establishing the first leg of a three way call, using a Company provided code.

The per use charge is applied only when a second call is completed and bridged to the first call. Completed calls include, but are not limited to those calls terminated to telephones, voice messaging systems, answering machines, facsimile machines, modems, etc.

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9.6 Custom Calling Services (Continued)

9.6.1 General (Continued)

a. (Continued))

(9) Usage 3-Way Calling (Continued)

The per use charge is in addition to any tariffed switched network usage charge appropriate for the line with which the Per Use 3-Way Calling feature is associated. Such usage may include, but is not limited to, toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are as covered in tariff sections specific to that particular call type, and are not impacted by the application of the per use charge.

Access to the Per Use capability can be restricted at the customer's request at no charge.

(10) Call Waiting ID - This feature, also called Spontaneous Call Waiting Identification (SCWID), allows the subscriber to view the name and directory number (DN) of a call in the call waiting mode. The display appears between the first and second audio tones, alerting the subscriber that another call is incoming.

(11) Call Waiting Deluxe - This feature, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), is a Stored Program Control System feature. Subscribers can receive calling party information during Call Waiting and control the treatment of incoming calls with disposition options. The disposition options are available through softkeys on the customer premises equipment.

Incoming calls to the line, while idle, receive normal terminating treatment. When the line is busy, the system provides audible ringing to the calling party and alerts the DSCWID subscriber that a call is waiting.

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9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges

The following rates and charges apply in addition to the established rates and charges for the service with which these features are associated. (See Note)

		Current	Maximum	Classification <sup>(2)</sup>
		Monthly	Monthly	
		Rate	Rate	
a. Each Feature, per line equipped:				
(1)	Call Waiting			Tier 1 Non Core
	(a) Business	\$3.50	\$7.00	
	(b) Residence	\$2.50	\$5.00	
(2)	Call Forwarding			Tier 2
	(b) Residence	\$1.50		
	Call Forwarding - No Answer			Tier 2
	(b) Residence	\$1.50		

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(2) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

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9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

Monthly  
Rate

a. Each Feature, per line equipped: (Continued)

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(2) (Continued)

Call Forward Busy

(b) Residence \$1.50

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(3) 3-Way Calling

(b) Residence \$1.50

(4) Speed Call 8 or 30

(a) Speed Call 8

(ii) Residence \$1.50

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(b) Speed Call 30

(ii) Residence \$2.50

(5) Call Within

(b) Residence \$1.50

(6) Hot Line

(b) Residence \$2.50

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

		Monthly
		Rate
<u>a. Each Feature, per line equipped: (Continued)</u>		
(7)	<u>Warm Line</u>	
(a)	Business (Full Rate)	\$3.00
	Business (Reduced Rate)	\$2.75
(b)	Residence (Full Rate)	\$2.00
	Residence (Reduced Rate)	\$1.75
(8)	<u>Multi-Ring Service</u>	
(a)	Business	\$5.00
(b)	Residence	\$4.00
(9)	<u>Call Waiting ID</u>	\$3.50
(10)	<u>Call Waiting Deluxe</u>	\$6.00
		Per Activation
(11)	<u>Usage Sensitive 3-Way Calling*</u>	\$ .95
<u>b. When two or more of the features specified in (1) through (7) preceding are provided on the same line, the reduced rate shall be charged for each feature.</u>		

NOTE:

No additional service charges are applicable for the establishment of Custom Calling Services if established simultaneously with the establishment of local exchange service. Requests for, and rearrangements of, Custom Calling Services subsequent to the establishment of local exchange service will require a Service Ordering Charge and a Line Connection Charge.

As each central office becomes equipped to offer custom calling services, Call Waiting and Call Forwarding will be provided to all customers for a thirty day trial period at no charge for these services. No Service Ordering Charge and Line Connection Charge will be billed to customers for the trial services. Customers who contact the Company during the trial period desiring to retain the services offered on free trial will have the Service Ordering Charge and Line Connection Charge waived.

\* Usage Sensitive 3-Way Calling requires completion and bridging of second call.

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9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

c. Feature Packages applicable to residence service only, per line equipped:  
(Continued)

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	<u>Monthly</u> <u>Rate</u>
(1) <u>Basic Pak 1**</u> <u>(Touch Calling, Call Waiting,</u> <u>Call Forwarding*)</u> <u>(a) Residence</u>	   <u>\$4.50</u>
(2) <u>Basic Pak 2**</u> <u>(Touch Calling, Call Waiting,</u> <u>3-Way Calling)</u> <u>(a) Residence</u>	   <u>\$4.50</u>
(3) <u>Basic Pak 3**</u> <u>(Touch Calling, Call Waiting,</u> <u>Speed Call 8)</u> <u>(a) Residence</u>	   <u>\$4.50</u>
(4) <u>Deluxe Pak 1**</u> <u>(Touch Calling, Call Waiting,</u> <u>Call Forwarding*, 3-Way</u> <u>Calling)</u> <u>(a) Residence</u>	    <u>\$5.75</u>
(5) <u>Deluxe Pak 2**</u> <u>(Touch Calling, Call Waiting,</u> <u>Call Forwarding*, Speed</u> <u>Call 8)</u> <u>(a) Residence</u>	    <u>\$5.75</u>
(6) <u>Deluxe Pak 3**</u> <u>(Touch Calling, Call Waiting,</u> <u>3-Way Calling, Speed</u> <u>Call 8)</u> <u>(a) Residence</u>	    <u>\$5.75</u>

\* In lieu of Call Forwarding, the customer may choose Call Forward Busy or  
Call Forward No Answer

\*\* Feature Packages are grandfathered.

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9.6 Custom Calling Services (Continued)

9.6.2 Rates and Charges (Continued)

c. Feature Packages applicable to residence service only, per line equipped:  
(Continued)

	<u>Monthly</u>
	<u>Rate</u>
<u>(7) Premium Pak**</u>	
<u>(Touch Calling, Call Waiting,</u>	
<u>Call Forwarding*, 3-Way</u>	
<u>Calling, Speed Call 8 )</u>	
<u>(a) Residence</u>	<u>\$6.50</u>

\* In lieu of Call Forwarding, the customer may choose Call Forward Busy or  
Call Forward No Answer.

\*\* Feature Packages are grandfathered.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.8 Remote Calling Forwarding Service

9.8.1 General

a. Remote Call Forwarding Service is a telecommunications network arrangement whereby a call placed from a station (the originating station) to a Remote Call Forwarding Service customer's Telephone Company electronic central office equipment to another station (the terminating station) designated by the customer, which may be located in a different exchange.

b. Remote Call Forwarding Service will be provided under the following conditions:

(1) Remote Call Forwarding Service is offered subject to the availability of suitable facilities.

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(2) Remote Call Forwarding Service is not offered where the terminating station is a public telephone.

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(3) The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forwarding Service customer.

(4) Transmission characteristics of a forwarded call may vary depending on the distance and routing necessary to complete the forwarded call.

(5) Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.

(6) Remote Call Forwarding Service is provided on the condition that the customer subscribes to sufficient Remote Call Forwarding Service arrangements and terminating telephone numbers to adequately handle calls to the Remote Call Forwarding Service customer without interfering with or impairing any other service offered by the Telephone Company.

(7) Remote Call Forwarding will not be provided when the terminating station is within the same Local Calling Area of the Call Forwarding central office.



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9.8 Remote Call Forwarding Service (Continued)

9.8.1 General (Continued)

- c. One listing in the alphabetical section of the directory covering the exchange in which the Remote Call Forwarding central office is located is provided without additional charge.
- d. The minimum contract period for this service is three months.

9.8.2 Rates and Charges

Monthly Rate

- |           |   |                |
|-----------|---|----------------|
| <u>a.</u> | <u>Remote Call Forwarding Service per telephone</u> |                |
|           | <u>number arranged for Remote Call Forwarding</u>   | <u>\$20.00</u> |
- b. The Remote Call Forwarding rate is applicable to central office facilities and is in addition to toll message charges and any other charges for equipment or service with which it may be used.
- c. Remote Call Forwarding Service is not provided to Residence access lines.
- d. For the portion of the call between the calling party and the telephone number arranged for Remote Call Forwarding, the calling party is responsible for payment of the applicable charges.
- e. For the portion of the call between the telephone number arranged for Remote Call Forwarding Service and the number to which the call is forwarded, the Remote Call Forwarding customer is responsible for payment of the applicable charges.
- f. All calls are forwarded at the direct dialed sent paid rate. All calls answered at the terminating station including person-to-person and collect calls even though such calls might not be accepted at the answering location are billed at the sent paid rate.

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9.8 Remote Call Forwarding Service (Continued)

9.8.2 Rates and Charges (Continued)

g. The Remote Call Forwarding customer is responsible for the payment of applicable intrastate or interstate customer dialed station-to-station toll message charges. The above toll charges apply to which calls are being forwarded.

h. Service charges as shown in Section 4 of this tariff shall apply as follows:

(1) For the initial installation of Remote Call Forwarding Service, Primary Service Ordering Charges shall apply. If Remote Call Forwarding is established at the same time that local service is removed, Secondary Service Ordering Charges shall apply.

(2) To change the number of the Remote Call Forwarding Service, the number at the terminating location or both numbers on the same order, Secondary Service Ordering Charges shall apply.

(3) A Line Connection Charge shall apply to the establishment or change of each Remote Call Forwarding Service number.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services

9.10.1 900/976 Services Call Blocking Service

a. Description

900 Services Call Blocking is an optional service providing residential and nonresidential customers with the capability to block the origination of direct dialed calls to all 900 services.

b. Regulations

(1) LEC-provided blocking of 900 services shall be provided where technologically feasible.

(2) 900 services blocking is to be offered to residential customers at no charge for initial service.

(3) 900 services blocking is to be provided to nonresidential customers, free of charge, on a one-time basis, during a 60-day period after the inception of service.

(4) Charges associated with nonresidential customers' initial requests (after the sixty-day free enrollment period has expired) and subsequent requests, and residential customers' subsequent requests, for 900 services blocking will not exceed the Company's service order charge.

(5) Residential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge, even if they exercised an option to block services at a previous location at no charge.

(6) Nonresidential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge during a 60-day period after the inception of service, even if they exercised an option to block 900 services at a previous location at no charge.

(7) Customers may elect to remove 900 services blocking free of charge. Requests by customers to remove 900 services blocking must be in writing.

(8) Call Blocking Service may be requested by a Sponsor or its billing agent (only upon the direction of the Sponsor) any time after notification by the Company that charges for "dial-it" type services (which are not in bona fide dispute or subject to the one-time forgiveness policy) have not been paid and are in arrears.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.1 900/976 Services Call Blocking Service (Continued)

b. Regulations (Continued)

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

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

c. Rates and Charges

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

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

- (2) Residence and Business Customer Requested Call Blocking

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

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

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

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.1 900/976 Services Call Blocking Service (Continued)

c. Rates and Charges (Continued)

(2) (Continued)

Nonrecurring  
Charge

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

\*

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

\*

(c) Centrex Service  
Call Blocking, per request, each  
additional Centrex line.

\*

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

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

9.10.2 Toll Restriction Service

a. General

Toll Restriction Service is a central office service arrangement whereby calls dialed over residence and business individual lines or trunk lines, to other than the local toll free service area, receive a recorded restriction announcement or, where trunk lines are employed, are automatically routed to the PBX customer's attendant position.

b. Regulations

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

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

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

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9.10 Blocking and Screening Services (Continued)

9.10.2 Toll Restriction Service (Continued)

b. Regulations (Continued)

- (4) Subscribing to Toll Restriction does not relieve customers of responsibility for calls charged to the telephone number(s) associated with the restricted access line(s).
- (5) Toll Restriction does not provide restriction of nonchargeable calls to numbers such as repair service, public emergency service (i.e., 9-1-1), 1+800 calling, or local directory assistance (DA) service in the event charges do not apply to the provision of DA.
- (6) Toll Restriction Service will not be provided on coin or coinless pay telephone lines.
- (7) Toll Restriction Service will be provided to Residence One-Party, Business One-Party and Business Trunk customers. Toll Restriction Service will not be provided with party-line or Centrex services.
- (8) The minimum contract period for Toll Restriction Service is one month.

c. Rates

- (1) The following rates and charges apply to the Company's provision of Toll Restriction Service and are in addition to all other customer charges as specified elsewhere in the Company's tariff.

Charge	Monthly Installation	
	Rate	
(a) <u>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.</u>		
<u>Residence, per line equipped</u>	<u>\$2.00</u>	
<u>Business, per line equipped</u>	<u>\$2.00</u>	
<u>Trunk, per trunk equipped</u>		<u>\$2.00</u>

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

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9.10 Blocking and Screening Services (Continued)

9.10.2 Toll Restriction Service (Continued)

c. Rates (Continued)

(1) (Continued)

	Monthly Rate	Installation Charge
(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	\$2.00	
Business, per line equipped	\$2.00	
Trunk, per trunk equipped		\$2.00

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

9.10.3 Billed Number Screening Service

a. General

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

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9.10 Blocking and Screening Services (Continued)

b. Regulations

(1) The Company will place information required to utilize Billed Number Screening Service in the Line Information Database (LIDB) or other database necessary to implement Billed Number Screening Service. In the event a call is placed and charged to a number which should have been prevented by Billed Number Screening, the Company makes no guarantee and assumes no liability arising out of the use or misuse of Billed Number Screening Service by any other entities, including, but not limited to, Interexchange Carriers. The Company is fully responsible for calls charged to numbers which should have been prevented by Billed Number Screening Service, that originate and terminate within the Company's service territory, and are carried over no other carrier's network or facilities.

(2) Billed Number Screening Service is offered subject to the availability of suitable facilities.

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(3) The minimum contract period for Billed Number Screening Service is one month.

c. Rates

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

		Monthly Rate	Nonrecurring Charge
(a)	Option 1 - No Collect or Third Number Billing.	No Charge	*
(b)	Option 2 - No Third Number Billing	No Charge	*
(c)	Option 3 - No Collect Billing	No Charge	*

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

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9.10 Blocking and Screening Services (Continued)

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

a. General

Selective Class of Call Screening Service or Originating Line Screening is a two digit code passed by the Company's local central office switch with the Automatic Number Identification (ANI) at the beginning of a call that provides information about the line originating the call. The information provided in the two digit code is designed to inform the exchange or interexchange and/or the operator service provider about certain service classes or special characteristics of the billing number associated with the line originating the call. Under this arrangement, operators accept only those originating toll calls that are made collect, billed to a third number, or billed to a calling card.

b. Regulations

- (1) If a call is routed over another carrier's facilities to the Company, it will not complete a call which is identified by the two digit code accompanying the ANI as selectively screened, unless the call is either collect, billed to a third number, or billed to a calling card. If a call originates with the Company but is not carried solely over the Company's facilities, the Company will send, with the ANI, the two digit code that identifies the call as being selectively screened. The Company assumes no liability for calls completed by any other entity or carrier as long as the two digit code accompanies the ANI forwarded to the other carrier. The Company is responsible for properly handling calls which are selectively screened and are not carried over any other carrier's network or facilities.
- (2) Selective Class of Call Screening Service is offered subject to the availability of suitable facilities and equipment.
- (3) The service is offered to residence and business individual lines, trunk lines and payphone lines.
- (4) Customers subscribing to Selective Class of Call Screening Service are responsible for all toll charges billed to their lines, excluding any charges resulting from improper handling by the Company of any calls which are selectively screened and carried solely over facilities.
- (5) The minimum contract period for Selective Class of Call Screening Service is one month.

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9.10 Blocking and Screening Services (Continued)

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

c. Rates

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

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

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

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

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9.10 Blocking and Screening Services (Continued)

9.10.5 International Blocking Service

a. General

International Blocking Service is a central office service arrangement which provides for the capability to block outgoing direct dialed International (011+ and 10XXX 011+) calls.

Regulations and rates relative to International Blocking Service are set forth in Tariff FCC No.1, "Facilities for Interstate Access," filed with the Federal Communications Commission (FCC) by CenturyTel of Ohio, Inc.

9.10.6 Blocking Options For Caller ID Name and Number Delivery

a. General

1. Customers may prevent the disclosure of their telephone name and number when placing calls to a party with service that reveals the calling party's name and/or number by subscribing to either Per Call Blocking, or Per Line Blocking, (see Section 9.12.).

2. Per Call Blocking and Per Line Blocking are provided according to the availability of facilities, features, and central office equipment in locations determined by the Company. The features described will only operate on calls originating and terminating within suitably-equipped offices, or similarly equipped offices of interconnecting Local Exchange Companies.

9.10.7 Per Call Blocking

Per Call Blocking enables customers to prevent the disclosure of their telephone name and number on a per call basis to the called party. The disclosure of the calling party's name and number can be prevented on a per call basis by dialing \*67 on a touchtone phone before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone name and number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone name and/or number.

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9.10 Blocking and Screening Services (Continued)

9.10.8 Per Line Blocking

Per Line Blocking prevents the disclosure of the customer's telephone name and number to the called party. Per Line Blocking is applicable on all outgoing calls placed from the customer's line. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone name and /or number.

Per Line Blocking will be provided at no monthly charge to customers of non-published service.

Per Line Blocking will be available for subscription to all eligible customers at the rates (\$1.50) in paragraph 9.10.a.

Law enforcement, domestic shelters and other special agencies will be offered free Per Line Blocking.

9.10.9 Regulations

a. The Company's liability arising out of the provision of the delivery or non-delivery of calling numbers or names is limited as stated in Section 2 paragraph 2.3.8 of this tariff.

b. Per Call Blocking will be provided to all eligible customers.

c. Per Line Blocking will be provided when requested by the customer to all non-published service customers at no monthly charge. The customer must specify each line to be equipped with the specific blocking service desired. Customers subscribing to non-published service will be advised by Company personnel of the availability of Per Line Number Blocking.

d. Non-published service customers may subscribe to Per Line Blocking without a non-recurring charge if subscribed to within 90 days of the introduction of the service. After the 90 day period has expired, a non-recurring Service Order charge will apply.

e. Telemarketers are prohibited from blocking the disclosure of their telephone number or name when placing calls. Upon receiving complaints that a telemarketer is blocking the disclosure of its telephone number and name, the Company will investigate the complaints and terminate the number privacy service where appropriate.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 Blocking and Screening Services (Continued)

9.10.10 Rates

- a. The following rates apply to blocking options and are in addition to the rates and charges applicable to the associated services, equipment and facilities.

Monthly Rates	Residence	Business
Per Line Blocking *	\$ 1.50	\$ 1.50
Per Call Blocking	No charge	No charge

- b. A non-recurring Service Order charge as set forth in Section 4, paragraph 4.3.1a(2) of this tariff applies to the installation or changes of Per Line Blocking with the exception of Law Enforcement Agencies, domestic shelters and other special agencies and non-published service customers as described in 9.15.3 and 9.15.4, above.

\* Customers subscribing to non-published number service receive per line blocking at no monthly charge.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.11 Emergency Services Calling Plan

9.11.1 General

- a. Message toll telephone calls to governmental emergency service agencies as set forth in b. following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made and meeting the definition and criteria of an emergency call as set forth in c. following, are offered at no charge to the customers.
- b. Governmental fire fighting, State Highway Patrol, Police and Emergency Squad Service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year.
- c. An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life and/or property and necessitate that prompt action be taken. An emergency call is a call of short duration to a governmental emergency service agency in order to seek assistance for such an emergency.

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9.12 Advanced Calling Services(ACS)

9.12.1 General

Advanced Calling Services are a group of capabilities that use industry-standard protocols to efficiently manage call flow. This is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving called party. That telephone number is held in network memory giving the called party options including identifying the called number, answering the call, and calling back to the originator.

Advanced Calling Services can be provided on a stand alone basis or as an enhancement to existing custom calling features to residential and business customers in central office switches having the generic capability to offer Advanced Calling Services.

9.12.2 Description of Services

Busy Redial \*66 - Automatically redials the last outgoing number after the customer activates the service by dialing a special code. Repeat Dialing is a way of keeping track of a busy line and performing call set-up when both the originating and terminating lines become idle. The customer must dial a special code before placing another outgoing call to activate the service.

When Busy Redial \*66 is active both the calling and called parties may originate and receive calls without affecting the Busy Redial \*66 service status.

This service can also be used to recall a called party after the conversation has been terminated.

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Call Return \*69 -Enables a customer to return the last incoming call, whether or not it was answered. In order to activate this service, the customer must dial a special code before receiving another call or a Call Waiting indication.

This network will place the call if the called line is idle. If the called line is busy and the customer activates the service, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes both the calling and called lines are checked periodically for an opportunity to complete the call. When the call can be completed, the customer is notified, via a unique ring, that the network is ready to place the call. The call will automatically be placed when the customer picks up the telephone. The call backs may be to areas where a toll charge would be applicable.

When Call Return \*69 is active, both the calling and called party may originate and receive calls without affecting the Call Return \*69 service status. To deactivate the service, the customer must dial a special code.

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9.12 Advanced Calling Services(ACS) (Continued)

9.12.2 Description of Services (Continued)

Caller ID Number Only - Allows a customer to view the telephone number of the calling party when receiving a telephone call. The telephone number of the incoming call is displayed on a customer-provided display device. However, the calling party may subscribe to services which will prevent the disclosure of their telephone number. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's number.

Caller ID - Allows a customer to view the name of the calling party when receiving a telephone call. The calling party's name and number is displayed on a customer-provided display device. However, the calling party may subscribe to services which will prevent the disclosure of their name and number. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's name and number.

Selective Call Rejection \*60 - Provides the customer with a method to block calls from certain telephone numbers, which may or may not be known to the customer.

The customer can create a screening list of up to nine telephone numbers and place them in network memory through an interactive dialing sequence. The customer may also activate the service after receiving a call, and thus place the number associated with the call on the Selective Call Rejection \*60 list. In this case, the number is copied automatically from the customer's incoming memory slot. Once the service is activated by dialing a special code, a calling party's number, if available, is checked against the customer's Call Block list on every incoming call.

If the number has been blocked either on a per call or per line basis a "Private Number" message will be displayed back to the customer.

Call Trace \*57 - Allows a customer to request an automatic trace of the last call received by dialing a special code immediately following termination of the last incoming call. The customer will hear a recording explaining the charges and how to proceed with or terminate the trace. An announcement will also inform the customer if the trace has been successful and offers a number to call for further information.

Call Trace \*57 is provided on a subscription basis in appropriately equipped central offices.

Call Trace Removal will be available to customers. Call Trace Removal allows customers the option of having Call Trace removed from their telephone line at no charge if the customer finds that the

Call Trace \*57 procedures are being abused causing high monthly activation charges. A release form must be signed absolving the Company from non-availability of Call Trace \*57 activity. Customers resubscribing to Call Trace \*57 will be assessed a non-recurring charge as set forth in Section 4 Paragraph 4.3.1a(2) for its reinstallation.

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9.12 Advanced Calling Services(ACS) (Continued)

9.12.2 Description of Services (Continued)

A customer will not be assessed a charge for unsuccessful traces. An announcement will inform the customer that the trace was unable to be completed. Free activation of Call Trace \*57 will be made available to law enforcement agencies.

Selective Call Accept \*64 - Enables customers to store up to twelve (12) numbers from which they wish to receive calls.

An incoming call from a number that is not on the customer's Selective Call Accept \*64 list is routed to an announcement stating that the called party does not wish to receive the call.

This feature is accessed by dialing a service specified access code. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement. Modifications to the Selective Call Accept \*64 list are made with the telephone keypad.

Selective Call Forward \*63 - Enables customers to select up to twelve (12) numbers that can be forwarded to another number.

An incoming call that is not on the customer's Selective Call Forward \*63 list will not be forwarded.

This feature is accessed by dialing a service - specific access code. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forward \*63 list and the forward - to number can be changed at any time using the telephone keypad.

Distinctive Ring - Enables customers to designate up to twelve (12) numbers that can be automatically identified by a distinctive ring.

A distinctive ringing pattern accompanies incoming calls from the designated numbers. If a subscriber is engaged in conversation and a call from one of the designated numbers arrives, a distinctive call waiting tone accompanies the incoming call.

An incoming call that is not on the customer's Distinctive Ring list will ring normally.

This feature is accessed by dialing a service - specific access code. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement. Modifications to the Distinctive Ring list can be made at any time by using the keypad.

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9.12 Advanced Calling Services (ACS) (Continued)

9.12.2 Description of Services (Continued)

Anonymous Call Reject \*77 - Permits the customer with or without Caller ID to automatically reject calls marked "anonymous" from callers who have blocked their number/name, either through the use of per-call blocking or per line blocking. The customer must provide and connect their own compatible customer premises equipment (CPE) in order to reject these calls.

If the customer activates ACR by dialing a special code, the rejected call is automatically routed to an announcement and disconnected. The called party receives no ringing for this call. Only calls for which the number/name has been intentionally blocked are rejected. The customer deactivates by dialing a special code.

Distinctive Ring/Call Waiting - With Distinctive Ring/Call Waiting (DRCW), up to 31 directory numbers (DNs) are identified at the called station by a distinctive pattern of alerting tones. Distinctive alerting (short-long-short tones) is given when the subscriber receives a call from a DN that is on the DRCW list. If the incoming call's DN is not on the DRCW list, the call is given standard terminating treatment.

A subscriber programs a list of DN's through the Screening List Editing (SLE) services. The SLE also allows the subscriber to activate or deactivate the DRCW feature. The subscriber can modify the list at any time using the keypad.

Automatic Recall - This feature in combination with Usage Busy Redial \*66 allows a caller to automatically call back the last party they called if the directory number was busy.

Usage Call Return \*69 - Usage Call Return \*69 gives the subscriber the convenience of recalling the last incoming call without having to know the DN of that call. It is activated by means of a code. If the called DN is busy, automatic processing of the call continues until both lines are idle. The subscriber can continue to originate and receive calls without affecting the usage call return request. To cancel the request, the subscriber dials a deactivation code.

Usage Busy Redial \*66 - With Usage Busy Redial \*66 a subscriber can automatically re-originate a call to the last-dialed DN without having to redial the DN. This can be done regardless of whether the call was answered, unanswered, or busy. If the called DN is busy, automatic processing of the call continues until the DN is idle. When both lines are idle, the calling party hears a special ring. When the caller picks up the set, the called party's line rings. A subscriber can continue to originate and receive calls without affecting the usage repeat dial request. The request can also be canceled using a deactivation code.

Privacy Protector - Privacy Protector works to intercept unidentified callers. Calls that can be identified by Caller ID are connected as normal calls. Calls that cannot be identified are intercepted and routed to an announcement, which states that the called number does not accept calls from telemarketers. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must be also subscribed to Caller ID.

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9.12 Advanced Calling Services (ACS) (Continued)

9.12.3 Regulations

- a. ACS features will be provided in connection with individual line and multi-line business and residence service.
- b. ACS features are subject to available facilities and limited to central offices specifically equipped to provide such service. ACS features are applicable to calls placed to/from compatible central offices offering this service.
- c. The Company's liability arising out of the provision of any ACS feature, including, but not limited to the delivery or non-delivery of calling names or numbers is limited as stated in Section 2 paragraph 2.3.8 of this tariff.
- d. Caller ID Number Only and Caller ID services are available for multi-line customers equipped with hunting arrangements and all lines in the hunt group must be provisioned with Caller ID Number Only or Caller ID.
- e. The following restrictions apply to ACS:
  - (1) Operator assisted calls will override ACS features.
  - (2) Payphone Service will not be enabled with ACS features, with the exception of the Per Call Block feature. However, they will operate with the ACS system and interaction with all the features will be permitted.
- f. Busy Redial \*66 and Call Return \*69 features cannot be activated for numbers with an 800 or 900 prefix, or PBX station lines not equipped with Direct Inward Dial Service.
- g. Call Trace \*57 will not replace existing procedures. Customers will not be provided with the traced number. The results of a customer originated trace will only be released to legally constituted authorities upon proper request by them.

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9.12 Advanced Calling Services (ACS) (Continued)

9.12.4 Rates

- a. The following rates apply to ACS features and are in addition to the rates and charges applicable to the associated service, equipment and facilities.  
A nonrecurring Service Order charge as set forth in Section 4, paragraph 4.3.1.a.(2) of this tariff applies for the installation or changes of the ACS features, with the exception of Call Trace \*57.  
A non-recurring charge will apply when a customer resubscribes to Call Trace \*57 Service.

- b. Local or Message Toll Service calls established by using Bust Redial \*66 or Call Return \*69 will be charged at the current tariffed rate.

c. Monthly Rates

	<u>Residence</u>	<u>Business</u>	<u>Classification<sup>(1)</sup></u>
Call Return *69	\$2.50	\$3.50	
Busy Redial *66	\$2.50	\$3.50	
Caller ID Number Only - Maximum Rate	\$4.50	\$5.50	Tier 1 Core
Caller ID Number Only - Current Rate	\$4.50	\$5.50	Tier 1 Core
Caller ID	\$ 7.00	\$8.00	
Selective Call Rejection *60	\$2.50	\$3.50	
Call Trace *57 - Maximum Rate	\$10.00	\$10.00	Tier 1 Non Core
Call Trace *57 - Current Rate	\$5.00	\$5.00	Tier 1 Non Core
(per activation)	\$25.00	\$25.00	
	(monthly cap)	(monthly cap)	
Selective Call Accept *64	\$2.50	\$3.50	
Selective Call Forward *63	\$2.50	\$3.50	
Distinctive Ring	\$2.50	\$3.50	
Anonymous Call Reject	\$2.50	\$3.50	
Privacy Protector	\$2.95	\$3.95	

(1) Rates for Tier 1 Non Core services are capped at current rates until March 2, 2006. After March 2, 2006, Tier 1 Non Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901:1-4 and Alt Reg Case # 04-62 effective March 2, 2004.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.12 Advanced Calling Services (ACS) (Continued)

9.12.4 Rates (Continued)

c. Monthly Rates (Continued)

	Residence	Business
Distinctive Ring/Call Waiting	\$ 4.00	\$ 4.00
Automatic Recall	\$ 4.50	\$ 4.50

d. Usage Sensitive Rates

Usage Call Return *69, per activation	\$ .95	\$ .95
Usage Repeat Dial *66, per activation	\$ .95	\$ .95

e. Multiple Feature Discounts \*

Residence customers will receive a multiple feature discount when subscribing to two or more features.

	Monthly Discount
First	None
Two Features	\$ .75
Three Features	\$ 1.25
Four or More Features	\$ 1.75

\* Multiple Feature Discounts are grandfathered.

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9.13 911 Emergency Service

9.13.1 General

a. When requested by local government authority and subject to the availability of facilities and equipment, the Company will provide 911 Emergency Service (911 Service) for the purpose of voice reporting emergencies by the public.

The service is classified as both Local Exchange and Interexchange Telecommunications Service.

b. The Company shall not be required to provide 911 Emergency Service to less than an entire central office (switching entity).

c. A Public Safety Answering Point (PSAP) is the answering point for a 911 call. A PSAP must be created and staffed under an "Authority to Operate a 911 System" issued by the Public Utility Commission of Ohio.

d. Any person dialing "911" from a telephone which is usable for local exchange telephone network access and arranged to provide 911 Service will be automatically connected to the Public Safety Answering Phone (PSAP) for that telephone.

e. For the purposes of this tariff a Responding Agency is an agency which is prepared to provide one or more specific emergency services via calls transferred from a PSAP.

f. 911 calls originated from local exchange telephone network access facilities shall be completed to the PSAP without a charge being assessed to the calling party by the Company.

g. This offering is limited to the provision and use of the digits "911" as the Universal Emergency Telephone Number Code.

h. 911 Service is a one-way service only.

i. The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial, the digits "911" or to any other person who may be affected by the dialing of the digits "911". The Company's entire liability arising out of the provision of 911 Service under this tariff shall be limited as set forth in this Section and in Section 2.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.1 General (Continued)

- j. For 911 Emergency Service, each PSAP must subscribe to sufficient 911 Service Lines to adequately handle incoming calls in each PSAP's busy hour so that less than 1 call out of 100 encounters a busy signal. In no case shall the PSAP subscribe to less than two such lines per central office routing calls to the PSAP.
- k. The applicant will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines provided for above.
- l. 911 Emergency Service is intended to be an emergency service only. Therefore, in addition to the 911 Emergency Service lines, each PSAP must subscribe to at least one non-emergency (Administrative) local exchange line with at least one listed directory number.
- m. The Company will not undertake to prorate any billing among agencies jointly subscribing to a 911 Service.
- n. Intercept service for the seven-digit emergency number(s) replaced by 911 will be provided for a period of time as negotiated between the Company and the subscriber; however, in no case shall intercept service be provided for more than one year or beyond the next subscriber directory issuance, whichever is longer.
- o. Company recommendations for 911 Service will provide for a transmission grade of service from the calling party to the PSAP at least equivalent to that provided by the exchange telephone network. If the customer desires service with a different (lesser) transmission grade of service, the customer must submit such a request in writing and indicate his recognition of the less than optimal transmission design.
- p. As mandated by Ohio state law, the financial burden of 911 Emergency Service is prorated among all telephone customer access lines in the County. The amount so prorated is shown in paragraph 9.13.4 following.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.1 General (Continued)

- g. The Public Utilities Commission of Ohio will conduct an annual review of the rates charged herein and may adjust them according to costs required to provide this service at the time of the review.
- r. Any terminal equipment used in conjunction with 911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the Automatic Number Identification (ANI) feature as the source of an in-progress 911 call.
- s. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- t. 911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.1 General (Continued)

- u. 911 information consisting of addresses and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls. The 911 calling party forfeits the privacy afforded by Private and Semi-Private Directory Service to the extent that the telephone number and address associated with the originating station location are furnished to the PSAP.
- v. The rates charged for 911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in event the system is not functioning properly.

9.13.2 Description of Service

- a. Emergency reporting trunks from each central office route emergency calls to the Public Service Answering Points (PSAP) currently located in the county being served by 911 Service.
- b. Calls to the Responding Agencies, as outlined in the county final plans, are initiated by the PSAP operator via ringdown circuits.
- c. The lead host telephone company in each county being served by 911 Service maintains a list of all telephone numbers and addresses within the county and the appropriate Responding Agency which provides emergency service. The information is maintained in a computer database.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.3 Liability

- a. The Company's entire liability to the Customer or any person for interruption or failure of any aspect of 9-1-1 Service shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 Service by the Company. This 9-1-1 Service is offered solely to assist the Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 9-1-1 Service to the Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the Customer.
- b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of their employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 Service other than Company acts or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the Customer for the time such interruption to service or facilities continues, after notice by the Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the Customer.
- c. The Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or Customer or any of their employees, directors, officers, contractors or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of the 9-1-1 Service or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 Service.

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9.13 911 Emergency Service (Continued)

9.13.3 Liability (Continued)

- d. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of the 9-1-1 Service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines.
- e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a Customer. At the rates set forth herein, the Company will integrate any records provided to it by the Customer in a Company-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a Customer and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this data by the Customer, which may be asserted by any person, business, government agency, or other entity against the Company.
- f. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of 9-1-1 Service when there is a failure of or interruption in 9-1-1 Service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment of other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 Service ordered by the Customer, Company facilities or otherwise affect its telephone operations.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.3 Liability (Continued)

- g. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to a 9-1-1 Service or Host Provider using such information to provide a 9-1-1 Service.
- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the 9-1-1 Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the 9-1-1 Customer's service area. Neither the 9-1-1 Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the 9-1-1 Customer's service area or for calls originating from voice over internet protocol, or mobile/cellular telephones.
- i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of Customer provided facilities or equipment.
- j. The approval by the P.U.C.O. of the foregoing language in this tariff does not constitute a determination by the P.U.C.O. that the limitation of liability imposed by the company should be upheld in a court of law. Approval by the P.U.C.O. recognizes that since it is a court's responsibility to adjudicate negligent and consequent damage claims, it is also the court's responsibility to determine the validity of the limitation of liability therefore.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.13 911 Emergency Service (Continued)

9.13.4 County Rate List (1)

		<u>Effective</u>			
		<u>Date For</u>		<u>Most</u>	
	<u>Current Rate</u>	<u>Implementation</u>	<u>Current 911</u>	<u>Initial Case</u>	<u>Current Case</u>
	<u>Subscriber</u>	<u>Date For 911</u>	<u>Subscriber</u>	<u>No. for 911</u>	<u>No. for 911</u>
<u>County</u>	<u>Charge</u>	<u>Service</u>	<u>Charge</u>	<u>Implementation</u>	<u>Review</u>
Erie	\$.18	05-06-1992	05-06-1992	91-1767-TP-EMG	91-1767-TP-EMG
Lorain	\$.18	11-15-1989	11-15-1989	88-1607-TP-EMG	88-1607-TP-EMG

(1) The rates for 911 Emergency Service are governed by 86-911-TP-COI and do not fall under a Tier designation. They do not have the pricing flexibility afforded the company by O.A.C. 4901:1-4.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.14 Memory Number Service

9.14.1 General

a. Memory Number Service (MNS) allows business and residence customers to request a specific telephone number other than one that would normally be assigned by the Company. The specifically requested numbers include, but are not limited to, numbers with alphabetic equivalents or "easy to remember" numbers. The MNS charge does not give the customer a property right in the number selected.

b. MNS is provided subject to the availability of telephone numbers requested.

c. An initial non-recurring charge will apply when a Memory Number is assigned.

d. The charge shown in 9.14.2 following is in addition to applicable service charges specified in Section 4 of this tariff.

9.14.2 Rates and Charges

Initial Nonrecurring Charge

<u>Number search and assignment</u>	<u>\$35.00</u>
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MISCELLANEOUS SERVICE ARRANGEMENTS

9.19 Advanced Custom Calling Services

9.19.1 General

Advanced Custom Calling Services are optional telephone service arrangements in which the intelligence for the service is within the switch. The central office may be equipped to offer the services described in 9.19.2.

9.19.2 Description of Services

Call Pickup - The Call Pickup feature allows a subscriber to pick up calls within a predefined pickup group by dialing an access code. The Call Pickup (CPU) feature permits a station to answer calls incoming to another station within the same pickup group.

To activate or pick up a call within the preset pickup group, the subscriber goes off-hook, listens for dial tone, and dials the assigned access code used for CPU. Once the access code is translated, the ringing station within the preset pickup group is answered from the remote or distant station within the group. An immediate connection is made between the pickup station and the incoming call with no warning tone or other tone provided.

Call Transfer - The Call Transfer (CXR) feature allows a subscriber to transfer either a party who has called or a party who has been called to a third party. CXR is activated by entering an access code followed by the transfer-to directory number (DN). The telephone where the call was first received is then placed on-hook, freeing the line for incoming and outgoing calls.

Distinctive Ringing per Extension - The Distinctive Ringing per Extension service creates a distinctive ringing pattern for each extension so that incoming calls can be effectively transferred to the appropriate party. The service is activated, on a per call basis, by an access code. Deactivation occurs when the call is terminated.

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9.19 Advanced Custom Calling Services

9.19.2 Description of Services

Enhanced Long Distance Alerting - The Enhanced Long Distance Alerting functionality provides POTS and Residential Enhanced Services (RES) subscribers with an indication that they have an incoming long distance call. Subscribers are alerted by distinctive ringing if the line is idle or distinctive call waiting tones if the line is busy. If the called party does not respond to the Enhanced Long Distance Alerting distinctive call waiting tones within a predefined time period, the call is routed to no terminal response treatment. This service is no charge to customers subscribing to call waiting.

Extension Bridge Service - The Extension Bridge Service (EXB) feature associates a single directory number with a group of subscribers on different lines and enables these group members to behave as if they were extensions of a single line. EXB offers both Call Forward and Speed Calling for a Multiple Appearance Directory Number (MADN). Call Forward and Speed Calling can be assigned to the primary DN and controlled by any extension within the EXB arrangement. This service basically provides an off-premises extension with custom-calling options.

Group Intercom - The Group Intercom (GIC) feature allows individuals within a designated intercom group to contact each other by using an access code and abbreviated dialing (intercom member number), which permits one-, two-, three-, or four-digit dialing.

Home Intercom - Home Intercom allows the subscriber to initiate internal conference calls. The service is activated, on a per call basis, by an access code. Deactivation occurs upon termination of the call.

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9.19 Advanced Custom Calling Services (Continued)

9.19.2 Description of Services (Continued)

Make Set Busy - The Make Set Busy (MSB) feature is a terminating feature that allows subscribers to make their lines busy to all incoming calls by dialing an access code. Incoming calls to a line with the MSB feature activated receive a busy tone. The line can be made available again to incoming calls by dialing a deactivation code.

Personal Ringing - Personal Ringing allows the assignment of up to four separate directory numbers to one single-party line. Special line signaling is provided for distinctive ringing, enabling subscribers to differentiate between calls terminating to the different DNs assigned to their lines.

Subscriber Activated Blocking/PIN - Subscriber Activated Blocking/PIN allows a subscriber to activate and deactivate call blocking, thereby restricting or allowing certain types of calls. If Subscriber Activated Blocking is active on a line, all calls originated on that line are screened for restricted calls. If a call is placed to a restricted number, the subscriber is routed to a digital recorded announcement machine (DRAM) announcement. The subscriber can enter a personal identification number (PIN) to override the blocked status and continue the call.

This feature has an extra level of security in that a subscriber must enter both an Subscriber Activated Blocking access code and a PIN to activate and deactivate blocking of restricted calls.

Wake-Up Service - Wake-Up Service is assigned as a line option and is activated and deactivated by the end user through the use of access codes. Upon activation, a wake-up call request is programmed by the end user to ring the end user's line at a particular time within the next 24 hours. The end user can deactivate the feature and cancel the wake-up call request at any time after it is programmed.

Usage Call Forwarding - With Usage Call Forwarding a subscriber can have incoming calls automatically forwarded to a predetermined DN. A subscriber dials the call forwarding activation code to provide call forwarding on the line. A confirmation tone is provided to the subscriber if Usage Call Forwarding is successfully added or removed from the line. A reorder tone is provided if the addition or removal fails.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.19 Advanced Custom Calling Services (Continued)

9.19.3 Rates and Charges

	<u>Residence/Business</u>
a. Call Pickup	\$ 2.50
b. Call Transfer	\$ 3.50
c. Distinctive Ringing per Extension	\$ 2.50
d. Enhanced Long Distance Alert	\$ 3.00
e. Extension Bridge Service	\$ 3.50
f. Group Intercom	\$ 3.50
g. Home Intercom	\$ 1.50
h. Make Set Busy	\$ 1.50
i. Personal Ringing	\$ 4.00
j. Subscriber Activated Blocking/PIN	\$ 1.00
k. Wake-Up Service	\$ 2.50
	<u>Per Activation</u>
l. Usage Call Forwarding	\$ .95

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CONNECTIONS WITH CERTAIN FACILITIES  
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CONNECTIONS WITH CERTAIN FACILITIES  
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11.1 Customer Provided Registered Terminal Equipment

11.1.1 General

- a. Customer Provided Protective Circuitry or Terminal Equipment may be connected to facilities furnished by the Company for use with Local Exchange Telecommunications Service on the same terms and conditions as set forth in Title 47, Code of Federal Regulations, Ch.1, Pt. 68, as amended and interpreted from time to time by orders and rules published in the Federal Register.
- b. The use of customer provided circuitry or terminal equipment is prohibited, if such use shall require changes in or alterations of the equipment or other facilities of the Company.
- c. At the option of the Telephone Company, the customer shall notify the Company of his intention to connect registered or "grandfathered" equipment to Company facilities. Such notification shall include where applicable:
  - (1) The F.C.C. Registration Number.
  - (2) The Ringer Equivalency Number of the registered terminal equipment or protective circuitry.
  - (3) Sufficient identifying information such as the manufacturer's name, model and serial numbers to enable the Company to determine whether "grandfathered" equipment is involved and is eligible for connection; and
  - (4) Other such information as may be required to assure the compatibility of the connected equipment and proper administration of applicable laws, rules and regulations.
- d. Registered or "grandfathered" customer provided circuitry or terminal equipment shall be connected only by means of the proper interface termination (i.e., jack arrangement) provided by the Company.
- e. Upon experiencing trouble, the customer shall disconnect all customer provided circuitry or terminal equipment from the line and analyze it for malfunction. If any such circuitry or terminal equipment is found to be defective, its use shall be immediately discontinued until correction is made.

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11.1 Customer Provided Registered Terminal Equipment (Continued)

11.1.1 General (Continued)

f. In the event customer provided circuitry or terminal equipment causes harm, the Company will, when practicable, notify the customer that discontinuance of service will be required. However, where prior notice is not practicable, the Company may discontinue service forthwith. Where prior notice of discontinuance of service is not practicable, the Company will:

(1) Promptly notify the customer of such temporary discontinuance;

(2) Afford the customer the opportunity to correct the situation which gave rise to the temporary discontinuance; and

(3) Inform the customer of his right to file a complaint with the Public Utilities Commission of Ohio or with the Federal Communications Commission pursuant to Title 47, Code of Federal Regulations, Ch.1, Pt. 69, or both. As used in this paragraph the term "harm" means electrical or other hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment, his calling or called party.

g. If trouble detected by or reported to the Company results in the Company's dispatching an employee to the customer's premises and the trouble is determined to be caused by the customer's equipment or facilities, the customer will be so notified that he will be liable for a service visit charge.

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CONNECTIONS WITH CERTAIN FACILITIES  
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11.1 Customer-Provided Registered Terminal Equipment (Continued)

11.1.2 Liability

a. The Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Company, (1) caused by customer provided equipment (except where a contributing cause is the malfunctioning of a Company provided connecting arrangement) or (2) not prevented by customer provided equipment but which would have been prevented had Company provided equipment been used.

b. Customers are expected to install their telephone equipment.

c. Customers purchasing instruments from the Company's Phone Store will be furnished instructions regarding the connection and use of the equipment selected.

11.1.3 Rates

a. The customer is responsible for the payment of all other applicable rates and charges as covered in this tariff.

b. Access lines will enter the premises at the point nearest to the existing pole line or cable facilities of the Telephone Company. If any other entry is required, the installation charges shall be .....Expense incurred by the Company.

c. Other Charges

(1) Service and Maintenance Charges

Service difficulties that can be isolated by the Telephone Company testboard in customer supplied equipment, without dispatching a service man, will be charged for at \$8.30 per occurrence.

(2) Charges for certification of customer supplied equipment shall be .... Expense incurred by the Company.

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11.2 Connection With Customer Owned Voice Recording Equipment

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11.2.1 General

a. Customer owned voice recording equipment for the recording of telephone conversations may be used in connection with the facilities of the Company subject to the following conditions:

b. Connection with the Company facilities

(1) Connection of customer owned voice recording equipment with the facilities of the Company shall be made only through recorder connector equipment which contains a recorder tone device automatically producing a distinctive recorder tone ("beep") that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use.

(2) The customer owned voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Company or switched on and off.

11.2.2 Responsibility of the Company

Telephone service furnished by the Company is not represented as adapted to the recording of telephone conversations by means of voice recording equipment.

11.2.3 Obligations of the Customer

a. The operating characteristics of the customer owned voice recording equipment shall be such as not to interfere with any of the services offered by the Company. Upon notice from the Company that the 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.

b. The customer indemnifies and saves harmless the Company against claims for libel, slander, and infringement of copyright arising from the improper use of material transmitted over its facilities and recorded; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

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SECTION 15

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VACATION NUMBER SERVICE

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15.1 VACATION NUMBER RESERVATION

15.1.1. GENERAL

- A. Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation.
- B. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.
- C. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.
- D. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

15.1.2. RATES (Tier 2)

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

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BASIC TELEPHONE ASSISTANCE

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BASIC TELEPHONE ASSISTANCE

16.1 SERVICE CONNECTION ASSISTANCE

16.1.1 General

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

1. Waiver of applicable deposit requirements under Section 2 of this tariff.
2. Full or partial waiver of applicable service connection charges for establishing or reestablishing local exchange service as described in Section 4 of this tariff (Service Connection Assistance does not apply to network wiring charges).

16.1.2 Regulations

a. Service Connection Assistance is a basic local exchange residential service offering available to customers who are currently participating in one of the following assistance programs:

- (1) Home Energy Assistance Program (HEAP);
- (2) Supplemental Security Income (SSI) under Title XVI of the Social Security Act; or
- (3) Food Stamps;
- (4) Federal public housing assistance/Section 8; or
- (5) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid).

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BASIC TELEPHONE ASSISTANCE

16.1 SERVICE CONNECTION ASSISTANCE (Cont'd)

16.1.2 Regulations (Continued)

- b. The Telephone Company shall require, as proof of eligibility for Service Connection Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section 22.1.2.A. above; identifying the specific program or programs from which the customer receives benefits.
- c. Customers of Service Connection Assistance cannot be a dependent (as defined by the Federal Income Tax Code) under the age of 60.
- d. Service Connection Assistance is available for all grades of service.
- e. Service Connection Assistance is available for a single telephone line at the customer's principle place of residence.
- f. Service Connection Assistance shall be available to eligible customers not more than once in a one-year period at the same address. Customers must pay or make arrangements to pay to the Telephone Company any outstanding bills for regulated telephone services in the customer's name, and no other member of the same household owes money for such services previously provided at the customer's current address.
- g. Service Connection Assistance customers are not restricted on the optional services to which they may subscribe.

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BASIC TELEPHONE ASSISTANCE

16.2 LINK-UP

16.2.1 General

Link-Up is a federal assistance program that provides eligible residential customers with one or both of the following benefits:

- a. A reduction of the Telephone Company's applicable service connection charges equal to one-half of such service connection charges, or \$30.00, whichever is less.
- b. A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan does not exceed 12 months duration.

16.2.2 Regulations

- a. Link-Up is available to residential customers who currently participate in one of the following programs:

- 1. Home Energy Assistance Program (HEAP);
- 2. Food Stamps;
- 3. Supplemental Security Income - aged (SSI);  
Medical Assistance (Medicaid), including any state program that might supplant Medicaid;
- 4. Federal public housing/Section 8;
- 5. Ohio Works First (aka Temporary Assistance to Needy Families (TANF));
- 6. Household income at or below 150% of the poverty level; or
- 7. National School Lunch's Free Lunch Program.

- b. Customers who qualify through income based requirements must certify their eligibility to participate under penalty of perjury and must present documentation to certify eligibility. Examples of acceptable documentation include the most recent documentation for any of the following:

- 1. State or federal income tax return
- 2. Current income statement or W-2 from an employer
- 3. Three consecutive months of current pay stubs
- 4. Social Security statement of benefits
- 5. Veteran's Administration statement of benefits
- 6. Retirement/Pension statement of benefits
- 7. Unemployment/Workmen's Compensation statement of benefits
- 8. Divorce decree or child support document

- c. Customers applying for Link-Up benefits and not for Lifeline are not restricted as to the optional services to which they may subscribe.

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BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE

16.3.1 General

CenturyTel Ohio Lifeline is a basic support program that provides eligible customers requesting local exchange service, including touch-tone, with the following benefits:

- a. A waiver of the Federal Subscriber Line Charge
- b. A waiver of the Federal Universal Service Fund End User Charge
- c. A credit of one hundred percent (100%) of all nonrecurring service order charges for commencing service.
- d. A recurring discount equal to the maximum contribution of federally available assistance will be applied to the monthly basic local exchange service charge; at no time should the discounts cause the monthly basic local exchange rate to be less than zero.
- e. A waiver of the Telephone Company's service deposit requirement.
- f. Free blocking of toll and 900/976 dialing patterns.
- g. The availability of optional features is governed by applicable Commission orders including Case No. 00-1532-TP-COI.

CenturyTel Ohio Lifeline is classified as a Tier 1 Core Service.

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BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE (Cont'd)

16.3.2 Regulations

a. CenturyTel Ohio Lifeline is available to residential customers who are currently participating in one of the following assistance programs:

1. Home Energy Assistance Program (HEAP);

2. Food Stamps;

3. Supplemental Security Income - blind and disabled (SSD);

4. Supplemental Security Income - aged (SSI);

5. Medical Assistance (Medicaid), including any state program that might supplant Medicaid;

6. Federal public housing/Section 8;

7. Ohio Works First (aka Temporary Assistance to Needy Families (TANF);

8. Household income at or below 150% of the poverty level;

9. National School Lunch's Free Lunch Program; or

10. General Assistance (including disability assistance (DA)).

b. Customers qualifying for CenturyTel Ohio Lifeline with past due bills for regulated local service charges will be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. CenturyTel Ohio Lifeline customers with past due bills for toll service charges will be required to have toll restricted-service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider pursuant to the minimum telephone service standards.

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BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE (Cont'd)

16.3.2 Regulations (Cont'd)

- c. The Telephone Company shall require, as proof of eligibility for Lifeline, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in paragraph 16.3.2 (a.) preceding; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the Telephone Company if the customer ceases to participate in such program or programs.
- d. The Telephone Company shall automatically enroll customers in CenturyTel Ohio Lifeline who participate in a qualifying program as contained in paragraph 16.3.2 (a.). The automatic enrollment will be implemented when the necessary procedures have been established with the appropriate state agencies.
- e. The Telephone Company will also enroll customers who participate in a qualifying program by using on-line company to agency verification or self-certification.
- f. Customers who qualify through income based requirements must certify their eligibility to participate under penalty of perjury and must present documentation to certify eligibility.
- Examples of acceptable documentation include the most recent documentation for any of the following:
1. State or federal income tax return
  2. Current income statement or W-2 from an employer
  3. Three consecutive months of current pay stubs
  4. Social Security statement of benefits
  5. Veteran's Administration statement of benefits
  6. Retirement/Pension statement of benefits
  7. Unemployment/Workmen's Compensation statement of benefits
  8. Divorce decree or child support document
- g. New customers will receive Lifeline Benefits when the application is processed with the effective date of the credits dating back to the date of service establishment if the application is received by the Telephone Company within 90 days of service establishment. Current customers will receive Lifeline benefits back to the date they request Lifeline service, as long as the application is received no later than 30 days from that date. If the application is received after these deadlines, the Lifeline benefits will begin on the date the application is received by the Telephone Company.

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BASIC TELEPHONE ASSISTANCE

16.3 CENTURYTEL OHIO LIFELINE (Cont'd)

16.3.2 Regulations (Cont'd)

- h. Should the Telephone Company determine that a customer does not qualify for Lifeline assistance, or if the customer fails to submit the necessary documentation, the Telephone Company will provide written notification to the customer and will give the customer at least 30 days to prove eligibility. If the corrected application is received within 30 days, the credit will begin on the date service was established, or on the date Lifeline service was requested by an existing customer. If the corrected application is received after 30 days, the Lifeline benefits will begin on the date the corrected application is received.
- i. At no time will the monthly access line discounts cause the local service rates to be less than zero.
- j. The Telephone Company will perform an annual verification of all customers receiving Lifeline, in compliance with federal requirements to establish procedures to verify customers' continued eligibility for both programs and income-based criteria.
- k. The Telephone Company will notify customers at least 60 days prior to the pending termination of the customer's Lifeline Assistance, if the customer fails to submit acceptable documentation for continued eligibility for Lifeline benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of Lifeline benefits would occur; 2) the reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and, 4) a statement consistent with the disconnect notice requirements outlined in the MTSS Chapter 4901:1-5, O.A.C., explaining who the customer should contact in the event of a dispute. The customer will have a minimum of 60 days to re-certify or demonstrate continued income eligibility or to dispute the Telephone Company findings regarding termination of the Lifeline Service. If the customer fails to respond, their Lifeline benefits will automatically cease on the date noticed in the letter. If the customer responds after the date noticed in the letter, the customer will be required to submit a new application for Lifeline benefits.
- l. These Lifeline discounts and waivers apply to only one access line per household.
- m. Requests by the customer to purchase optional features, other than Call Waiting, are prohibited unless the Telephone Company receives a signed statement from the customer self-certifying that the feature is necessary for medical and/or safety reasons.
- N. If the customer disagrees with the Telephone Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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SECTION 17

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

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PACKAGED SERVICES

17.1 SIMPLE CHOICE™ ONE <sup>1</sup> AND SIMPLE CHOICE™ TWO <sup>1</sup>

17.1.1 DESCRIPTION

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

17.1.2 FEATURES

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

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

<sup>1</sup> Grandfathered to existing customers at their present location.

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PACKAGED SERVICES

**17.1 SIMPLE CHOICE™ ONE <sup>1</sup> AND SIMPLE CHOICE™ TWO <sup>1</sup> (Continued)**

17.1.3 TERMS AND CONDITIONS

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

17.1.4 RATES

	Monthly Rate
a. <u>Residence</u>	
Simple Choice™ One <sup>1</sup>	\$24.95 <sup>2</sup>
Simple Choice™ Two <sup>1</sup>	\$44.95 <sup>2</sup>
b. <u>Business</u>	
Simple Choice™ One <sup>1</sup>	\$49.95 <sup>2</sup>
Simple Choice™ Two <sup>1</sup>	\$94.95 <sup>2</sup>

<sup>1</sup> Grandfathered to existing customers at their present location.

<sup>2</sup> 100 % of this rate is considered regulated for purposes of disconnection for nonpayment, as per rule 4901:

1-6-21 (c) (2) (a) - Option 1 Tariff.

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PACKAGED SERVICES )

**17.1 SIMPLE CHOICE™ ONE <sup>1</sup> AND SIMPLE CHOICE™ TWO <sup>1</sup> (Continued)**

17.1.4 RATES (Continued)

	<u>Monthly</u> <u>Rate</u>
c. <u>One Party-Church</u>	
<u>Simple Choice™One <sup>1</sup></u>	<u>\$24.95 <sup>2</sup></u>
<u>Simple Choice™Two <sup>1</sup></u>	<u>\$44.95 <sup>2</sup></u>

Nonrecurring:

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

**17.2 VOICE MAIL COMPLEMENTARY SERVICES PACKAGE**

17.2.1. DESCRIPTION

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

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

17.2.2 TERMS AND CONDITIONS

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

<sup>1</sup> Grandfathered to existing customers at their present location.

<sup>2</sup> 100 % of this rate is considered regulated for purposes of disconnection for nonpayment, as per rule 4901: 1-6-21 (c) (2) (a) - Option 1 Tariff

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**17.2 VOICE MAIL COMPLEMENTARY SERVICES PACKAGE (Continued)**

17.2.3 RATES

	<u>Monthly Rate</u>
	<u>Per Line</u>
<u>Residence</u>	<u>\$2.00</u>
<u>Business</u>	<u>\$3.00</u>

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PACKAGED SERVICES (Continued)

**17.3 SIMPLE CHOICE™/BUSINESS ASSIST ADVANTAGE**

17.3.1 DESCRIPTION

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

17.3.2 FEATURES

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

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

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

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PACKAGED SERVICES (Continued)

**17.3 SIMPLE CHOICE™/BUSINESS ASSIST ADVANTAGE (Cont'd)**

17.3.3 TERMS AND CONDITIONS

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

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PACKAGED SERVICES (Continued)

**17.3 SIMPLE CHOICE™/BUSINESS ASSIST ADVANTAGE (Cont'd)**

**17.3.4 RATES**

	<u>Monthly Rate</u>	
	<u>Simple Choice™</u>	<u>Business Assist Advantage</u>
<u>Residence – All Exchanges</u>	<u>\$29.95 *</u>	<u>---</u>
<u>Business – All Exchanges</u>	<u>---</u>	<u>\$52.95 **</u>

Nonrecurring:

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

\* \$26.00 of this rate is considered regulated for purposes of disconnection for nonpayment as per rule 4901:1-6-21 (c) (2) (a) - Option 1 Tariff.

\*\* \$47.00 of this rate is considered regulated for purposes of disconnection for nonpayment as per rule 4901:1-6-21 (c) (2) (a) - Option 1 Tariff.

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PACKAGED SERVICES (Continued)

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17.4. SELECT PAK/BUSINESS ASSIST SELECT<sup>(1)</sup>

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17.4.1 DESCRIPTION

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

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

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

17.4.2 RATES

	<u>Select Pak</u>	<u>Business Assist</u>
	<u>Per Line</u>	<u>Select</u>
<u>Monthly Rate Residence</u>	<u>\$13.95</u>	<u>---</u>
<u>Monthly Rate Business</u>	<u>---</u>	<u>\$14.95</u>

(1) Grandfathered to existing customers at existing locations.

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PACKAGED SERVICES (Continued)

17.5. SIMPLE CHOICE UNLIMITED

17.5.1 DESCRIPTION

Simple Choice™ Unlimited<sup>1</sup> is a package of features available to residential customers in certain exchanges. The exchanges are listed in the rate section following. Simple Choice™ Unlimited includes the features specified following, a flat rate access line, and unlimited long distance calling.

17.5.2 FEATURES

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

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

1 CenturyTel will begin including ELCS calling beginning December 15, 2006 for existing customers.

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

CenturyTel of Ohio, Inc.

SECTION 17  
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PACKAGED SERVICES (Continued)

17.5. SIMPLE CHOICE UNLIMITED (Continued)

17.5.3 TERMS AND CONDITIONS

- a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this tariff shall apply.
- b. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™ Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
- c. Customers subscribing to the Simple Choice™ Unlimited may select different features for each line. All lines must be billed to the same account and located at the same premise.
- d. Simple Choice™ Unlimited features must be activated by the customer before they can be used without incurring usage charges.
- e. All recurring charges applicable to an access line apply to Simple Choice™ Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.
- f. If access line rates for residence service, as listed elsewhere in this tariff, increase, Simple Choice™ Unlimited rates may also increase (upon Commission approval).
- g. The Unlimited Long Distance plan is for typical domestic residential voice usage only. If usage under this plan is not consistent with typical residential customer usage, as determined at the company's sole discretion, the company may offer the customer an alternative plan or suspend, restrict, or cancel the customer's service or assess additional charges for each month in which excessive usage occurred. Calls that are not consistent with typical residential voice use include but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing. Long distance data and fax calls will be billed at 10¢ per minute.
- h. Call Detail will not be provided with this service plan.

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PACKAGED SERVICES (Continued)

17.5. SIMPLE CHOICE UNLIMITED (Continued)

17.5.4 RATES

a. Grandfathered Service\* MONTHLY RATE

Exchange(s)

Amherst, Avon Lake,  
Avon, Birmingham, Lorain,  
Vermilion \$49.95\*

b. Grandfathered Service\*\*)

Exchange(s)

Amherst, Avon Lake,  
Avon, Birmingham, Lorain,  
Vermilion \$44.95\*\*

c.

Exchange(s)

Amherst, Avon Lake,  
Avon, Birmingham, Lorain,  
Vermilion \$39.95

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\* Grandfathered to existing customers as of December 8, 2006.

\*\* Grandfathered to existing customers as of August 24, 2007.

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SECTION 18

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N11 ABBREVIATED DIALING CODES

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<u>18.2 TERMS AND CONDITIONS</u>	<u>177</u>
<u>18.3 RATES</u>	<u>181</u>

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SECTION 18

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N11 ABBREVIATED DIALING CODES

18.1 Description

18.1.1 Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

18.1.2 The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

811 – One-Call Notification Systems

18.2 Terms and Conditions

18.2.1 The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

18.2.2 Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+

0+, 0- (credit card, third-party billing, collect calls)

101XXXX

Operator assisted calls will not be completed.

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CenturyTel of Ohio, Inc.

SECTION 18  
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N11 ABBREVIATED DIALING CODES

18.2 Terms and Conditions (Cont'd)

18.2.3 The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.

18.2.4 Directory listings may be provided for N11 services under the terms, conditions, and rates specified in Section II of this tariff.

18.2.5 The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.

18.2.6 Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.

18.2.7 Disputes regarding geographic coverage by two or more N11 subscribers will be referred to The Public Utilities Commission of Ohio.

18.2.8 Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.

18.2.9 The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

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N11 ABBREVIATED DIALING CODES

18.2 Terms and Conditions (Cont'd)

18.2.10 N11 will be provided under the following conditions:

- a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
- b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- d. Suspension of N11 Service is not allowed.
- e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

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N11 ABBREVIATED DIALING CODES

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18.2 Terms and Conditions (Cont'd)

18.2.10 (Cont'd)

- f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

18.2.11 The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

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- a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
- b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

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GENERAL CUSTOMER SERVICE TARIFF  
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CenturyTel of Ohio, Inc.

SECTION 18  
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N11 ABBREVIATED DIALING CODES

18.2 Terms and Conditions (Cont'd)

18.2.12 The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

18.2.13 The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.

18.2.14 The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

18.3 Rates

Classification: Tier One Non-Core

	<u>Current</u>	<u>Maximum</u>
	<u>Nonrecurring</u>	<u>Nonrecurring</u>
	<u>Charge</u>	<u>Charge</u>
<u>Initial Setup,</u>		
<u>Per Host Switch and/or Stand Alone Switch</u>	<u>\$300.00</u>	<u>\$600.00</u>
<u>Subsequent Changes,</u>		
<u>Per Host Switch and/or Stand Alone Switch</u>	<u>\$ 50.00</u>	<u>\$100.00</u>

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CenturyTel of Ohio, Inc. SECTION 2  
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GENERAL REGULATIONS

2.8 Resale/Shared Use Of Local Exchange Service (Continued)

2.8.1 Definitions (Continued)

RESALE SERVICE AREA  
DEMARCATION POINT

The Resale Service Area Demarcation Point (or point of interconnection) is that point where the exchange access service provided by the Telephone Company is connected to the facilities provided by the customer. The Telephone Company will determine the demarcation point on a case-by-case basis.

RESALE SERVICE AREA

The Resale Service Area is the area within which a reseller provides local exchange telecommunications service.

RESELLER

A reseller is a broker of Telephone Company service capacity, providing resold services in a profit arrangement within a Resale Service Area.

RESELLER FACILITIES

For purposes of the Local Resale/Shared Use regulations, Reseller Facilities are defined as the common switching apparatus, inside wire and riser cable located within the customer's premises, commencing at the point of demarcation.

SHARED USER

The Shared User is a customer who subscribes to telephone service, shares it with others and then collects from the users an amount equal to each user's pro rata usage under a nonprofit plan.

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Issued: December 5, 2006

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Filed with the Public Utilities Commission of Ohio on December 5, 2006.

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Concurrence	Tier 2	14	5
Long Distance Message Telecommunications Service	Tier 2	14	1
Loop Extender (Customer Line Treatment-Centrex)	Tier 2	3	12
Lorain National Bank Money Mate Circuits	Tier 2	9	5

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By:	Glen F. Post, III, President and Chief Executive Officer In accordance with the Finding and Order in Case No. 05-461-TP-UNC issued by the Public Utilities Commission of Ohio, dated April 13, 2005.		

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By:	Chantel Mosby, Manager, Tariffs and Compliance In accordance with automatic filing provisions of Case No. 06 -1426 -TP-ZTA Filed with the Public Utilities Commission of Ohio on December 5, 2006.		

Page 44: [86] Deleted		CenturyTel	2/21/2008 1:53:00 PM
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In addition to (1) and (2) above, the nonpayment of interexchange carrier (IXC) toll charges may result in the blocking of toll service.			

- (a) CenturyTel, when acting on behalf of an IXC, 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.
- (b) CenturyTel may furnish credit information, acquired from CenturyTel's own experiences with the customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. CenturyTel will follow all requirements that

consumer reporting agencies must follow in issuing credit reports within the meaning of the Federal Fair Credit Reporting Act.

- (c) All forms of toll blocking services offered by CenturyTel to toll service providers must be provided on a nondiscriminatory basis to all toll providers, regardless of whether CenturyTel has established a billing and collection agreement with the toll provider. Any charges for toll blocking services offered by CenturyTel must be set forth in a Commission-approved tariff.
- (d) Upon payment by the customer of all past due toll debt to the IXC or to CenturyTel acting on behalf of the IXC, CenturyTel will lift the block and all 1+ dialing capabilities, including 10-XXX, will be restored.

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If a customer subscribing to a package or bundle that combines both regulated and deregulated services fails to submit timely payment sufficient to cover the entire amount of the regulated and unregulated services, the Company may discontinue the provision of any regulated and unregulated services, other than basic local exchange service, if payment is sufficient to cover the rate for basic local exchange service. The rate for basic local exchange service shall be the tariffed rate for stand-alone basic local exchange service.

(N)

If the customer loses services included in the package due to non-payment or partial payment pursuant to this rule, the customer shall be entitled to add, change, or discontinue any regulated services provided according to the Company's normal procedures for adding, changing or discontinuing such services.

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Issued: January 7, 2002

Effective: January 7, 2002

By: Glen F. Post, III, President and Chief Executive Officer  
 In accordance with Order No. 99-320-TP-ATA issued by the  
 Public Utilities Commission of Ohio, dated May 12, 1999

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## 2.8 Resale/Shared Use of Local Exchange Service

## 2.8.1 Definitions

The following is a list of definitions of terms used throughout this section.

## CUSTOMER OF RECORD

Person or legal representative responsible for the following:

- administration, use and occupancy of the Resale Service Area by virtue of ownership, lease, management agreement and the like;
- placing application for service;
- requesting additions, rearrangements, maintenance or discontinuance of Telephone Company-provided service;
- payment in full of charges incurred for use of Telephone Company-provided service including, but not limited to, local and long distance charges, local and long distance directory assistance charges, etc.;
- providing legal description of the Resale Service Area to the Telephone Company.

## INDIVIDUAL CUSTOMER

As used in Section 2.8, individual customer refers to a customer located within a Resale Service Area served directly by the Telephone Company at the individual customer's request.

## LOCAL RESALE/SHARED USE

Local Resale/Shared Use is defined as the provision of Telephone Company exchange telecommunications service by a reseller or shared use provider to one or more individuals or users, located within a Resale Service Area, through a common switching and billing arrangement.

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Issued: May 14, 1999

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GENERAL REGULATIONS

2.8 Resale/Shared Use Of Local Exchange Service  
(Continued)

2.8.1 Definitions (Continued)

RESALE SERVICE AREA DEMARCATION  
POINT

The Resale Service Area Demarcation Point (or point of interconnection) is that point where the exchange access service provided by the Telephone Company is connected to the facilities provided by the customer. The Telephone Company will determine the demarcation point on a case-by-case basis.

RESALE SERVICE AREA

The Resale Service Area is the area within which a reseller provides local exchange telecommunications service.

RESELLER

A reseller is a broker of Telephone Company service capacity, providing resold services in a profit arrangement within a Resale Service Area.

RESELLER FACILITIES

For purposes of the Local Resale/Shared Use regulations, Reseller Facilities are defined as the common switching apparatus, inside wire and riser cable located within the customer's premises, commencing at the point of demarcation.

SHARED USER

The Shared User is a customer who subscribes to telephone service, shares it with others and then collects from the users an amount equal to each user's pro rata usage under a nonprofit plan.

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Issued: May 14, 1999                      Effective: May 14, 1999  
By:      Glen F. Post, III, President and Chief Executive  
Officer

In accordance with Order No. 99-320-TP-ATA issued by  
the  
Public Utilities Commission of Ohio, dated              May 12,  
1999

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

CenturyTel of Ohio, Inc. SECTION 2  
Original Sheet No. 23

GENERAL REGULATIONS

2.8      Resale/Shared Use Of Local Exchange Service  
(Continued)

2.8.2    Regulations

a.            General

(1)            Resale is permitted within a single building or a contiguous complex of buildings under common ownership or management. Areas designated for resale may be intersected or transversed by public thoroughfares provided that the adjacent property segments created by intersecting or transversing thoroughfares would be continuous in the absence of the thoroughfare. The designated resale service area must be wholly within the confines of existing Century Telephone Company of Ohio, Inc. exchange boundaries.

(2)            Participation in reselling/sharing systems shall be limited to occupants of a building or contiguous complex of buildings which compose a resale/sharing system.

b.            Conditions for Resale - Customer of  
Record Obligations

(1)            Customers of Record are not permitted to engage in the resale of exchange service furnished by the Company outside areas designated as Resale Service Areas. Customers desiring to resell exchange services provided by the Company must notify the Company in writing of their intent to resell, and provide a map or other sufficient documentation delineating the Resale Service Area within which it will resell service. In addition to the Resale Service Area layout map, the Customer of Record also must submit notice of intended development regarding new construction.

(2)            Facilities inside the Resale Service Area may be provided by the Customer of Record or individual customer. Such facilities that are connected to the Company's facilities must be installed in accordance with technical standards furnished by the Company.

(3)            All repairs behind and including the reseller's common switching apparatus will be the responsibility of the Customer of Record.

(4) Applications for local Resale/Shared Use Service as well as requests for additions, rearrangements or discountenances of service will be accepted only from the Customer of Record or from the Customer of Record's legally authorized and designated agent where authorization has been confirmed in writing.

(5) All rates and charges in connection with the Resale/Shared Use operations will be the responsibility of the Customer of Record. This includes charges for directory assistance that will only be billed to the Customer of Record.

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Issued: May 14, 1999                      Effective: May 14, 1999  
By: Glen F. Post, III, President and Chief Executive  
Officer  
In accordance with Order No. 99-320-TP-ATA issued by  
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1999

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

CenturyTel of Ohio, Inc. SECTION 2  
Original Sheet No. 24

GENERAL REGULATIONS

2.8      Resale/Shared Use Of Local Exchange Service  
(Continued)

2.8.2    Regulations (Continued)

b.              Conditions for Resale - Customer of  
Record Obligations (Continued)

(6)              All charges will be billed only to  
the Customer of Record. In addition, the Customer of Record  
must provide the Company with the necessary deposit to  
adequately secure his/her account.

(7)              The Customer of Record will be  
the single point of contact for all Resale/Shared Use client  
services provided in connection with the Resale/Shared Use of  
local exchange service.

2.8.3    Conditions for Resale - Company Obligations

a.              The Telephone Company will directly  
serve, upon request, individual customers inside the Resale  
Service Area. The Telephone Company will obtain access to  
such customers either by leasing the existing intra-building  
wiring from the reseller or sharer, or by utilizing or installing its  
own facilities.

b.              The Telephone Company will not be  
responsible for transmission quality beyond the point of  
interconnection with the reseller of customer-provided facilities.

c. Whenever customer notification to Telephone Company customers is required regarding, among other things, regulatory notices, service changes, and billing changes, the Telephone Company will not be responsible to give notice to any other party than to the Customer of Record, his/her authorized agent, and individual customers within the Resale Service Area.

d. Whenever Telephone Company customer notification is required, the Customer of Record should notify those resale/shared use customers located within his/her Resale Service Area.

e. In an instance where the individual requesting Telephone Company service is located in an industrial park Resale Service Area, and that park has public rights-of-way, the Telephone Company can either connect service via public right-of-way at the rates specified in the construction tariff, if additional construction is required, through the point of interconnection, or the individual customer may elect to secure a line extension facility that meets the Telephone Company's point of connection.

f. The customers of the Customer of Record may be listed in the local exchange telephone directory. Such listings are charged for at the business directory additional listings rate and billed to the Customer of Record. If the Resale Service Area is residential in nature, the listings will be placed in the residential section of the telephone directory

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Issued: May 14, 1999                      Effective: May 14, 1999  
By: Glen F. Post, III, President and Chief Executive  
Officer  
In accordance with Order No. 99-320-TP-ATA issued by  
the  
Public Utilities Commission of Ohio, dated May 12,  
1999

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Section Break (Next Page)  
GENERAL CUSTOMER SERVICES TARIFF  
P.U.C.O. No. 12

CenturyTel of Ohio, Inc. SECTION 2  
1st Revised Sheet No. 25  
Cancels Original Sheet No. 25

#### GENERAL REGULATIONS

### 2.8 Resale/Shared Use Of Local Exchange Service(Continued)

#### 2.8.4 Rates and Charges

a. Local exchange access lines, terminated in customer provided equipment to be used for resale or shared use of the local exchange service, are provided at flat business line or trunk rates. However, when usage sensitive service becomes available, the flat rates will be discontinued and the service will only be provided on usage sensitive access lines or trunks. (If measured service is available, measured rates will apply.)

b. Service charges provided for in Section 4 of this tariff are applicable to Resale and Shared Use lines.

c. All other rates and charges provided for in the Company's tariffs are applicable to Resale and Shared Use Service.

2.9 School and Library Discounts (N)

2.9.1 Pursuant to Case No. 97-632-TP-COI and to FCC Docket No. 97-157 (Universal Service Order), schools and libraries may be eligible for reduced rates funded by the federal universal service fund.

(N)

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Issued: May 26, 1999                      Effective: May 26, 1999  
By: Glen F. Post, III, President and Chief  
Executive Officer  
In accordance with Order No. 99-320-TP-ATA  
issued by the  
Public Utilities Commission of Ohio, dated  
May 12, 1999



CenturyTel of Ohio, Inc.

## EXHIBIT D

CenturyTel took the information concerning its current rates, terms and conditions for all of its detariffed nonresidential tier 2 services and toll services out of the tariffs filed with the Ohio Commission and placed it as a price list on the website in the same location as the tariffs.

In addition to the customer bill message, customers also received a letter and end-user agreement (sample attached) that explained the detariffing and providing the customer with information needed to review the rates, terms and conditions.

## Important Notice to our Valued CenturyTel Customers

Due to a change in Ohio regulations, beginning April 2, 2008, certain CenturyTel business and long distance services will no longer be provided under tariffs, which are documents CenturyTel files with the Public Utilities Commission of Ohio that contain terms, conditions and prices for many of CenturyTel's services. The services that CenturyTel will no longer provide under tariffs include, but are not limited to, intrastate (in-state) long distance service, business accounts with four or more lines, Centrex services, private branch exchange (PBX) trunks, advanced digital services, primary rate interface (PRI) service, certain optional service features such as caller ID name and number, call forwarding and call return, packages and bundles of services containing business optional services, and other optional business services. A complete list of these "detariffed" services may be viewed online at [www.centurytel.com/tariffs](http://www.centurytel.com/tariffs) (select "Ohio" at this Web site, and then select "Detariffed Services Price List"). The provisions of the Detariffed Services Price List are incorporated into the End User Agreement included in this mailing. You may also request information relating to detariffed services by calling CenturyTel at (800) 201-4099 (for business customers with one to three lines) or (800) 201-4102 (for business customers with four or more lines), or by writing to us at the Customer Service address shown below.

Beginning April 2, 2008, CenturyTel will be providing these detariffed services through CenturyTel's End User Agreement, included in this mailing. You can also review the End User Agreement online at [www.centurytel.com/tariffs](http://www.centurytel.com/tariffs) (select "Ohio" at this Web site, and then select "Ohio End User Agreement"). **When the End User Agreement takes effect on April 2, 2008, it will not change the type of services that you are receiving or the price of those services. The End User Agreement will apply automatically on April 2, 2008, and you do not need to do anything if you wish to continue to receive your CenturyTel services under the End User Agreement.** For your convenience, we will continue the detariffed services you currently receive from CenturyTel under your End User Agreement. That way you do not need to re-order your detariffed services, but can simply agree to the End User Agreement, which will include these services. Also, if you currently have a separate written contract with CenturyTel, that existing contract will continue in accordance with its terms.

Below are some of the important terms and conditions of CenturyTel's End User Agreement. However, other terms and conditions in the End User Agreement are also important, so you should review the entire End User Agreement (please review both sides).

- The terms and conditions of CenturyTel's End User Agreement will change from time to time. The End User Agreement gives CenturyTel the right to make changes, including (without limitation) changes in services, terms, conditions and prices in our good faith discretion. However, we will typically provide you with at least fifteen (15) days notice prior to the effective date of any new version of the End User Agreement that contains subsequent changes (other than notice of price decreases, or price increases related to government-imposed taxes or fees).
- The CenturyTel End User Agreement is governed by Ohio law and venue, and includes, among other important terms and conditions that you should review, a

disclaimer of warranties, a limitation of liability, a mandatory arbitration provision (which precludes a civil lawsuit to the extent lawful) in which we agree to pay for your filing fee in some instances, and a provision that prohibits class actions to the extent lawful.

If your services include CenturyTel's interstate long distance service, that service will be provided under applicable CenturyTel long distance price lists and service and pricing guides, in addition to the terms and conditions of the End User Agreement and applicable terms and conditions for detariffed services (price lists and service and pricing guides for CenturyTel's intrastate and interstate long distance services may be viewed online by selecting "Long Distance Rate Information" at [www.centurytel.com/tariffs](http://www.centurytel.com/tariffs)). If your services include CenturyTel's Internet service, that service will be provided under the terms and conditions applicable to CenturyTel's Internet service, in addition to the terms and conditions of the End User Agreement.

CenturyTel looks forward to providing detariffed services to you under the End User Agreement, and you do not need to do anything in order to continue receiving your existing detariffed services—they will automatically be provided to you under the End User Agreement beginning April 2, 2008. However, if you do not want to purchase CenturyTel's detariffed services under the End User Agreement, you must cancel these services before April 2, 2008. **IF YOU DO NOT CANCEL YOUR CENTURYTEL DETARIFFED SERVICES BEFORE APRIL 2, 2008, OR IF YOU USE ANY OF THESE SERVICES ON OR AFTER APRIL 2, 2008, THAT WILL BE YOUR AGREEMENT TO ALL TERMS AND CONDITIONS OF THE END USER AGREEMENT. IF YOU DO NOT WANT TO AGREE TO THE END USER AGREEMENT, YOU MUST CANCEL YOUR CENTURYTEL DETARIFFED SERVICES. YOU MAY CALL CENTURYTEL AT (800) 201-4099 (FOR BUSINESS CUSTOMERS WITH ONE TO THREE LINES) OR (800) 201-4102 (FOR BUSINESS CUSTOMERS WITH FOUR OR MORE LINES) IF YOU WISH TO CANCEL YOUR SERVICES.**

You may also contact us by mail at:

**Customer Service inquiries:**

CenturyTel  
Attn: Customer Service  
100 CenturyTel Drive  
Monroe, Louisiana 71203

**Billing inquiries:**

CenturyTel  
Attn: Billing  
P.O. Box 4300  
Carol Stream, IL 60197-4300

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

Thank you for choosing CenturyTel as your communications, high-speed Internet and entertainment provider.

END USER AGREEMENT (review both sides)

CenturyTel is pleased to provide You with telecommunications, information, directory and other services (“Service” or “Services”), as well as related equipment (“Equipment”). For purposes of this Agreement “CenturyTel”, “We”, “Us”, or “Our” means CenturyTel of Ohio, Inc., its subsidiaries, affiliates and any other person or entity doing business as CenturyTel and providing Services and/or Equipment to You (and any agents of the aforementioned entities, including any billing agents). As a condition of using such Services and/or Equipment, You (“You” or “Your”) agree to accept and comply with the terms of service set out in this End User Agreement, as amended from time to time (“Agreement”). **YOUR USE OF THE SERVICES AND/OR EQUIPMENT CONSTITUTES YOUR ACKNOWLEDGEMENT AND AGREEMENT THAT YOU AGREE TO BE BOUND BY THIS AGREEMENT. THE TERMS OF THIS AGREEMENT WILL APPLY TO ALL SERVICE(S) AND/OR EQUIPMENT YOU PURCHASE FROM CENTURYTEL NOW, OR IN THE FUTURE, UNLESS SUCH TERMS ARE SUPERSEDED BY TARIFF, OR ARE SUPERSEDED PURSUANT TO THE TERMS OF A SEPARATE AGREEMENT OR AGREEMENTS. EXCEPT AS SET FORTH ELSEWHERE IN THIS AGREEMENT, CENTURYTEL RESERVES THE RIGHT TO CHANGE THE TERMS OF THIS AGREEMENT, AT ANY TIME, AFTER GIVING NOTICE TO YOU.** If You have any questions about these terms of service, You should speak with a CenturyTel representative.

- Our Obligations.** We will provide the Service(s) and/or Equipment that You have requested from CenturyTel, at Your requested service address, pursuant to the terms of this Agreement. With respect to Regulated Services (as defined in Section 13), You have certain rights and responsibilities under the Minimum Telephone Service Standards (Ohio Adm.Code 4901:1-5)(“MTSS”). These safeguards can be found in the Appendix to Ohio Adm. Code 4901:1-1-5-03, which is entitled “Telephone Customer Rights and Responsibilities.” These rights and responsibilities include complaint handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of service. With respect to Regulated Services, the MTSS shall control in the event of any conflict between the provisions of this Agreement and the MTSS.
- Your Obligations.** You will (a) provide all information, access, and support required for timely installation and proper use of Our Services and Equipment; (b) assure that Your use of the Services and Equipment is at all times consistent with the use intended, is not utilized in any unlawful manner, and is used in such a manner as to prevent damage to Our network, Equipment, and/or other customers; and (c) make full and timely payments as provided for in Section 4 below.
- TERM. THE TERM OF THIS AGREEMENT SHALL BEGIN ON THE DATE ON WHICH YOUR SERVICE OR EQUIPMENT IS ACTIVATED. THIS AGREEMENT WILL CONTINUE IN FULL FORCE AND EFFECT UNTIL YOU ARE NO LONGER RECEIVING SERVICES AND/OR EQUIPMENT.**
- Payment and Billing.** You agree to pay to CenturyTel all invoiced charges (plus applicable taxes and regulatory charges regardless of whether they are required to be collected from the user) on the terms and within the time periods indicated on the billing invoice, or as provided for in this Agreement. Charges will begin to accrue at the time Services and/or Equipment have been activated and are due within thirty (30) days of the invoice date. If any amount due is received after the payment due date or in funds not immediately available on or before the payment due date, a late payment charge of up to 1.5% per month, or the maximum rate allowed by law, whichever is less, will be assessed. If Your check or other like instrument is dishonored by the depository institution on which it is drawn, We will also charge You a bad check charge not to exceed the maximum amount allowed by law. If You dispute the validity of a charge or need additional information regarding a charge, You must contact Us within forty-five (45) days of receiving the statement containing the charge. You acknowledge and agree that, subject to applicable law, We shall neither review for correction nor be liable for any invoiced charge unless You notify Us of Your dispute within that forty-five (45) day period. Such a dispute will not result in an automatic refund or credit of the disputed amount, and it will not relieve You of Your obligation to pay Your full bill on time. Should You file a timely dispute, We will review the dispute, and provide You with a credit or refund, should We find the dispute to be valid. We may, but are not required to, accept partial payments from You. If partial payments are accepted, they may be applied first to the oldest outstanding charges. If You send Us checks or money orders marked “payment in full” or otherwise labeled with a similar restrictive endorsement, We may, but are not required to, accept them, without losing any of Our rights to collect all amounts owed by You under this Agreement. **WE MAY CHANGE OUR RATES AND TERMS AT ANY TIME BY GIVING YOU NOTICE THEREOF AT LEAST FIFTEEN (15) DAYS PRIOR TO THE EFFECTIVE DATE OF THE CHANGE. CONTINUING TO SUBSCRIBE TO, USE, OR PAY FOR THE SERVICES AND/OR EQUIPMENT AFTER ANY CHANGE(S) IN THE PRICES, CHARGES, TERMS OR CONDITIONS ARE EFFECTIVE, MEANS THAT YOU AGREE TO THE CHANGES. YOUR SOLE REMEDY FOR ANY CHANGE MADE BY CENTURYTEL PURSUANT TO THIS SECTION 4 IS THE RIGHT TO TERMINATE THIS AGREEMENT ON OR BEFORE THE EFFECTIVE DATE OF ANY SUCH CHANGE.**
- Equipment.** Unless You and We specifically agree otherwise, Equipment installed by CenturyTel is Our property, and We have the right to access, maintain, remove, replace or take any other action in connection with the Equipment at any time for any reason.
- Credit Inquiries, Credit Limits and Deposits.** You authorize Us to make inquiries and to receive information about Your credit experience from others, including credit reporting agencies, enter this information in Your file and disclose this information concerning You to appropriate third parties for reasonable business purposes. If it is determined that You may be a credit risk based on (a) an unsatisfactory credit rating or lack of credit history; (b) a record of late payments for either present or past bills (including Our bills); or (c) prior fraudulent, illegal, or abusive use of any of Our services; then as a condition of service We may require that You place a deposit with Us or make an advance payment to secure payment for the Services We provide to You. Your deposit and/or advance payment will not exceed the amount of any non-recurring charges to initiate service, plus the estimated recurring monthly charges for one (1) month of Service billed in advance, plus the estimated usage charges for two (2) months of Service billed in arrears, such as long-distance service. You may also be required to pay a security deposit for equipment obtained from Us. You will not receive interest on any advance payment, which will be applied to all subsequent bills until exhausted. You will receive interest on any deposit at the rate of seven percent (7%), which shall be added to and considered part of Your deposit or paid to You at Our option. If You fail to pay for the Services or Equipment when due, We may, without providing You notice, apply the deposit to offset the amount You owe Us. If there is a credit balance on Your account after the deposit is applied, We will refund or credit that amount to You. Please allow up to four (4) weeks for the processing of a refunded deposit. Based on Your payment history or Your credit score obtained from credit reporting agencies We may, subject to applicable law, set a credit limit on Your account at any time. If You exceed Your credit limit, We may, subject to applicable law, restrict Your access to the Services and/or Equipment We provide, such as direct-dialed and operator-assisted long-distance services and calls requiring a 900 or 976 prefix. In the case of telephone service, this restriction on Your access to the Services will not affect Your access to or use of 911 emergency services.
- DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY. SERVICES AND EQUIPMENT DESCRIBED HEREIN ARE PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS, WITHOUT WARRANTIES OF ANY KIND. WITHOUT LIMITING THE FOREGOING AND TO THE EXTENT PERMITTED BY LAW, CENTURYTEL MAKES NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO SERVICES OR EQUIPMENT HEREIN REFERENCED. YOU AGREE THAT CENTURYTEL WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES INCLUDING WITHOUT LIMITATION, ANY LOSS OF REVENUES OR PROFITS, LOSS OF DATA, OR ANY OTHER COMMERCIAL OR ECONOMIC LOSSES, EVEN IF CENTURYTEL HAS BEEN ADVISED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. THE LIABILITY OF CENTURYTEL FOR DAMAGES ARISING OUT OF MISTAKES, OMISSIONS, INTERRUPTIONS, DELAYS, ERRORS OR DEFECTS IN THE SERVICES OR EQUIPMENT (INCLUDING, WITHOUT LIMITATION, UNAUTHORIZED OR ERRONEOUS INCLUSION OR EXCLUSION OF LISTING OR DIRECTORY INFORMATION IN A DIRECTORY DATABASE, AND/OR THE PUBLISHING OR FAILURE TO PUBLISH, AS APPLICABLE, SUCH INFORMATION) SHALL IN NO EVENT EXCEED AN AMOUNT EQUIVALENT TO THE CHARGES CENTURYTEL WOULD INVOICE TO YOU FOR AFFECTED SERVICES OR EQUIPMENT DURING THE PERIOD IN WHICH THE MISTAKE, OMISSION, INTERRUPTION, DELAY, ERROR OR DEFECT OCCURS.**  
  
Approval of limitation of liability language by the Public Utilities Commission of Ohio 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 courts responsibility to adjudicate negligence and consequent damage claims, it is also the court’s responsibility to determine the validity of the exculpatory clause.
- Indemnification.** You agree to defend, indemnify, and hold harmless CenturyTel and its parent, subsidiaries, affiliates, and the officers, directors, employees, and agents of all such entities, from and against any and all liabilities, losses, demands, suits, judgments, causes of action, claims, costs, and expenses (including attorney’s fees) caused by, arising from, or in any manner related to Your breach of this Agreement, or Your acts or omissions in general.
- Termination.** We may terminate this Agreement, and/or the Services and/or Equipment provided under this Agreement, without notice if We reasonably determine that You have breached any provision of this Agreement, or if We have any other good cause, including Our decision to elect to cease providing the Services and/or Equipment. If You have agreed to a fixed service term, should We terminate this Agreement due to Your breach of this Agreement, or if You terminate this Agreement without cause, You will be required to pay early termination charges equal to the recurring charges for the terminated Service(s) and/or Equipment multiplied by the number of months remaining in the Agreement.
- DISPUTE RESOLUTION.**

**IT IS IMPORTANT THAT YOU READ THIS SECTION CAREFULLY. TO THE EXTENT ALLOWED BY LAW, IT PROVIDES FOR RESOLUTION OF DISPUTES (WHETHER BASED IN CONTRACT, TORT, STATUTE, FRAUD, MISREPRESENTATION OR ANY OTHER LEGAL OR EQUITABLE THEORY), THROUGH FINAL AND BINDING ARBITRATION BEFORE A SINGLE NEUTRAL ARBITRATOR INSTEAD OF IN A COURT BY A JUDGE OR JURY OR THROUGH A CLASS ACTION.** If the preclusion of class action in this Section 10 is unenforceable under the law of the state where You reside with respect to the claim presented, such unenforceability shall not affect the validity of any other provision of this Section 10.

**TO THE EXTENT ALLOWED BY LAW, ALL DISPUTES ARISING OUT OF OR RELATING TO THIS AGREEMENT (OTHER THAN ACTIONS FOR THE COLLECTION OF DEBTS YOU OWE CENTURYTEL), INCLUDING ANY DISPUTE BASED ON ANY SERVICE OR ADVERTISING OF THE SERVICE RELATED THERETO, SHALL BE RESOLVED BY FINAL AND BINDING ARBITRATION, WHICH SHALL BE GOVERNED BY THE FEDERAL ARBITRATION ACT (“FAA”), 9 U.S.C. §1-16. ANY QUESTION REGARDING WHETHER A PARTICULAR CONTROVERSY,**



OR THE PROCEDURES THEREIN, IS SUBJECT TO ARBITRATION SHALL BE DECIDED BY THE ARBITRATOR. YOU HAVE THE RIGHT TO BE REPRESENTED BY COUNSEL IN THE ARBITRATION. THE ARBITRATOR SHALL BE BOUND BY AND STRICTLY ENFORCE THE TERMS OF THIS AGREEMENT AND MAY NOT LIMIT, EXPAND OR OTHERWISE MODIFY THE TERMS OF THIS AGREEMENT IN CONDUCTING THE ARBITRATION AND MAKING ANY AWARD. THE ARBITRATION WILL BE BASED SOLELY ON THE WRITTEN SUBMISSIONS OF THE PARTIES AND THE DOCUMENTS SUBMITTED RELATING TO THE DISPUTE, UNLESS EITHER PARTY REQUESTS THAT THE ARBITRATION BE CONDUCTED USING THE TELEPHONIC, ON-LINE, OR IN-PERSON PROCEDURES OF THE AMERICAN ARBITRATION ASSOCIATION (“AAA”), FOR WHICH ADDITIONAL CHARGES MAY APPLY. ANY IN-PERSON ARBITRATION WILL BE CONDUCTED AT A LOCATION THAT THE AAA SELECTS IN THE STATE OF YOUR PRIMARY RESIDENCE. ARBITRATIONS UNDER THIS AGREEMENT SHALL BE KEPT CONFIDENTIAL TO THE EXTENT PERMITTED BY LAW.

THE ARBITRATION OF ANY DISPUTE UNDER THIS AGREEMENT SHALL BE CONDUCTED IN ACCORDANCE WITH THE COMMERCIAL OR CONSUMER, AS APPLICABLE, ARBITRATION RULES AND FEE SCHEDULE OF THE AAA, AS MODIFIED BY THIS AGREEMENT. THE APPLICABLE AAA RULES SHALL BE THOSE RULES WHICH GOVERN THE AMOUNT AND TYPE OF DISPUTE INVOLVED AND WHICH ARE IN EFFECT ON THE DATE A DISPUTE IS SUBMITTED TO THE AAA. A COPY OF THE AAA'S ARBITRATION RULES IS AVAILABLE BY WRITING TO CENTURYTEL AT 100 CENTURYTEL DRIVE, MONROE, LA, 71203, ATTN.: LEGAL DEPARTMENT.

DISPUTES UNDER THIS AGREEMENT MAY NOT BE JOINED WITH ANOTHER PROCEEDING, INCLUDING ANY INDIVIDUAL OR CLASS LAWSUIT. THE ARBITRATOR MAY NOT AWARD, AND YOU AND CENTURYTEL WAIVE ANY CLAIMS FOR AWARDS FOR PUNITIVE OR CONSEQUENTIAL DAMAGES OR ATTORNEYS' FEES OR ANY DAMAGES THAT ARE BARRED BY THIS AGREEMENT, UNLESS SUCH DAMAGES ARE EXPRESSLY AUTHORIZED BY A RELEVANT STATUTE. ANY CLAIM OR DISPUTE ARISING OUT OF OR RELATING TO THIS AGREEMENT MUST BE BROUGHT WITHIN TWO YEARS (2) AFTER THE DATE THE BASIS FOR THE DISPUTE OR CLAIM FIRST ARISES, OR WITHIN SUCH OTHER TIME PERIOD AS MAY BE PRESCRIBED BY RELEVANT STATUTE. BEFORE EITHER PARTY TAKES A DISPUTE TO ARBITRATION, SUCH PARTY MUST FIRST ATTEMPT TO RESOLVE THE DISPUTE BY CONTACTING THE OTHER PARTY. TO DO THIS YOU SHOULD CONTACT THE CUSTOMER SERVICE NUMBER ON YOUR CENTURYTEL BILL, OR WRITE TO US AT THE ABOVE ADDRESS OR CONTACT US THROUGH THE WEB AT WWW.CENTURYTEL.COM, SELECTING “CONTACT US”, THEN, AS APPLICABLE, SELECTING “RESIDENTIAL,” “BUSINESS” OR “BILLING,” AND THEN “COMPLAINTS.” IF WE ARE NOT ABLE TO SATISFACTORILY RESOLVE THE DISPUTE WITHIN SIXTY (60) CALENDAR DAYS FROM THE DATE OF THE INITIAL NOTIFICATION OF THE DISPUTE, EITHER PARTY MAY CONTACT THE AAA IN WRITING AT AAA SERVICE CENTER, 2200 CENTURY PARKWAY, SUITE 300, ATLANTA, GA 30345-3203 (TELEPHONE: 404-325-0101; FAX: 404-325-8034) AND REQUEST ARBITRATION.

THE AAA'S FILING FEE AND ADMINISTRATIVE EXPENSES FOR A DOCUMENT ARBITRATION WILL BE ALLOCATED ACCORDING TO THE RULES OF THE AAA, EXCEPT, AS STATED HEREIN, FOR CLAIMS OF LESS THAN \$10,000, CENTURYTEL WILL PAY ALL OF THE AAA'S COSTS AND FEES OTHER THAN A FILING FEE OF \$20, WHICH YOU MUST PAY. FOR CLAIMS BETWEEN \$10,000 AND \$75,000, CENTURYTEL WILL PAY ALL OF THE AAA'S COSTS AND FEES, EXCEPT THAT YOU WILL PAY A FEE TO THE AAA OF NO MORE THAN \$375. IF YOU ELECT AN ARBITRATION PROCESS OTHER THAN A DOCUMENT (“DESK”) OR TELEPHONE ARBITRATION, YOU MUST PAY YOUR ALLOCATED SHARE OF ANY HIGHER ADMINISTRATIVE FEES AND COSTS FOR THE PROCESS YOU SELECT.

ADDITIONAL INFORMATION ABOUT THE AAA'S RULES AND POLICIES IS AVAILABLE AT THE AAA'S WEBSITE, [WWW.ADR.ORG](http://WWW.ADR.ORG), INCLUDING INFORMATION REGARDING THE AVAILABILITY OF A *PRO BONO* ARBITRATOR AND/OR A WAIVER OR DEFERMENT OF FEES AND EXPENSES FROM THE AAA. SUBJECT TO APPLICABLE SUBSTANTIVE LAW THAT MAY PROVIDE OTHERWISE, EACH PARTY WILL PAY ITS OWN EXPENSES TO PARTICIPATE IN THE ARBITRATION, INCLUDING ATTORNEYS' FEES AND EXPENSES RELATED TO THE PRESENTATION OF EVIDENCE, WITNESSES, AND DOCUMENT PRODUCTION. IF YOU PREVAIL IN THE ARBITRATION, YOUR ARBITRATION FILING FEE WILL BE REIMBURSED BY CENTURYTEL. IF WE PREVAIL IN THE ARBITRATION, AND WE SHOW THAT YOU ACTED IN BAD FAITH IN BRINGING YOUR CLAIM AGAINST US, THEN WE MAY SEEK TO RECOVER THE AAA'S FEES AND REASONABLE EXPENSES OF THE ARBITRATION FROM YOU. IF ANY PROVISION OF THIS DISPUTE RESOLUTION SECTION IS DETERMINED TO BE UNENFORCEABLE, THEN THE REMAINDER SHALL BE GIVEN FULL FORCE AND EFFECT.

EVERY ARBITRATION AWARD SHALL BE CONCLUSIVE AND BINDING WITH RESPECT TO ITS SUBJECT MATTER AND MAY BE ENFORCED IN ANY MANNER PERMITTED BY LAW. THIS SECTION 10 SHALL NOT APPLY TO ACTIONS FOR THE COLLECTION OF DEBTS YOU OWE CENTURYTEL.

11. **Miscellaneous.** (a) This Agreement and all performances and claims of every nature (including without limitation, contract, tort and strict liability) relating in any way to the Agreement, Services, Equipment or acts taken (or not taken) by Us, shall be governed by and construed in accordance with the laws of the State of Ohio without regard to its conflict of law provisions. Any dispute arising between You and Us that is not within the scope of Section 10 must be litigated in the state or federal courts sitting in Franklin County, Ohio. You consent to the jurisdiction of those courts, waive any claim or defense that they are not convenient, and consent to service of process by any means authorized by Ohio or federal law. Nothing in this Section 11(a) shall be interpreted as modifying any arbitration provision or other provision of Section 10. (b) CenturyTel will be excused from performance hereunder for any period, to the extent that it is prevented from such performance, in whole or in part, as a result of delays caused by an act of God or other cause beyond CenturyTel's control. (c) For purposes of calculating usage-sensitive charges, the duration of each telephone call shall be rounded up to the nearest minute for residential customers, and to the nearest six second increment (with a thirty second minimum) for business customers. (d) This Agreement, together with the incorporated terms referenced in Section 13 below and with the consent to be bound by this Agreement provided to Us in connection with orders made by telephone, constitutes the entire agreement of the parties with respect to the Services and/or Equipment referred to in the preamble, above, and cannot be amended or modified except in a writing signed by the parties.
12. **Severability.** In the event any reviewing court or agency determines that any provision in this Agreement (including any sentence or sentences within a Section) is invalid or unenforceable, then that provision or sentence(s) shall be stricken from this Agreement and the remainder shall be given full force and effect; provided, however, that if any of Sections 2, 4, 6, 7, 8, 11 or 13 or any part thereof is stricken or altered, then this Agreement shall terminate.
13. **INCORPORATED TERMS AND CONDITIONS.** As used in this Agreement, “Regulated Services” means telecommunications services that are subject to the jurisdiction of the Public Utilities Commission of Ohio (“PUCO”), even if the services are not tariffed. This Agreement includes all terms and conditions contained in each applicable CenturyTel Price List as amended from time to time (“Price List”) which are available at [www.centurytel.com/tariffs](http://www.centurytel.com/tariffs) and are incorporated herein by this reference. For customers who are used to consulting tariffs, each Price List is formatted like a tariff, **BUT FOR PURPOSES OF THIS AGREEMENT IT IS A LIST OF ADDITIONAL TERMS AND CONDITIONS THAT WILL APPLY IF YOU PURCHASE SERVICES COVERED BY THE PRICE LIST.** When a change to this Agreement includes an amendment to a Price List, we will post the change to the Price List in a manner similar to the way We post changes to Our tariffs. You may check for these changes at [www.centurytel.com](http://www.centurytel.com) or contact Us at (800) 201-4099. If You would like a copy of a Price List, You may contact us at (800) 201-4099. If there is a conflict between a provision set forth in Sections 1 through 14 of this Agreement and a provision in a Price List, the provision in Sections 1 through 14 of this Agreement will control. **THIS AGREEMENT ALSO APPLIES TO SERVICES THAT ARE NOT REGULATED SERVICES, AND THAT ARE NOT SUBJECT TO THE JURISDICTION OF THE PUBLIC UTILITIES COMMISSION OF OHIO (“PUCO”), INCLUDING, BUT NOT LIMITED TO, INTERSTATE LONG DISTANCE SERVICE, INTERNET SERVICE (SUCH AS HIGH-SPEED INTERNET, DIAL-UP INTERNET, WI-FI AND OTHER INTERNET SERVICES), ENTERTAINMENT SERVICES, TELEVISION SERVICES AND SECURITY SERVICES.**
14. **CANCELLATION OF SERVICES BY YOU.** SUBJECT TO THE FOLLOWING, YOU MAY CANCEL ALL OR A PORTION OF THE SERVICES TO WHICH YOU SUBSCRIBE BY DISCONTINUING ALL USE OF THE SERVICES YOU WISH TO CANCEL AND PLACING A DISCONNECT ORDER WITH CENTURYTEL BY CALLING THE CUSTOMER SERVICE NUMBER ON YOUR BILL. YOU WILL BE RESPONSIBLE FOR ALL USAGE CHARGES AND THE PRO RATA PORTION OF ALL MONTHLY RECURRING CHARGES INCURRED PRIOR TO CANCELLATION AND, IF APPLICABLE, EARLY TERMINATION LIABILITY. IF YOU CONTINUE TO SUBSCRIBE TO, USE OR PAY FOR OTHER SERVICES, THIS AGREEMENT WILL CONTINUE IN EFFECT FOR THOSE SERVICES UNTIL CANCELLED BY YOU. YOU ARE RESPONSIBLE FOR CONTACTING US TO DISCONNECT A SERVICE THAT YOU NO LONGER WANT. EARLY TERMINATION LIABILITY, IF APPLICABLE, IS SET FORTH IN THE APPLICABLE CENTURYTEL PRICE LIST. INCLUSION OF EARLY TERMINATION LIABILITY BY CENTURYTEL IN THIS AGREEMENT OR ITS PRICE LIST DOES NOT CONSTITUTE A DETERMINATION BY THE PUBLIC UTILITIES COMMISSION OF OHIO (“PUCO”) THAT THE TERMINATION LIABILITY IMPOSED BY CENTURYTEL IS APPROVED OR SANCTIONED BY THE PUCO. CUSTOMERS ARE FREE TO PURSUE THE LEGAL REMEDIES THEY HAVE PURSUANT TO THIS AGREEMENT (SEE SECTIONS 7 AND 10) SHOULD A DISPUTE ARISE.
15. **Contact Information.** You may contact us at (800) 201-4099 (hearing impaired: (800) 750-0750). You may also visit CenturyTel online at [www.centurytel.com](http://www.centurytel.com) or contact us by mail at:

**Customer Service inquiries:**

CenturyTel  
Attn: Customer Service  
100 CenturyTel Drive  
Monroe, Louisiana 71203

**Billing inquiries:**

CenturyTel  
Attn: Billing  
Box 4300  
Carol Stream, IL 60197-4300

CenturyTel of Ohio, Inc.

## EXHIBIT E

### Customer Notice

Bill Message Req ID#: 6792

Bill Message Description: Ohio Detariffing Message T Companies/States

Impacted: T120 OH Dates to Run (Duration): 2/22/08-3/21/08

Beginning April 2, 2008, the prices, service descriptions, and the terms and conditions for certain telecommunication services that you are provided by CenturyTel of Ohio, Inc., will no longer be on file at the Public Utilities Commission of Ohio (PUCO). Services affected by this change include, but are not limited to, intrastate long distance services, Centrex services, PBX trunks, advanced digital services, PRI, certain optional service features, such as Caller ID Name and Number, Call Forwarding and Call Return, packages and bundles of services containing business optional services, and other optional business services. This modification does not automatically result in a change in the prices, terms, or conditions of those services to which you currently subscribe. CenturyTel 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 in an online price list at [centurytel.com](http://centurytel.com) or you can request a copy of this information by contacting us at 1-800-201-4102 or by mail at P.O. Box 4065, Monroe, LA 71211-4065. 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 price, terms and conditions. If you have any questions about this matter, please call CenturyTel at 1-800-201-4102 or visit us at [centurytel.com](http://centurytel.com).

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CenturyTel of Ohio, Inc.

**EXHIBIT F**

Customer Notice Affidavit

# CUSTOMER NOTICE AFFIDAVIT

STATE OF: LOUISIANA

PARISH OF: OUACHITA

## AFFIDAVIT

I, Chantel Mosby, am an authorized agent of the applicant corporation, CenturyTel of Ohio, Inc., and am authorized to make this statement on its behalf. I attest that the Customer Notice accompanying this affidavit was sent to affected customers via bill message beginning on February 22, 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.

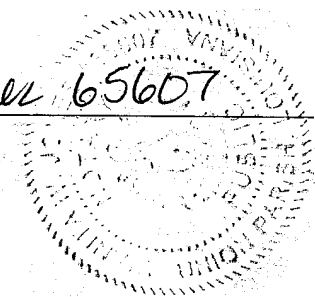
Executed on March 27, 2008 Monroe, Louisiana  
(Date) (Location)

/s/ Chantel Mosby, Director - Traffic & Compliance  
(Name and title)

March 27, 2008  
(Date)

Subscribed and sworn to before me on this date March 27, 2008

Wanita W Jones 65607  
Notary Public  
My Commission Expires:





## CUSTOMER NOTICE AFFIDAVIT

STATE OF: LOUISIANA

PARISH OF: OUACHITA

### AFFIDAVIT

I, Chantel Mosby, am an authorized agent of the applicant corporation, CenturyTel Long Distance, Inc., and am authorized to make this statement on its behalf. I attest that the Customer Notice accompanying this affidavit was sent to affected customers via bill message beginning on February 22, 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 27, 2008 Monroe, Louisiana  
(Date) (Location)

/s/ Chantel Mosby, Director - Tariffs + Compliance  
(Name and title)

March 27, 2008  
(Date)

Subscribed and sworn to before me on this date March 27, 2008

Wanita W Jones

Notary Public

My Commission Expires:



**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**4/2/2008 11:40:43 AM**

**in**

**Case No(s). 90-5010-TP-TRF, 08-0401-TP-ATA**

Summary: Tariff Application to Detariff Non-Residential Tier 2 services. electronically filed by Mrs. Vickie Norris on behalf of CenturyTel of Ohio, Inc.