

May 27, 2008

By Electronic Delivery

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

RE: In the Matter of the Application of The Buckland Telephone Company to Make Text Changes to its
Tariff to Reflect New MTSS; PUCO Case No. 08-637-TP-ATA

Dear Ms. Jenkins:

The Buckland Telephone Company submits an Application for electronic filing. The TRF Number for The Buckland Telephone Company is 90-5008-TP-TRF.

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

Very truly yours,

/s/ Carolyn S. Flahive

Enclosure

The Public Utilities Commission of Ohio
TELECOMMUNICATIONS APPLICATION FORM
for
ILECs Not Subject to Alternative Regulation
(Effective December 3, 2004)

In the Matter of the Application of The Buckland)

Telephone Company to Make Text Changes to its Tariff)
to Reflect new MTSS)

Case No. 08-637 - **TP** - ATA

Name of Company The Buckland Telephone Company

Address of Company 105 S. Main Street; Buckland, Ohio 45819

Company Web Address _____

Regulatory Contact Person(s) Carolyn S. Flahive Phone (614) 469-3200 Fax (614) 469-3361

Regulatory Contact Person's Email Address Carolyn.S.Flahive@ThompsonHine.com

Date _____ TRF Docket No. 90-5008-TP-TRF

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

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

NOTE: This form must accompany:

- ✓ All automatic approval/notice applications filed by incumbent local exchange companies (ILECs) not subject to a qualifying alternative regulation plan when making an application pursuant to Case Nos. 84-944-TP-COI, 86-1144-TP-COI, 89-564-TP-COI, or 99-563-TP-COI.
- ✓ All non-automatic approval applications filed by incumbent local exchange companies (ILECs) not subject to a qualifying alternative regulation plan when making an application pursuant to Section 4909.18, Ohio Revised Code.

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

- ☐ 1 (AEC) Application For Approval Of A Customer Contract For Competitive Services
- ☐ a. Stand-Alone Contract (90-day approval, 7 copies)
- ☐ b. Pre-Approved Contract (0-day notice, 7 copies)
- ☐ 2 (ACO) ILEC Application for Change in Ownership Pursuant to 4905.402, Ohio Revised Code (30-day approval, 10 copies)
- ☐ 3 (ALI) Small, For-Profit, ILEC Application For A Limited Increase In Non-Basic Rates (60-day approval, 10 copies)
- ☒ 4 (ATA) Application For Tariff Amendment That Does Not Result In An Increase In Rates
- ☐ a. Large ILEC, Competitive Offerings Other Than Those Listed Under 5., Below (60-day approval, 7 copies)
- ☒ b. Small, for-profit ILECs (45-day approval, 10 copies) (Not-for-profit, see item 6, NFP, below)
- ☐ 5 (ZTA) Tariff Notification Not For An Increase In Rates Involving Message Toll, Toll-Free Service, 900 And 900-Like Services, 500 Service, Calling Card, Prepaid Calling Card, Private Line, and Speed Dialing In Accordance With Waiver Granted in 99-563-TP-COI (5/11/2000 and 11/21/2002) (0-day notice, 7 copies)
- NOTE:** Notifications do not require or imply Commission Approval.
- ☐ 6 (NFP) Small, not-for-profit ILEC tariff amendment
- ☐ a. Tariff Change Not Resulting In An Increase In Rates (0-day notice, 7 copies)
- ☐ b. Tariff Application Resulting In An Increase In Non-Basic Rates (45-day notice, 7 copies)
- ☐ c. Tariff Application Resulting In An Increase In Basic Rates (60-day notice, 10 copies)
- ☐ 7 (Non-Auto) All Others (non-automatic approval, indicate appropriate 3 letter code for case type in Case No. above)

THE FOLLOWING ARE TRF FILINGS ONLY, NOT NEW CASES

- ☐ 8 Introduction or Extension of Promotional Offering (10-day notice, 3 copies)
- ☐ 9 New Price List Rate Within an Approved Rate Range for Existing Competitive Service (0-day notice, 3 copies)

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

<input checked="" type="checkbox"/>	3, 4, 5, 6, 7	Current Tariff Sheets (to be superseded), if applicable
<input checked="" type="checkbox"/>	3, 4, 5, 6, 7	Proposed Tariff Sheets
<input checked="" type="checkbox"/>	2, 3, 4, 5, 6, 7	Rationale or Explanation for Change
<input type="checkbox"/>	1.a., 4.a.	Justification for Competitive Treatment
<input type="checkbox"/>	1.a., 4.a.	Cost support for non-MTS service
<input type="checkbox"/>	2, 3, 4, 5, 6, 7, 9	Customer Notice to customers affected by proposal, and statement as to the form and timing of the notice
<input type="checkbox"/>	1	Copy of Contract

III. Applicant is filing this application under the regulatory requirements:

- ☒ Established by the Commission in Case No. 89-564-TP-COI.
☐ Established in 4909.18 Ohio Revised Code.

IV. Applicant respectfully requests the Commission to permit the filing of the proposed tariff sheets, to become effective on the date shown on the proposed tariff sheets (which is a date no earlier than the day after the applicable automatic approval date), modified by any further revisions that have become effective prior to the effective date of the proposed schedule sheets.

Respectfully submitted,

THE BUCKLAND TELEPHONE COMPANY

By: /s/ Carolyn S. Flahive

Thomas E. Lodge (0015741)

Carolyn S. Flahive (0072404)

THOMPSON HINE LLP

10 West Broad Street, Suite 700

Columbus, Ohio 43215-3435

614-469-3200

Its Attorneys

VERIFICATION

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

/s/ Carolyn S. Flahive 5/27/08

*(Signature and Title)

(Date)

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

Sworn to and subscribed before me this ____ day of _____, 200_.

Notary Public, State of Ohio

My commission expires _____

EXHIBIT A
(SUPERSEDED TARIFF SHEETS)

BUCKLAND TELEPHONE COMPANY

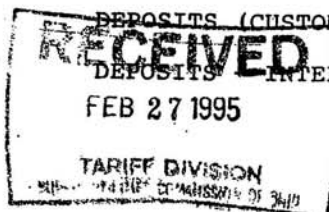
MASTER INDEX

SECOND REVISED SHEET NO. 2

CANCELS

FIRST REVISED SHEET NO. 2

<u>SUBJECT</u>	<u>TARIFF</u>	<u>SECTION</u>	<u>SHEET</u>
CIRCUITS ON PRIVATE PROPERTY	4	3	13
CONNECTING COMPANY LINES (USE OF)	4	3	2
CONNECTION CHARGE (CUSTOM CALLING)	4	2	9
CONNECTIONS WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS:			
Company Responsibility	4	6	2
Customer Responsibility	4	6	2
General	4	6	1
Violation of Regulations	4	6	3
CONTRACT PERIODS (INITIAL)	4	3	20
CONSTRUCTION CHARGES:			
Installation & Maintenance	4	3	11
Special Type of Construction	4	3	12
Constructed on Private Property	4	3	13
Line Extensions	4	3	13
CREDIT RISK	4	3	13
CUSTOM CALLING FEATURES	4	2	8
CUSTOM LOCAL AREA SIGNALLING SERVICES (CLASS)			
CLASS DEFINED	4	2	17 (N)
RATES AND CHARGES	4	2	18 (N)
DISCOUNTS	4	2	18 (N)
CONNECTION CHARGES	4	2	18 (N)
PROMOTIONS	4	2	19 (N)
CUSTOMER OWNED COIN OPERATED TELEPHONE (COCOT)			
Application of	1	-	1
Disconnection of COCOT Service	1	-	4 - 6
General	1	-	1
Rates and Charges	1	-	4
Regulations	1	-	1 - 4
CUSTOMER PREMISES INSIDE WIRE	4	6	1
DEFACEMENT OF PREMISES	4	3	2
DEFINITIONS	4	5	1 - 8
DEPOSITS (CUSTOMER)	4	3	5 - 6
DEPOSITS - INTEREST	4	3	6



<u>SUBJECT</u>	<u>TARIFF</u>	<u>SECTION</u>	<u>SHEET</u>	
INSIDE WIRE, CUSTOMER PREMISES	4	6	1 – 2	
INSUFFICIENT FUND CHECK CHARGE	4	1	3	(N)
INTERRUPTION OF SERVICE	4	3	1	
LATE PAYMENT CHARGE	4	1	3	(N)
LIABILITY OF TELEPHONE COMPANY	4	3	24	
LINE CONNECTION CHARGE	4	2	1	
LINE EXTENSIONS	4	3	13	
LINE NUMBER PRIVACY	4	2	12 – 14	
LOCAL EXCHANGE RATES	4	1	1	
MAINTENANCE AND REPAIR	4	3	7	
MAP OF EXCHANGE BOUNDARIES	4	1	2	
MESSAGE TOLL TELEPHONE SERVICE	4	4	1	
MISCELLANEOUS SERVICE CHARGES	4	2	1	
MISUSE OF FACILITIES	4	3	4 – 5	
NO-PUBLISHED (Unlisted) NUMBERS	4	1	1	
NON-PUBLISHED TELEPHONE SERVICE	4	3	6	
NON-RECURRING SERVICE CHARGES	4	2	1	
NUMBER CHANGE	4	2	1	
OBLIGATION & LIABILITY OF COMPANY	4	3	1 – 2	
OBLIGATION OF CUSTOMER	4	3	24	
OFF PREMISE EXTENSION CHARGE	4	2	6	
OWNERSHIP AND USE OF EQUIPMENT	4	3	3	
PRIVACY, CALL NO./LINE NO.	4	2	12 – 14	

BUCKLAND MUTUAL TELEPHONE COMPANY

SUBJECT INDEX
FIRST REVISED SHEET NO. 3
CANCELS
ORIGINAL SHEET NO. 3

P.U.C.O. NO. 4

	<u>SECTION NO.</u>	<u>SHEET NO.</u>	
			(D)
CONSTRUCTION- INSTALLATION & MAINTENANCE	3	11	
CONSTRUCTION - SPECIAL TYPE	3	12	
CONTRACT PERIODS	3	20	
CONTRACT PERIODS -INITIAL	3	20	
			(D)
			(D)
CREDIT - ESTABLISHING	3	6	
CREDIT RISK	3	5	
			(D)
DEFACEMENT OF PREMISES	3	2	
DEFINITIONS	5	1	
DEPOSITS	3	5	
DEPOSITS - INTEREST	3	6	

ISSUED: October 15, 1987

EFFECTIVE: November 1, 1987

In accordance with Order No. 87-1538-TP ATA
Issued by the Public Utilities Commission of Ohio

Odos Craig, President
Buckland, Ohio 45819

	<u>SECTION NO.</u>	<u>SHEET NO.</u>	
LATE PAYMENT CHARGE	1	3	(N)
LIABILITY OF TELEPHONE COMPANY	3	24	
LINE EXTENSIONS	3	13	
LOCAL EXCHANGE RATES	1	1	
MAINTENANCE AND REPAIRS	3	7	
MAP OF EXCHANGE BOUNDARIES	1	2	
MESSAGE TOLL TELEPHONE SERVICE	4	1	
MISUSE OF FACILITIES	3	4	
NON-PUBLISHED TELEPHONE NUMBERS	1	1	
NON-PUBLISHED TELEPHONE SERVICE GENERAL RULES	3	6	
OBLIGATION & LIABILITY OF TELEPHONE COMPANY	3	1	
OBLIGATION OF CUSTOMER	3	24	
OWNERSHIP AND USE OF EQUIPMENT	3	3	

P.U.C.O. NO. 4
LOCAL EXCHANGE TARIFFEXCHANGE RATES

The following identified service rates entitle the subscribers of telephone service to call, without additional charge, the subscribers of Buckland Exchange, the Buckland Telephone Company, the subscribers of the Cridersville and Wapakoneta Exchanges, the Telephone Service Company and the subscribers of Lima Exchange, the United Telephone Company of Ohio.

The following listed rates for exchange telephone service shall apply within the exchange area as depicted on the Buckland Exchange Map (Section No. 1, Original Sheet No. 2, P.U.C.O. No. 4, Local Exchange Tariff).

<u>Business</u>	<u>Monthly Rate</u>
Individual Access Line, ea. line	\$16.22
Individual access line, to key tele. system	\$23.22
Individual access line, to Pvt. Branch Exch.	\$26.22
*Includes truck rotation and rotary step-up service.	

Semi-Public Paystation \$20.00
(See Section 3, Sheets 8 and 9 for further description of Semi-Public Paystation service).

<u>esidence</u>	<u>Monthly Rate</u>
Individual access line, ea. line	\$10.74

<u>Paystations</u>	
Per local message, each	\$0.10**

<u>Non-Published Numbers</u>	<u>Monthly Rate</u>
Additional monthly charge for telephone numbers which are unlisted at the request of the subscriber	\$0.75



RECEIVED - CREDIT DIV
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PUCO

**Pursuant to the Commission's Decision in Case No. 96-1310-TP-COI and the Decision of the FCC in CC Docket 96-128 regarding Section 276 of the 1996 Telecom Act, these charges will be deregulated effective October 7, 1997.

Issued: October 27, 1999

Effective: December 1, 1999

IN ACCORDANCE WITH ORDER NO. 99-1011-TP-ATA ISSUED BY
THE PUBLIC UTILITIES COMMISSION OF OHIO.

Wilbur Hager, President
105 South Main Street
Buckland, OH 45891

Late Payment Charges

(N)

A. Residential and Business Late Payment Charges

A late payment charge will be applied to residential and business customer bills which remain unpaid after the due date. This charge will be the greater of either \$5.00, or an amount that equals 1.5% of the unpaid charges which are past due; except that the charge is not applicable as specified in subsection B. below or until the amount past due exceeds \$21.00.

Upon customer request, each residential customer shall be permitted a one-time waiver of a late payment charge in cases where the customer has already paid the monthly bill for which the late payment charge was applied.

B. The late payment charge does not apply to:

1. Amounts which are in dispute at the time the late payment charge would otherwise be applied.
2. Federal excise tax or any other taxes levied by law directly on the customer.
3. Amounts billed by the Company for other entities for which the charge is not authorized by those entities' appropriate tariffs or contracts, other than Interexchange Carrier Services for which the Company, acting as the principal Billing and Collection Agent, purchases the accounts receivable in advance of subscriber billing.
4. Service order charges associated with the commencement of Lifeline service.

C. Credit, deposit and collection procedures outlined elsewhere in this tariff are not waived by the application of a late payment charge.

D. The late payment charge will be assessed on the past due amount 19 days after the bill date.

Insufficient Fund Check Charge

A. If the Company receives a check from a customer in payment for service rendered or for any other reason of indebtedness, which is returned from the bank due to insufficient funds or for any other reason, the Company shall apply a \$20.00 service charge for each such check returned.

B. The Company may waive this service charge if extenuating circumstances exist.

(N)

P.U.C.O. NO. 4
GENERAL RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES (continued)

4. Misuse of Facilities (continued)

- e. Causing or allowing Telephone Company equipment to be tampered with, damaged or destroyed through negligence.
- f. When service is restored after denial, the Telephone Company will make a pro rata allowance at the scheduled rate for the service denied for the entire period of denial.

5. Government Objections to Service

The Telephone Company has the right and duty to refuse to institute service for a potential customer or to discontinue the service of an existing customer if not doing so would be in violation of Rule No. 21.12 of the Commission's Code of Rules and Regulations or of an order issued to the Company by a court of competent jurisdiction.

D. ESTABLISHMENT AND FURNISHING SERVICE

1. Application for Service

Application for service shall constitute a contract when accepted verbally or in writing by the Company or upon the establishing of service. The initial minimum contract period for exchange service is one (1) month from the date service is established unless otherwise specified herein or elsewhere in the Telephone Company tariff.

2. Advance Payments

Applicants for service who have no account with the Telephone Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment before the service is installed, equal to one month's estimated charges for service provided and any service connections, installations, non-recurring, or construction charges that may be applicable.

The amount of the advance payment is credited to the customer's account as applying to any indebtedness under the contract.

3. Deposits

The Telephone Company will extend credit to present customer or to new applicants for residential service; or, it may require security deposits from such new or present customers for residential service in full accordance with Administrative Order No. 210, as issued by the Public Utilities Commission of Ohio

ISSUED April 12, 1978

EFFECTIVE July 1, 1978

In accordance with Order No. 77-569-TP-AIR
Issued by the Public Utilities Commission of Ohio
Odos Craig, President
Buckland, Ohio 45819

P.U.C.O. NO. 4
GENERAL RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING SERVICE (continued)

3. Deposits (continued)

Business customers, old and new, will be required to make deposits as a guarantee of payment or may be extended credit, in accordance with the spirit and intent of that same order of the Commission. A copy of said Administrative Order shall be kept on file in all of the Company's business offices and made available for public inspection.

Interest at the going rate for savings accounts at The Peoples National Bank of Wapakoneta, shall be paid by the Company on all deposits made for the purpose of establishing credit.

4. Telephone Numbers

The subscriber has no property right in the telephone number or any right to continuance of service through any particular central office and the Telephone Company may change the telephone number of the central office designation or both, of a subscriber whenever it deems it advisable in the conduct of its business to do so.

5. Non-Published Telephone Service

Upon request, a subscriber may have the listing of his telephone number omitted from the directory and information records subject to the provisions set forth below:

- a. If a listing is to be omitted, the subscriber is required to sign a written statement, releasing the Telephone Company from all responsibility for losses arising from such omissions.
- b. The Telephone Company shall not be liable for failure or refusal to complete any call to such telephone when such call is not placed by number.
- c. The Telephone Company will endeavor to prevent the disclosure of the number of such telephone, but shall not be liable should such number be divulged through inadvertence.
- d. Non-published telephone service is provided at the monthly and nonrecurring charge quoted in the General Exchange Service Tariff, Section 2.

6. Alterations

The subscriber agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him will necessitate change in the Company's wiring or equipment; and the subscriber agrees to pay the Company's current charges for such change.

ISSUED April 12, 1978

EFFECTIVE July 1, 1978

In accordance with Order No. 77-569-TP-AIR
Issued by the Public Utilities Commission of Ohio
Odos Craig, President
Buckland, Ohio 45819

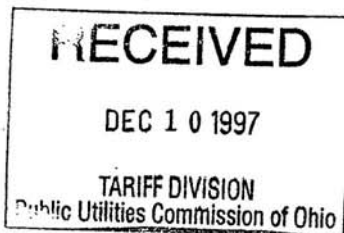
P.U.C.O. NO. 4
GENERAL RULES AND REGULATIONS

PROCEDURE FOR DISCONNECTION OF SERVICE (Cont'd)

A. Disconnection for Non-Payment of Charges Due (Cont'd)

2. (Cont'd)

- (a) Disconnection notices issued by Company pursuant to Rule 4901:1-5-34 (C) (3), O.A.C., must inform the subscriber facing local service disconnection of the total amount which the subscriber would need to pay in order to avoid disconnection of local service. It must also inform the subscriber of the Company's legal obligation to provide "only local" service to customers whose local service charges are paid, even while their toll service is disconnected for nonpayment of outstanding toll debt.
3. Company is prohibited from disconnecting any customer's local service for nonpayment of charges incurred by the customer for toll service.
4. Partial payments by a customer to Company will be apportioned by the Company to Company's regulated local service charges first before being applied by Company to any toll charges and will be apportioned to regulated telephone service charges first before being applied to charges for nonregulated services.



Issued: December 10, 1997

Effective: December 10, 1997

IN ACCORDANCE WITH ORDER NO. 97-1148-TP-ATA ISSUED BY
THE PUBLIC UTILITIES COMMISSION OF OHIO.

Odos Craig, President
P.O. Box 65
Buckland, OH 45891

BUCKLAND TELEPHONE COMPANY

ORIGINAL SHEET 1

PUCO NO. 5

The following tariff sheets reflect the adoption by the Buckland Telephone Company of language pertinent to Minimum Telephone Standards (MTSS) as promulgated by the (Public Utilities Commission, pursuant to Case No. 00-1265-TP-ORD.

SECTION 9: MINIMUM TELEPHONE STANDARDS



ISSUED: January 25, 2002

Effective: February 22, 2002

In accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Douglas G. Place, General Manager
Buckland, Ohio 45819

BUCKLAND TELEPHONE COMPANY

ORIGINAL SHEET 2

MINIMUM TELEPHONE SERVICE STANDARDS

The Buckland Telephone Company will comply with all of the Commission's Minimum Telephone Service Standards as set forth in Chapter 4901:1-5 of the Ohio Administrative Code.

Issued: January 25, 2002

Effective: February 22, 2002

In accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Douglas G. Place, General Manager
Buckland, Ohio 45819

DIRECTORY LISTINGS

The Company will comply with the Commission's Minimum Telephone Service Standards regarding omission of a subscriber's listing from the white pages of the telephone directory or the listing of an incorrect telephone number, as set forth in O.A.C. 4901-5-16, and found in Section 4 of this Tariff.

LIABILITY OF THE COMPANY

The Company will comply with the Commission's Minimum Telephone Service Standards regarding subscriber billing adjustments for local exchange service, as set forth in O.A.C. 4901:1-5-16, and found in Tariff PUCO 4, Section 3, Sheet 24.

PAYMENT OF CHARGES

In accordance with 4901:1-5-17, and as found in Tariff PUCO 4, Section 3, Sheets 7, 22 and 23.

SUSPENSION OR TERMINATION OF SERVICE

The Company will comply with the Commission's Minimum Telephone Service Standards, regarding denial or disconnection of local and toll service, as set forth in O.A.C. 4901:1-5-17 and found in Tariff PUCO 4, Section 2, Sheets 20-21.

ESTABLISHMENT OF SERVICE

The Company will comply with the Commission's Minimum Telephone Service Standards regarding establishment of service, as set forth in O.A.C. 4901:1-5-13, and as found in Tariff PUCO 4, Section 3, Sheets 5-7.

Issued: January 25, 2002

Effective: February 22, 2002

In accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Douglas G. Place, General Manager
Buckland, Ohio 45819

DEPOSITS

The Company will comply with the Commission's Minimum Telephone Service Standards regarding deposits, as set forth in O.A.C. 4901:1-5-13(B)(2)(b). See PUCO No. 4, Section 3, ppgs 5-6

GUARANTORS

The Company will comply with the Commission's Minimum Telephone Service Standards regarding third-party guarantors, as set forth in O.A.C. 4901:1-5-14, as follows:

RESIDENTIAL SERVICE GUARANTORS:

- (A) If a local service provider or toll service provider requires a deposit as a condition of providing service, the company must inform an applicant of the option of providing a third-party guarantor in lieu of a deposit.
- (B) Each applicant for residential service shall be deemed creditworthy and shall not be required to make a deposit as a precondition of receiving service if the applicant furnishes a written guarantee signed by a third-party guarantor who has a credit rating as defined in paragraph (A)(3) of Rule 4901:1-17-03 of the Administrative Code. The terms of the guarantee shall include the following:
 - (1) The guarantor may terminate the guarantee after thirty day's notice to the company. The subscriber may be required to reestablish creditworthiness when the guarantor terminates the guarantee. The guarantor shall be obligated for charges for the local exchange and/or interexchange services provided to the subscriber through the date of termination of the guarantee; and

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Effective: February 22, 2002

In accordance with Case No. 00-1265-TP-ORD
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Douglas G. Place, General Manager
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- (2) The company shall review annually the account history of each subscriber who has provided a guarantor. Once the subscriber satisfies the requirements for the refund of deposits, as stated in Rule 3901:1-17-06 of the Administrative Code, the company shall, within thirty days, notify the guarantor in writing that the guarantor is released from all further responsibility for the account.
- (C) If a subscriber has provided a guarantor, that guarantor shall be afforded the opportunity to receive all notifications relating to the subscriber's disconnection of service for nonpayment. These notices shall be sent in the same manner and at the same time as those sent to the subscriber.

HANDLING OF CONSUMER COMPLAINTS

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

- (A) For purposes of this rule, a complaint is an informal investigation conducted by the public interest center staff or telecommunications provider at the request of a consumer or as a method for staff to determine the telecommunication provider's compliance with this chapter and other Commission policies. Each telecommunications provider shall fully and promptly investigate all complaints. The telecommunications provider shall provide a report of each complaint's resolution within ten business days of the date of receipt of the complaint to:
 - (1) the subscriber, when investigating a complaint made directly to the telecommunications provider; or
 - (2) the subscriber and the Commission staff, when investigating a complaint referred to the telecommunications provider by the Commission staff.
- (B) After ten business days, if the investigation is not complete, the telecommunications provider shall provide an interim report to the subscriber when investigating a complaint made directly to the telecommunications provider or to both the subscriber and the Commission staff when investigating a complaint referred to the telecommunications provider by the Commission staff. The interim report shall include:

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- (1) the date when a final resolution is expected to be completed;
 - (2) a report of the current status of the complaint; and
 - (3) a report explaining what work or research needs to be completed.
- (C) The Commission staff may request interim reports at other intervals containing the same the same or other data due to the nature of the complaint.
- (D) The telecommunications provider shall inform the subscriber, or both the subscriber and the Commission staff, of the results of the investigation, either orally or in writing. The subscriber, the Commission staff, or both, may request the final report to be in writing. If the telecommunications provider provides the results of the investigation orally to the subscriber, it shall inform the subscriber of the right to have this final report in writing.
- (E) If the subscriber disputes the telecommunications provider's report(s), the telecommunications provider shall inform the subscriber that the Commission staff is available to mediate complaints. The telecommunications provider shall provide the subscriber with the address, local/toll-free numbers, and TDD/TTY number of the Commission's public interest center.
- (F) All telecommunications providers shall provide the Commission staff with a name, telephone number, facsimile number, and e-mail address of a contact person who will respond to Commission concerns pertaining to consumer complaints. If any of the required information relating to the contact person should change, the telecommunications provider shall provide advance notice of such changes to the Commission.

CONTACT INFORMATION REGARDING COMPLAINTS FOR THE BUCKLAND
TELEPHONE COMPANY:

Douglas G. Place, General Manager
105 South Main Street
Buckland, OH 45819
Dgplace@bright.net
(419) 657-2222
(419) 657-2000 (Facsimile)

Issued: January 25, 2002

Effective: February 22, 2002

In accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Douglas G. Place, General Manager
Buckland, Ohio 45819

ESTABLISHMENT OF SERVICE UNDER O.A.C. 4901:1-5-13

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

- (1) Chapter 4901:1-7-17 of the Administrative Code pertain, generally, to the manner in which credit may be established by residential utility customers. Except as otherwise indicated in this rule, in each instance where a provision of Chapter 4901:1-7-17 of the Administrative Code has application to residential telephone service provided by a telecommunications provider, it shall be deemed, under this rule, as also having application to the nonresidential telephone service by such companies.
- (2) Telecommunications providers may require service applicants to establish financial responsibility as a condition precedent to establishing service. Both may rely on pertinent information obtained from credit reporting bureaus in determining whether creditworthiness need be established. However, a service applicant cannot be denied service, on creditworthiness grounds, unless the service applicant has been provided an opportunity to establish financial responsibility through every means available for doing so provided for in Chapter 4901:1-1-17 of the Administrative Code.
- (3) When a telecommunications provider requires the financial responsibility of a service applicant to be established, it must inform the service applicant of all options available for meeting that requirement.

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

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

See also, Tariff PUCO #4, Original Sheet 5, D

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B. DEPOSITS

- (1) Deposits for local service shall be calculated separately from deposits for toll service.
- (2) Telecommunication service providers must choose only one, from between two alternative methods available for calculating deposits. Whichever method is chosen must be uniformly applied with respect to all service applicants and customers who are assessed a deposit.
 - (a) The first methods, which may be referred to as "the individual service history method" involves calculating the amount of the deposit based on the known or estimated service history of the individual who is being assessed a deposit.
 - (i) Under this method, the amount of a deposit assessed for local service shall not exceed two hundred and thirty percent of the estimated, or, where the customer or service applicant has either an existing or a previous local service account billing history with the local service provider, the historic monthly average total charge for all regulated local services provided (or to be provided) to the customer by the company or companies on whose behalf the deposit is assessed.
 - (ii) The second method, the amount of a deposit assessed for toll service shall not exceed two hundred and thirty percent of the estimated, or, where the customer or service applicant has either an existing or a previous toll service account billing history with the toll service provider, the historic monthly average total charge for all regulated toll services provided (or to be provided) to the customer by the company or companies on whose behalf the deposit is assessed.

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- (b) The second method, which may be referred to as "the uniform statewide deposit amount method", involves calculating uniform statewide average deposit amounts for each of four categories of service: residence local exchange service, residence toll service, nonresidence local exchange service and nonresidence toll service.
 - (i) Under this method, a local service provider shall develop and may apply a tariffed, single, company-specific statewide deposit amount for residence local service accounts and/or a tariffed, single company-specific statewide deposit amount for nonresidence local service accounts. Likewise, a toll service provider shall developed and may apply a tariffed, single, company-specific, statewide deposit amount for residence toll service accounts and/or a tariffed, single, company-specific statewide deposit amount for nonresidence toll service accounts.
 - (ii) Using the second alternative, the toll service provider shall develop and may apply a tariffed, single, company-specific, statewide deposit amount for residence toll service accounts.
 - (iii) The amount of the deposit may not exceed two hundred and thirty percent of the statewide average bill amount for the class and type of service involved, based on a study of all the provider's customers in the state of Ohio.
 - (iv) A subscriber who is assessed a deposit based on the service provider's statewide average deposit amount may, at any time after the first three months of service and up to the end of the first full year of service, upon request, receive credit on his or her bill for the difference between the amount of

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the deposit actually paid and an amount equal to two hundred and thirty five percent of the subscriber's actual monthly average total bill for the type of service on which the deposit was based (where the actual monthly average is based on the subscriber's average actual monthly usage of that service, dating from the time of the assessment of the statewide deposit to the point at which the request for credit is made). Any amount so credited shall, thereafter, be considered as deducted from the amount of the deposit which, along with the interest accrued, must be refunded pursuant to Rule 4901:1-17-06 of the Administrative Code.

- (3) Local service must be provided to local service applicants who are able to meet the deposit requirements for local service regardless of whether the applicant is able to meet the deposit requirements for toll service.
- (4) So long as payment of a toll deposit is in no way made a condition precedent to a local service applicant obtaining or maintaining local service, the assessment of a separately calculated deposit for local service may occur within the same bill as any separately calculated deposit for toll service.
- (5) Any initial or additional deposit assessed by a telecommunications provider shall be based only on the credit history for the same class of service as the applicant is seeking to establish.

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

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

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- (2) Within sixty days of the date of a change in their type of service, existing residential local service subscriber shall be allowed to return to their prior type of local exchange service once without charge. This does not preclude the company from charging for the previous service connection, monthly charges for the period such service was used, or the addition or removal of any optional local service. This does not apply to subscribers who have availed themselves of the relief afforded in paragraph (G)(1) of this rule within the previous six months.

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RESIDENTIAL SERVICE GUARANTORS – O.A.C. 4901:1-5-14

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

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SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE –
O.A.C. 4901:1-5-16

- (A) The local service provider shall make an adjustment to a subscriber's bill in accordance with paragraph (B) of this rule whenever a subscriber's service is interrupted and remains out of service for more than twenty-four hours after being reported to the local service provider or after being found by the local service provider to be out of service. The length of the service interruption must be computed on a continuous basis, Saturdays, Sundays and holidays included. This rule does not apply if the out of service condition:
- (1) occurs as a result of a negligent and willful act on the part of the subscriber;
 - (2) occurs as a result of a malfunction of subscriber-owned telephone equipment or inside wire;
 - (3) occurs as a result of a military action, war, insurrection, riot or strike; or
 - (4) cannot be repaired due to the subscriber missing a repair appointment.

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

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- (B) If an out of service condition exceeds twenty four hours but is less than forty eight hours, the local service provider shall credit the subscriber's bill for at least the pro rata portion of the monthly charge(s) for all regulated local services rendered inoperative during the interruption. Credit for out of service conditions lasting longer shall be provided as follows:
- (1) The local service provider shall provide a subscriber who experiences an out of service condition of forty eight hours but less than seventy two hours a credit equal to at least one-third of one month's charges for any regulated local services rendered inoperative.
 - (2) The local service provider shall provide a subscriber who experiences an out of service condition of seventy two hours but less than ninety-six hours a credit equal to at least two-thirds of one month's charges for any regulated local services rendered inoperative.
 - (3) The local service provider shall provide a subscriber who experiences an out of service condition of at least ninety six hours a credit equal to at least one month's charges for any regulated local services rendered inoperative.
- (B) A local service provider may apply for a waiver to paragraphs (A) and (B) of this rule in the event of a verifiable act of God. One copy of the waiver request shall be filed with the Commission's docketing division in the MTSS Docket, Case No. 00-1265-TP-ORD, and one copy shall be submitted to the PUCO Outage Coordinator within two business days of the filing of such waiver request,

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the act of God, the extent and location of damaged facilities, and the number of customers affected. If the Commission or its staff takes no action within two business days of the filing of such waiver request, the act of God exception may be invoked by the local service provider. In the event an act of God exception is applied, the provision of paragraph (B) of this rule will not apply until forty eight hours after the onset of the verified act of God. Accordingly, forty eight hours shall be added to each of the timeframes established in paragraph (B) of this rule for purposes of determining credits to customer accounts. Each local service provider must justify and document in its records each instance where it has applied an act of God exception.

- (C) If the local service provider fails to install new access line service and any associated feature within five business days of receiving an application for new service, or by the requested date, when at least five business days notice is given, the provider must waive at least one half of all regulated non-recurring installation charges associated with the new service features. If the local service provider fails to install new access line service and any associated features within ten business days of an application for new service or fails to install such service by the requested installation date, when at least ten business days notice is given, the provider shall waive all regulated non recurring installation charges associated with the new service or features. Such credits shall not be required where:
- (1) Special equipment or service is involved:
 - (a) "Cable pairs" are not deemed to be special equipment for

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no facilities of any kind exist.

- (c) When special equipment or a service exception is invoked, it shall be fully documented. The documentation of the required specific special equipment or service shall be maintained with the application for new service and include a description of the special equipment or service involved.
- (2) Applicant or subscriber has not met pertinent tariff requirements;
- (3) The installation cannot be completed as a result of a military action, war, insurrection, riot, or strike; or
- (4) The installation cannot be completed due to a subscriber missing an installation appointment.
- (E) Missed customer appointments.
 - (1) When the local service provider fails to meet a scheduled installation appointment, the company shall waive at least one-half of the subscriber's regulated nonrecurring installation charges associated with the new service or features.
 - (2) When the local service provider fails to meet a repair appointment or a repair commitment, the company shall credit the subscriber's bill in the amount of at least one-half of one month's charges for any regulated local services rendered inoperative.

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

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

The following section supersedes tariffed information contained in PUCO 4, Section 3, pages 25-28

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

- (A) Local service may only be disconnected for subscriber nonpayment of charges for local services regulated by the Commission. For purposes of this rule, local service is defined as every regulated service provided by the local service provider other than toll service and 900 and 976-like services

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- (B) Toll service may be disconnected for subscriber nonpayment of toll service, subject to the following conditions:
- (1) Toll disconnection procedures shall comport with all applicable billing, notice, credit/deposit, and disconnection standards set forth in this chapter of the Administrative Code and shall be tariffed.
 - (2) A local service provider, including one who also provides toll service, may enforce the Commission approved, tariffed disconnection procedures of a separate provider of toll services pursuant to a contract entered into between the local service provider and the separate toll service provider.
- (C) Partial payment applied towards any past due amount on a bill or the balance due on a disconnection notice must be apportioned to past due regulated local service charges, before being applied by a telecommunications provider to any toll or nonregulated charges unless the subscriber pays the entire amount past due or more. In that case, any amount paid over the amount past due shall be applied first to current local charges.
- (D) A telecommunications provider must notify, or attempt to notify through any reasonable means, a subscriber before service is refused or disconnected when any of the following conditions exist:
- (1) a violation of or noncompliance with the telecommunications provider's rules or tariffs on file with the Commission;

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- (2) a failure to comply with municipal ordinances or other laws pertaining to telecommunications services; or
 - (3) a refusal by the subscriber to permit the local service provider access to its facilities.
- (E) A telecommunications provider must notify or attempt to notify, through any reasonable means, the subscriber before service is disconnected when the subscriber has committed a fraudulent practice as set forth and defined in its tariffs on file with the Commission.
- (F) The telecommunications provider may not disconnect the local or toll service of a subscriber who pays the company the total amount due (or an amount agreed upon between the company and the subscriber) on his/her account by the close of business on the disconnection date listed on the disconnection notice.
- (G) No notice is required prior to disconnection when:
- (1) an emergency may threaten the health and safety of a person, or the local service provider's distribution system. If service is disconnected, the company shall act promptly to restore service as soon as possible;
 - (2) a subscriber's use of telecommunications equipment adversely affects the company's equipment owned by the telecommunication provider.
- (H) If a subscriber or a member of the subscriber's household demonstrates that disconnection of service would be especially dangerous to his/her, the local service provider must consider this circumstances when offering extended payment arrangements to avoid disconnection. Payment arrangement shall be offered regardless of the credit class of the subscriber.

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- (I) When a residential subscriber's local service is disconnected for nonpayment, the local service provider shall maintain the subscriber's access to emergency services for a period of at least fourteen days following such disconnection.
- (J) Local service may not be refused or disconnected to any applicant or subscriber for any of the following reasons:
 - (1) failure to pay for service furnished to a former subscriber unless the former subscriber and the new applicant for service continue to be members of the same household;
 - (2) failure to pay for a different class of service. Residential service may not be denied or disconnected for nonpayment of a nonresidential account and vice versa;
 - (3) failure to pay any amount which is in bona fide dispute. The company may not disconnect services if the subscriber pays either the undisputed portion of the bill or where the disputed amount is in question, the subscriber pays the amount paid for the same billing period in the previous year; or
 - (4) failure to pay any nonregulated service charges.

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- (K) Payment schedule and disconnection procedures for nonpayment.
- (1) A subscriber's bill shall not be due earlier than fourteen days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due.
 - (2) The company shall not disconnect service:
 - (a) sooner than fourteen days after the due date of the bill; and
 - (b) without sending a written notice of disconnection, postmarked at least seven days prior to the date of disconnection of service.
 - (3) A telecommunications provider may disconnect service during its normal business hours; however, no disconnection for past due bills may be made after twelve thirty p.m. on the day preceding a day that all services necessary for reconnection are not available.
- (L) A notice of disconnection for nonpayment shall state the following:
- (1) Failure to pay the amount required at the company's offices or to one of its authorized agents by the date specified on the notice may result in the disconnection of local or toll services;
 - (2) The earliest date when disconnection will occur;
 - (3) The reason(s) for disconnection and any actions which the subscriber must take in order to avoid the disconnection, including the total amount required to be paid (which shall not be greater than the past due balance);

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- (4) The total amount due to avoid disconnection of local service as defined in paragraph (A) of this rule, which must be listed separately from charges for regulated toll and charges for unregulated services;
- (5) The total amount due for toll charges and a statement that nonpayment of toll charges may result in the disconnection of toll service;
- (6) The total amount due for nonregulated charges and a statement that nonpayment of toll charges may result in the disconnection of toll service;
- (7) The address and telephone number of the office of the telecommunications provider that the subscriber may contact in reference to the subscriber's account;
- (8) The following statement:

If your questions are not resolved after you have called the Buckland Telephone Company, customers may call the Public Utilities Commission of Ohio (PUCO) TOLL FREE AT 1-800-686-1570 OR 1-614-466-8180 from 8:00 A.M. to 5:00 P.M., weekdays, or visit the PUCO website at www.puco.ohio.gov.

Residential customers may call the Ohio Consumers' Counsel (OCC), toll free at 1-877-742-5622 from 8:30 A.M. to 5:30 P.M. weekdays, or visit the OCC website at www.pickocc.org; and

- (9) A statement that an additional charge for reconnection may apply if service is disconnected. The statement shall also include a notice that payments to an unauthorized payment agent may result in the untimely or improper crediting of the subscriber's account.

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(M) Reconnection of local and toll service.

- (1) Unless prevented by circumstances beyond the company's control or unless a subscriber requests otherwise, each telecommunications provider shall reconnect previously disconnected service by 5:00 P.M. on the next business day following either:
 - (a) receipt by the company or its authorized agent of the full amount in arrears for which service was disconnected, or upon verification by the company that conditions which warranted disconnection of service have been eliminated; or
 - (b) agreement by the company and the subscriber on a deferred payment plan and a payment, if required, under the plan.
- (2) Before restoring service under this rule, a telecommunications provider may not insist upon payment of any amount that has not been included on a notice of disconnection.

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EXHIBIT B
(REVISED TARIFF SHEETS)

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Contract Periods (Initial)	4	3	20	
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				(D)

<u>SUBJECT</u>	<u>TARIFF</u>	<u>SECTION</u>	<u>SHEET</u>	
INSIDE WIRE, CUSTOMER PREMISES	4	6	1 – 2	
INSUFFICIENT FUND CHECK CHARGE	4	1	3	
INTERRUPTION OF SERVICE	4	3	1	
LATE PAYMENT CHARGE	4	1	3	(T)
LIABILITY OF TELEPHONE COMPANY	4	3	24	
LINE CONNECTION CHARGE	4	2	1	
LINE EXTENSIONS	4	3	13	
LINE NUMBER PRIVACY	4	2	12 – 14	
LOCAL EXCHANGE RATES	4	1	1	
MAINTENANCE AND REPAIR	4	3	7	
MAP OF EXCHANGE BOUNDARIES	4	1	2	
MESSAGE TOLL TELEPHONE SERVICE	4	4	1	
MISCELLANEOUS SERVICE CHARGES	4	2	1	
MISUSE OF FACILITIES	4	3	4 – 5	
NO-PUBLISHED (Unlisted) NUMBERS	4	1	1	
NON-PUBLISHED TELEPHONE SERVICE	4	3	6	
NON-RECURRING SERVICE CHARGES	4	2	1	
NUMBER CHANGE	4	2	1	
OBLIGATION & LIABILITY OF COMPANY	4	3	1 – 2	
OBLIGATION OF CUSTOMER	4	3	24	
OFF PREMISE EXTENSION CHARGE	4	2	6	
OWNERSHIP AND USE OF EQUIPMENT	4	3	3	
PRIVACY, CALL NO./LINE NO.	4	2	12 – 14	

	<u>SECTION</u>	<u>SHEET</u>	
CONSTRUCTION – INSTALLATION & MAINTENANCE	3	11	
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CONTRACT PERIODS	3	20	
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DEFACEMENT OF PREMISES	3	2	
DEFINITIONS	5	1	
DEPOSITS	3	5	(T)
			(D)

	<u>SECTION NO.</u>	<u>SHEET NO.</u>	
LATE PAYMENT CHARGE	1	3	(T)
LIABILITY OF TELEPHONE COMPANY	3	24	
LINE EXTENSIONS	3	13	
LOCAL EXCHANGE RATES	1	1	
MAINTENANCE AND REPAIRS	3	7	
MAP OF EXCHANGE BOUNDARIES	1	2	
MESSAGE TOLL TELEPHONE SERVICE	4	1	
MISUSE OF FACILITIES	3	4	
NON-PUBLISHED TELEPHONE NUMBERS	1	1	
NON-PUBLISHED TELEPHONE SERVICE GENERAL RULES	3	6	
OBLIGATION & LIABILITY OF TELEPHONE COMPANY	3	1	
OBLIGATION OF CUSTOMER	3	24	
OWNERSHIP AND USE OF EQUIPMENT	3	3	

P.U.C.O. No. 4
LOCAL EXCHANGE TARIFF

EXCHANGE RATES

Customers have certain rights and responsibilities under the Minimum Telephone Service Standards (Ohio Adm.Code 4901:1-5) (the "MTSS"). These safeguards can be found in the Appendix to Ohio Adm.Code 4901:1-5-03, 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.

(N)

The following identified service rates entitle the subscribers of telephone service to call, without additional charge, the subscribers of Buckland Exchange, the Buckland Telephone Company, the subscribers of the Cridersville and Wapakoneta Exchanges, the Telephone Service Company and the subscribers of Lima Exchange, the United Telephone Company of Ohio.

The following listed rates for exchange telephone service shall apply within the exchange area as depicted on the Buckland Exchange Map (Section No. 1, Original Sheet No. 2, P.U.C.O. No. 4, Local Exchange Tariff).

<u>Business</u>	<u>Monthly Rate</u>
Individual Access Line, ea. line.....	\$16.22
Individual access line, to key tele. system.....	\$23.22
Individual access line, to Pvt. Branch Exch.....	\$26.22
*Includes trunk rotation and rotary step-up service.	
Semi-Public Paystation.....	\$20.00
(See Section 3, Sheets 8 and 9 for further description of Semi-Public Paystation service).	
<u>Residence</u>	<u>Monthly Rate</u>
Individual Access Line, ea. line.....	\$10.74
<u>Paystations</u>	
Per local message, each.....	\$0.10**
<u>Non-Published Numbers</u>	<u>Monthly Rate</u>
Additional monthly charge for telephone numbers which are unlisted at the request of the subscriber.....	\$0.75

**Pursuant to the Commission's Decision in Case No. 96-1310-TP-COI and the Decision of the FCC in CC Docket 96-128 regarding Section 276 of the 1996 Telecom Act, these charges will be deregulated effective October 7, 1997.

Late Payment Charges

A. Residential and Business Late Payment Charges

A late payment charge will be applied to residential and business customer bills which remain unpaid at least nineteen days after the postmark on the customer's bill. This charge will be the greater of either \$5.00, or an amount that equals 1.5% of the unpaid charges which are past due; except that the charge is not applicable as specified in subsection B. below or until the amount past due exceeds \$21.00.

(T)

Upon customer request, each residential customer shall be permitted a one-time waiver of a late payment charge in cases where the customer has already paid the monthly bill for which the late payment charge was applied.

B. The late payment charge does not apply to:

1. Amounts which are in dispute at the time the late payment charge would otherwise be applied.
2. Federal excise tax or any other taxes levied by law directly on the customer.
3. Amounts billed by the Company for other entities for which the charge is not authorized by those entities' appropriate tariffs or contracts, other than Interexchange Carrier Services for which the Company, acting as the principal Billing and Collection Agent, purchases the accounts receivable in advance of subscriber billing.
4. Service order charges associated with the commencement of Lifeline service.
5. Any previous late payment fees included in the amount due.

(N)

C. Credit, deposit and collection procedures outlined elsewhere in this tariff are not waived by the application of a late payment charge.

D. The late payment charge will be assessed on the past due amount 19 days after the postmark on the customer's bill.

(T)

Insufficient Fund Check Charge

A. If the Company receives a check from a customer in payment for service rendered or for any other reason of indebtedness, which is returned from the bank due to insufficient funds or for any other reason, the Company shall apply a \$20.00 service charge for each such check returned.

B. The Company may waive this service charge if extenuating circumstances exist.

P.U.C.O. NO. 4
GENERAL RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES (continued)

4. Misuse of Facilities (continued)

- e. Causing or allowing Telephone Company equipment to be tampered with, damaged or destroyed through negligence.
- f. When service is restored after denial, the Telephone Company will make a pro rata allowance at the scheduled rate for the service denied for the entire period of denial.

5. Government Objections to Service

The Telephone Company has the right and duty to refuse to institute service for a potential customer or to discontinue the service of an existing customer if not doing so would be in violation of Rule No. 21.12 of the Commission's Code of Rules and Regulations or of an order issued to the Company by a court of competent jurisdiction.

D. ESTABLISHMENT AND FURNISHING SERVICE

1. Application for Service

Application for service shall constitute a contract when accepted verbally or in writing by the Company or upon the establishing of service. The initial minimum contract period for exchange service is one (1) month from the date service is established unless otherwise specified herein or elsewhere in the Telephone Company tariff.

2. Advance Payments

Applicants for service who have no account with the Telephone Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment before the service is installed, equal to one month's estimated charges for service provided and any service connections, installations, non-recurring, or construction charges that may be applicable.

The amount of the advance payment is credited to the customers account as applying to any indebtedness under the contract.

3. Deposits

(T)

When the Company assesses a deposit, it will do so based on the customer's average monthly bill, using the customer's service account billing history for the same recurring regulated charges for the class of service the customer is seeking to establish.

P.U.C.O. NO. 4
GENERAL RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING SERVICE (continued)

(D)

4. Telephone Numbers

The subscriber has no property right in the telephone number or any right to continuance of service through any particular central office and the Telephone Company may change the telephone number of the central office designation or both, of a subscriber whenever it deems it advisable in the conduct of its business to do so.

5. Non-Published Telephone Service

Upon request, a subscriber may have the listing of his telephone number omitted from the directory and information records subject to the provisions set forth below:

- a. If a listing is to be omitted, the subscriber is required to sign a written statement, releasing the Telephone Company from all responsibility for losses arising from such omissions.
- b. The Telephone Company shall not be liable for failure or refusal to complete any call to such telephone when such call is not placed by number.
- c. The Telephone Company will endeavor to prevent the disclosure of the number of such telephone, but shall not be liable should such number be divulged through inadvertence.
- d. Non-published telephone service is provided at the monthly and nonrecurring charge quoted in the General Exchange Service Tariff, Section 2.

6. Alterations

The subscriber agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him will necessitate change in the Company's wiring or equipment; and the subscriber agrees to pay the Company's current charges for such change.

P.U.C.O. NO. 4
GENERAL RULES AND REGULATIONS

PROCEDURE FOR DISCONNECTION OF SERVICE (Cont'd)

A. Disconnection for Non-Payment of Charges Due (Cont'd)

(D)

3. Company is prohibited from disconnecting any customer's local service for nonpayment of charges incurred by the customer for toll service.
4. Partial payments by a customer to Company will be apportioned by the Company to Company's regulated local service charges first before being applied by Company to any toll charges and will be apportioned to regulated telephone service charges first before being applied to charges for nonregulated services.

P.U.C.O. NO. 5

(D)

EXHIBIT C

The Applicant, The Buckland Telephone Company, hereby revises its tariff to reflect the new Minimum Telephone Service Standards adopted pursuant to Case No. 05-1102-TP-ORD. Specifically, the Applicant has a) inserted the statements required pursuant to the Entry issued September 26, 2007 informing customers of their rights and responsibilities under the MTSS and referencing the Appendix to Rule 4901:1-5-03, b) updated certain text to reflect new MTSS, and c) deleted all of the text of its tariff PUCO No. 5 where certain MTSS were referenced and/or reproduced.

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Case No(s). 08-0637-TP-ATA, 90-5008-TP-TRF

Summary: Application In the Matter of the Application of The Buckland Telephone Company to Make Text Changes to its Tariff to Reflect New MTSS electronically filed by Carolyn S Flahive on behalf of The Buckland Telephone Company