

The Public Utilities Commission of Ohio
TELECOMMUNICATIONS APPLICATION FORM for ROUTINE PROCEEDINGS
 (Effective: 01/18/2008)

FILE

In the Matter of the Application of CenturyTel of Ohio, Inc.)
 To offer a new prepaid services bundle.)

TRF Docket No. 90-5010

Case No. 08 - 889 - TP - UNC

NOTE: Unless you have reserved a Case # or are filing a Contract, leave the "Case No" fields BLANK.

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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 www.centurytel.com

Regulatory Contact Person(s) Vickie Norris

Phone 614-221-5354

Fax 614-221-5227

Regulatory Contact Person's Email Address 17 South High Street, Suite 600, Columbus, OH 43215

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) _____

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

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

Section I – Pursuant to Chapter 4901:11-6 OAC – Part I – Please indicate the Carrier Type and the reason for submitting this form by checking the boxes below. CMRS providers: Please see the bottom of Section II.

NOTES: (1) For requirements for various applications, see the identified section of Ohio Administrative Code Section 4901 and/or the supplemental application form noted.

(2) Information regarding the number of copies required by the Commission may be obtained from the Commission's web site at www.puco.ohio.gov under the docketing information system section, by calling the docketing division at 614-466-4095, or by visiting the docketing division at the offices of the Commission.

Carrier Type <input type="checkbox"/> Other (explain below)	<input checked="" type="checkbox"/> ILEC	<input type="checkbox"/> CLEC	<input type="checkbox"/> CTS	<input type="checkbox"/> AOS/IOS
Tier 1 Regulatory Treatment				
Change Rates within approved Range	<input type="checkbox"/> TRF 1-6-04(B) (0 day Notice)	<input type="checkbox"/> TRF 1-6-04(B) (0 day Notice)		
New Service, expanded local calling area, correction of textual error	<input type="checkbox"/> ZTA 1-6-04(B) (0 day Notice)	<input type="checkbox"/> ZTA 1-6-04(B) (0 day Notice)		
Change Terms and Conditions, Introduce non-recurring service charges	<input type="checkbox"/> ATA 1-6-04(B) (Auto 30 days)	<input type="checkbox"/> ATA 1-6-04(B) (Auto 30 days)		
Introduce or Increase Late Payment or Returned Check Charge	<input type="checkbox"/> ATA 1-6-04(B) (Auto 30 days)	<input type="checkbox"/> ATA 1-6-04(B) (Auto 30 days)		
Business Contract	<input type="checkbox"/> CTR 1-6-17 (0 day Notice)	<input type="checkbox"/> CTR 1-6-17 (0 day Notice)		
Withdrawal	<input type="checkbox"/> ATW 1-6-12(A) (Non-Auto)	<input type="checkbox"/> ATW 1-6-12(A) (Auto 30 days)		
Raise the Ceiling of a Rate	Not Applicable	<input type="checkbox"/> SLF 1-6-04(B) (Auto 30 days)		
Tier 2 Regulatory Treatment				
Residential - Introduce non-recurring service charges	<input type="checkbox"/> TRF 1-6-05(E) (0 day Notice)	<input type="checkbox"/> TRF 1-6-05(E) (0 day Notice)		
Residential - Introduce New Tariffed Tier 2 Service(s)	<input type="checkbox"/> TRF 1-6-05(C) (0 day Notice)	<input type="checkbox"/> TRF 1-6-05(C) (0 day Notice)	<input type="checkbox"/> TRF 1-6-05(C) (0 day Notice)	
Residential - Change Rates, Terms and Conditions, Promotions, or Withdrawal	<input type="checkbox"/> TRF 1-6-05(E) (0 day Notice)	<input type="checkbox"/> TRF 1-6-05(E) (0 day Notice)	<input type="checkbox"/> TRF 1-6-05(E) (0 day Notice)	
Residential - Tier 2 Service Contracts	<input type="checkbox"/> CTR 1-6-17 (0 day Notice)	<input type="checkbox"/> CTR 1-6-17 (0 day Notice)	<input type="checkbox"/> CTR 1-6-17 (0 day Notice)	
Commercial (Business) Contracts	Not Filed	Not Filed	Not Filed	
Business Services (see "Other" below)	Detariffed	Detariffed	Detariffed	
Residential & Business Toll Services (see "Other" below)	Detariffed	Detariffed	Detariffed	

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
 Technician Am Date Processed 7/17/08

Section I – Part II – Certificate Status and Procedural

Certificate Status	ILEC	CLEC	CTS	AOS/IOS
Certification (See Supplemental ACE form)		<input type="checkbox"/> ACE 1-6-10 (Auto 30 days)	<input type="checkbox"/> ACE 1-6-10 (Auto 30 days)	<input type="checkbox"/> ACE 1-6-10 (Auto 30 days)
Add Exchanges to Certificate	<input type="checkbox"/> ATA 1-6-09(C) (Auto 30 days)	<input type="checkbox"/> AAC 1-6-10(F) (0 day Notice)	CLECs must attach a current CLEC Exchange Listing Form	
Abandon all Services - With Customers	<input type="checkbox"/> ABN 1-6-11(A) (Non-Auto)	<input type="checkbox"/> ABN 1-6-11(A) (Auto 90 day)	<input type="checkbox"/> ABN 1-6-11(B) (Auto 14 day)	<input type="checkbox"/> ABN 1-6-11(B) (Auto 14 day)
Abandon all Services - Without Customers		<input type="checkbox"/> ABN 1-6-11(A) (Auto 30 days)	<input type="checkbox"/> ABN 1-6-11(B) (Auto 14 day)	<input type="checkbox"/> ABN 1-6-11(B) (Auto 14 day)
Change of Official Name (See below)	<input type="checkbox"/> ACN 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> ACN 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)
Change in Ownership (See below)	<input type="checkbox"/> ACO 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> ACO 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)
Merger (See below)	<input type="checkbox"/> AMT 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> AMT 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)
Transfer a Certificate (See below)	<input type="checkbox"/> ATC 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> ATC 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)
Transaction for transfer or lease of property, plant or business (See below)	<input type="checkbox"/> ATR 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> ATR 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)
Procedural				
Designation of Process Agent(s)	<input type="checkbox"/> TRF (0 day Notice)	<input type="checkbox"/> TRF (0 day Notice)	<input type="checkbox"/> TRF (0 day Notice)	<input type="checkbox"/> TRF (0 day Notice)

Section II – Carrier to Carrier (Pursuant to 4901:1-7), CMRS and Other

Carrier to Carrier	ILEC	CLEC		
Interconnection agreement, or amendment to an approved agreement	<input type="checkbox"/> NAG <u>1-7-07</u> (Auto 90 day)	<input type="checkbox"/> NAG <u>1-7-07</u> (Auto 90 day)		
Request for Arbitration	<input type="checkbox"/> ARB <u>1-7-09</u> (Non-Auto)	<input type="checkbox"/> ARB <u>1-7-09</u> (Non-Auto)		
Introduce or change c-t-c service tariffs,	<input type="checkbox"/> ATA <u>1-7-14</u> (Auto 30 day)	<input type="checkbox"/> ATA <u>1-7-14</u> (Auto 30 day)		
Introduce or change access service pursuant to 07-464-TP-COI	<input type="checkbox"/> ATA (Auto 30 day)			
Request rural carrier exemption, rural carrier suspension or modification	<input type="checkbox"/> UNC <u>1-7-04</u> or <u>1-7-05</u> (Non-Auto)	<input type="checkbox"/> UNC <u>1-7-04</u> or <u>1-7-05</u> (Non-Auto)		
Pole attachment changes in terms and conditions and price changes.	<input type="checkbox"/> UNC <u>1-7-23(B)</u> (Non-Auto)	<input type="checkbox"/> UNC <u>1-7-05</u> (Non-Auto)		
CMRS Providers See <u>4901:1-6-15</u>	<input type="checkbox"/> RCC [Registration & Change in Operations] (0 day)		<input type="checkbox"/> NAG [Interconnection Agreement or Amendment] (Auto 90 days)	
Other* (explain) CenturyTel requests that the Commission find the proposed prepaid service bundle to be in the public interest and that the offering be found to substantially comply with the MTSS.				

*NOTE: During the interim period between the effective date of the rules and an Applicant's Detariffing Filing, changes to existing business Tier 2 and all toll services, including the addition of new business Tier 2 and all new toll services, will be processed as 0-day TRF filings, and briefly described in the "Other" section above.

All Section I and II applications that result in a change to one or more tariff pages require, at a minimum, the following exhibits. Other exhibits may be required under the applicable rule(s). ACN, ACO, AMT, ATC, ATR and CIO applications see the 4901:1-6-14 Filing Requirements on the Commission's Web Page for a complete list of exhibits.

Exhibit	Description:
A	The tariff pages subject to the proposed change(s) as they exist before the change(s)
B	The Tariff pages subject to the proposed change(s), reflecting the change, with the change(s) marked in the right margin.
C	A short description of the nature of the change(s), the intent of the change(s), and the customers affected.
D	A copy of the notice provided to customers, along with an affidavit that the notice was provided according to the applicable rule(s).

Section III. – Attestation

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

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) July 17, 2008 at (Location) 17 South High Street, Suite 600, Columbus, OH 43215

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

(Date) July 17, 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 Routine Proceedings 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

(Date) July 17, 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

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of)	
CenturyTel of Ohio, Inc., for Commission)	Case No. 08- 889-TP-UNC
Approval of a new prepaid service bundle)	Case No. 08-9010-TP-TRF

**APPLICATION OF CENTURYTEL OF OHIO, INC.
FOR APPROVAL OF A NEW PREPAID SERVICE BUNDLE**

CenturyTel of Ohio, Inc. (CenturyTel), hereby applies for Commission review and approval of a new prepaid service bundle. This prepaid service bundle would be available to all residential customers. However, it is specifically designed for those customers who either have been disconnected for non-payment of CenturyTel services or who cannot receive service under normal circumstances due to their credit history and/or the costs associated with deposits and installation fees.

Background

The Commission has previously addressed proposals for offering local exchange and intrastate interexchange telecommunications services on a prepaid basis in the course of considering NOW Communications, Inc.'s (NOW) application for a certificate of public convenience and necessity in Case No. 98-1466-TP-ACE. The Commission consolidated for a public interest determination the pending prepaid service applications of several other firms with NOW's proposal.¹ In its November 2, 2000 Opinion and Order in Case Nos. 98-1466-TP-ACE, et al., the Commission did not find the concept of prepaid telephone service objectionable. Instead, it found that the critical issue affecting the applications of NOW and the other firms was the waiver from certain of the essential

¹ The other prepaid service applications were: Choctaw Communications, L.C., Case No. 98-1248-TP-ACE; Telstar Telecom Company, L.L.C., Case No. 1480-TP-ACE; Annox, Inc., Case No. 99-326-TP-ACE, and Phone Reconnect of America, Inc., Case No. 99-324-TP-ACE.

Minimum Telephone Service Standards (MTSS) that each of the applicants had requested. The Commission acknowledged in its November 2, 2000, order that there might be some waivers which, in the context of an individual case, would be justifiable. The Commission concluded in that order that the merits of any prepaid service offering and associated waiver requests should be considered on a case-by-case basis in a prepaid service applicant's certification or tariff case.

Subsequently, NOW filed a revised tariff that incorporated all changes requested by the Commission's staff and, ultimately, the Commission granted NOW's application to provide prepaid local exchange and intrastate interexchange telecommunications services.

CenturyTel's Proposal

CenturyTel firmly believes that its proposal for a prepaid bundle of local exchange and interexchange services also substantially complies with the MTSS rules and therefore is consistent with the public interest. CenturyTel's affiliates have begun providing this service in quite a few states, including states that have deregulated bundled service offerings like Michigan and Indiana.² Customers in those states for whom the service is an attractive alternative can currently take advantage of its availability. However, in light of the concerns raised by the Commission in the past regarding "prepaid" service plans offered by certain resellers, CenturyTel provides the following detailed information about its prepaid bundled service, and the process it will use to administer this new service offering.

² Currently offered or approved for offering in Alabama, Arkansas, Idaho, Indiana, Louisiana, Michigan, Missouri, Oklahoma, Wisconsin and Wyoming.

CenturyTel reviewed its proposed offering with the Commission's staff before filing this application. Staff agreed that the prepaid service bundle proposed by CenturyTel is different in several respects from the type of prepaid service plans that have caused concern in the past, but requested that the CenturyTel file this as an Unclassified Case in order to allow the Commission to formally review and approve the service.

Description of CenturyTel's Prepaid Bundled Service

CenturyTel's proposed prepaid bundled service plan does not require the customer to pay anything other than the bundle rate, surcharges, and taxes before initiating service. The customer will not be required either to pay a deposit or service installation charge or to undergo a credit check.

Services included in Bundle for \$39.95*:

- Local Residential Access Line
- Touch Calling
- Caller ID Name and Number
- Call Waiting
- Call Forward
- 60 Minutes of long distance service

Required terms, but at no additional cost to the customer:

- 1+ Toll, Collect & Third Party, Operator services, DA, measured EAS and Pay Per Use Services are blocked.

Optional:

- Prepaid Toll Plans: 2,000 minutes for \$15; or 250 minutes for \$5. Customer will access the plans through an 800 number. Customer may also purchase this type of service from any other carrier.

Non-Published Number: at the tariffed rate.

Other Benefits:

- No credit check
- No deposit

No service connection fees
No contract

*Customer will have to pay approximately \$11.00 in surcharges and taxes in addition to the \$39.95.

CenturyTel's proposed tariff for the prepaid service bundle is attached as Exhibit A.

This prepaid bundled service will be of greatest benefit to those customer who have been disconnected due to non-payment, either by CenturyTel or their current provider; those with bad credit who might otherwise not be able to get any kind of phone service, and those who don't have a checking account or credit card. This service gives the customer more control over monthly charges by limiting pay per use and toll charges. The service may also appeal to those customers wanting to take service for only a limited time. Because the service is optional, customers will still be able to sign up for traditional services when their preferences or circumstances change.

Description of Process for Initiating and Maintaining the Service

CenturyTel will send existing customers who are disconnected for non-payment a direct mail piece in partnership with BudgetPhone. The piece should reach the customer within one week after disconnection. The customer can add the prepaid bundled service by either calling the Prepaid Service desk, manned by BudgetPhone, answering as CenturyTel or by going to one of the walk-in locations in Lorain. (We are currently in negotiations with 10 area locations)

If customers want to purchase the prepaid service, they will be provided a Service Agreement that explains all the terms and conditions. The customer will sign an Application that includes the specific Monthly Payment and is also a Letter of Agency

(LOA). As stated above, this is not a contract, but an application for the one-month prepaid service bundle. A copy of the Application is attached as Exhibit B.

Cash, cashier's check or valid credit cards will be the only options for payment. No personal checks will be accepted as payment.

Approximately 15 days after service is initiated and, subsequently, approximately 15 days before the end of any renewal month, the customer will receive a statement in the mail reminding them of the payment amount necessary to maintain the service for the next month. The statement will inform them, if they wish to continue the prepaid service for another month, what the payment amount is, when they need to make the payment, and where they may go to make the payment. Customers will also receive a reminder phone call approximately 7 days prior to the end of the current month's term for their service. All new customers will also receive the service confirmation or welcome letter required by the MTSS.

Because this is truly a prepaid service, if the customer does not proactively choose to renew prior to the final date of service, service will automatically be terminated on the 35th day. (CenturyTel will continue to provide service during the 5-day cushion after the end of the last monthly renewal term of service.)

Compliance with MTSS

The prepaid bundled service conforms to the relevant MTSS rules. For example, with respect to billing, Rule 4901:1-5-07(A), Ohio Admin Code, provides in relevant part that:

A "telecommunications provider's bills shall be accurate and readable, and provide a description of all services rendered and all billed charges. Customer bills shall be rendered at regular monthly intervals unless the customer and the company agree otherwise.

CenturyTel believes that the statements mailed approximately 15 days after service is initiated and, subsequently, 15 days before the end of any renewal month complies with Rule 4901:1-5-07(A)'s requirement for accurate and readable bills rendered at regular monthly intervals. The statements the customer will receive in the mid-month timeframe contain all of the same types of information as a traditional monthly bill and a disconnection notice in terms of what the customer needs to pay if they wish to continue to receive service, where and when they may make the payment, and what the consequence is if they do not make the payment. To the extent that the monthly statements for prepaid service are regarded as different from typical bills because they bill for service in advance, rather than in arrears, that is a difference regarding which the customer has reached agreement with the Company.

CenturyTel's process for initiating and maintaining service also complies with Rule 4901:1-5-06 regarding customer enrollment and contracts. First, the customer will be given written confirmation at the time of enrollment of the total amount required to obtain service for a month. Next, each customer will receive a welcome/service confirmation letter. Finally, CenturyTel will provide to the customer the specific information that Rule 4901:1-5-06 requires in the form of the disclosures attached as Exhibit C. This written disclosure includes information regarding the estimated monthly bill; that a welcome letter will be sent; that lifeline telephone service is available; and information about stand-alone basic local service.

With respect to the disconnection rules, the prepaid service bundle substantially complies with them also. Specifically, customers of the prepaid bundled service are well informed of their rights and responsibilities with respect to payment for the service.

Because this is a true prepaid service, the customer would never be disconnected for non-payment unless they somehow circumvent the blocking (for 1+ toll calls, collect and third party calls, other operator services, directory assistance, measured EAS, and pay-per-use services) and incur charges. The customer would be given the opportunity to pay for such charges when they renew service or be sent a bill for such charges if they did not elect to renew at the end of the current month's service. These customers will not receive a disconnect notice since they will either have paid to continue service for another month, or not.

The customer always retains the right to establish service through the more normal channels.

For all the reasons stated above, CenturyTel's prepaid service bundle substantially complies with the Commission's MTSS rules.

Attachments

Attached to this application in order to provide additional explanatory and supporting information regarding CenturyTel's Application and its proposed prepaid bundled service are:

Exhibit A (Proposed Tariff)

Exhibit B (Customer Service Agreement and New Service/Conversion Application, including Letter of Agency (LOA))

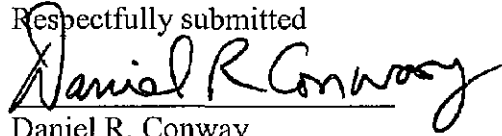
Exhibit C (Disclosures for Prepaid Applicants)

Conclusion

CenturyTel's proposed prepaid bundled service complies with all applicable requirements, and it provides a service option that will benefit customers. It is, therefore,

in the public interest. CenturyTel respectfully requests the Commission's prompt approval.

Respectfully submitted

A handwritten signature in black ink that reads "Daniel R. Conway". The signature is written in a cursive style with a horizontal line underneath the name.

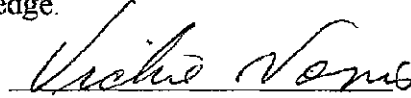
Daniel R. Conway
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41 South High Street
Columbus, Ohio 43215
Tel: (614) 227-2210
Fax: (614) 227-2100
Email: dconway@porterwright.com

Date: July 17, 2008

Attorneys for Applicant
CENTURYTEL OF OHIO, INC.

VERIFICATION

I, Vickie Norris, am a Director of CenturyTel of Ohio, Inc. I hereby verify that I have reviewed CenturyTel of Ohio's Application in this proceeding, including the attached Exhibits, and that all of the information submitted with the Application and Exhibits is true and correct to the best of my knowledge.

A handwritten signature in cursive script, reading "Vickie Norris", written over a horizontal line.

Vickie Norris, Director
CenturyTel of Ohio, Inc.

Date: July 17, 2008

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

CenturyTel of Ohio, Inc.

SECTION 17
Original Sheet No. 175.5

PACKAGED SERVICES (Continued)

17.10 BASIC LOCAL EXCHANGE SERVICE

PREPAID LOCAL TELEPHONE SERVICE (PLTS)

(N)

Prepaid Local Telephone Service (PLTS) is a residential service offering where the customer agrees to pay for one month of local service in advance of activation. No deposits or non-recurring charges apply. Upon establishment of the PLTS plan, the customer will be required to pay for each month's service on a prepaid basis, either by cash or credit card at a Company office or at the office of an authorized distributor of PLTS service. Once payment for service is received, one month's service will be provisioned.

- A. PLTS is configured as follows:
 - 1. Voice grade residential line
 - 2. Tone Dialing.
 - 3. Ability to dial 911.
 - 4. Ability to report service problems seven days a week.
 - 5. Ability to dial CenturyTel Customer Service.
 - 6. Primary directory listing (nonpublished/nonlisted available at tariffed charges).
 - 7. Access to Directory Assistance.
 - 8. Toll blocking, Extended Local Calling Service (ELCSI) and usage sensitive services blocking. Call Waiting, Caller ID, and Call Forwarding included.
 - 9. 800/8XX access allowed
- B. Customers who are unable to pay the required charges to maintain traditional service may activate a PLTS plan.
- C. New customers who do not qualify for service due to a poor credit history may subscribe to PLTS.
- D. The monthly rate for PLTS shall be in addition to any surcharges and fees established or authorized by a government entity, including but not limited to 911, subscriber line charge, sales tax and municipal fees.

(N)

Issued: July 15, 2008

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

Effective: July 15, 2008

GENERAL CUSTOMER SERVICE TARIFF

EXHIBIT A

P.U.C.O. No. 12

CenturyTel of Ohio, Inc.

SECTION 17
Original Sheet No. 175.6PACKAGED SERVICES (Continued)

17.10 PREPAID LOCAL TELEPHONE SERVICE (PLTS)

(N)

- E. Subscribers to PLTS are required to have mandatory toll blocking, measured rate ELCS blocking and usage sensitive blocking placed on their telephone line. It is the customer's responsibility to not make or receive calls, except for Directory Assistance, for which additional charges are billed to the customer's telephone number. Tariffed rates for directory assistance will apply.
- F. The Company may disconnect PLTS service, with notice, for any of the following reasons:
1. Failure to make monthly payments to maintain the PLTS balance.
 2. Use of the service in a manner that interferes with the service of others.
 3. If the customer accrues new billable charges for toll or other service on their telephone bill.
 4. Where service is connected without authority by a person who has not applied for the service, or who has reconnected service without authority following termination of service.
- G. The Company may disconnect PLTS service without notice for any of the following reasons:
1. Tampering with a telecommunications provider's property.
 2. A use or misuse of telephone service or equipment which adversely affects telephone service to other customers.
 3. In order to eliminate, mitigate or avoid a safety hazard to customers or their premises, to the public, or to the telecommunications provider's personnel or facilities.
- H. If the PLTS customer is disconnected due to failure to comply with any terms of PLTS, they will no longer be eligible for PLTS. The customer can return to basic local telephone service if they meet the requirements for service, including payment of outstanding essential charges if applicable and payment of a deposit or guarantor, if their credit history is such that a deposit would normally be required.
- I. Residential Monthly Rate \$39.95

(N)

Issued: July 15, 2008

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

Effective: July 15, 2008

ENGLISH
CTL 5/08
CUSTOMER SERVICE AGREEMENT

The Prepaid Telephone Service Application on the reverse side including the New Order/LOA and Letter of Agent together with this Customer Service Agreement (collectively "Agreement") constitute the entire agreement between CenturyTel, Inc. ("Company") and the person whose name appears on the reverse side of this document ("Customer") for prepaid local telephone service and long distance service as restricted herein ("Service") on the terms and conditions set forth in this Agreement.

1. By signing either side of this Agreement, the Customer acknowledges and agrees that he has read this Agreement in its entirety or had this Agreement read to him and that he fully understands and agrees to the terms and conditions of this Agreement.
2. Customer requests that Company establish Service in his residence at the address stated on the reverse side of this page. Customer understands that any questions about Service, including procedures for removal of carrier blocks shall be directed to the Company at the address shown below or by calling the toll-free number shown below. Company shall not be liable for any damages whatsoever associated with or arising from Service or for any act or omission of any other company furnishing services, facilities or equipment to Customer in connection with Service. Customer acknowledges that features and packages vary by market and that Company reserves the right, at its sole discretion, to modify or substitute services offered.
3. Customer understands and agrees that Company is agreeing to provide basic local exchange service and certain long distance service on a prepaid basis only and that subscription requires the use of blocking (including but not limited to, toll restriction, collect and 3rd party blocking, 0+/- blocking, directory assistance blocking, blocking of pay-per-use services and measured expanded local calling services, in lieu of credit checks and/or deposits. Customer acknowledges that blocking does not relieve the Customer of responsibility for charges associated with blocked services and agrees to promptly pay for charges that accrue for the use of these services. Customer acknowledges and agrees that long distance is for residential voice telephone service within the continental United States only and excludes chat rooms, telemarketing, commercial, facsimile (commercial), resale, dial-up or DSL internet, automated dialing, 900 numbers, special interest lines, and any other use deemed non-residential by the Company. For unlimited long distance service, Company has determined that use by Customer of more than 2000 long distance minutes per billing cycle is inconsistent with residential usage and shall be a prohibited use ("Prohibited Use LD250 includes 250 domestic long distance minutes. Each active account will be provisioned with 60 minutes of domestic long distance per bill cycle at no charge Long distance services are accessed via a toll free phone number. Long Distance usage will be restricted on accounts that are not paid in full by their due date. All taxes, fees, and other applicable charges levied by the Company or governmental agency shall be the responsibility of the Customer. Customer voluntarily waives the inclusion of usage details ("detail billing") with their monthly statement. Customer understands and agrees that they may contact the Company, at the number found below, and request a copy of usage details and that provision of usage details may involve a charge.
4. Customer agrees to prepay for the first month's Service including but not limited to monthly service fee, optional service fees and applicable taxes.
5. If customer wishes to receive Service after the first month, Customer agrees to prepay an amount equal to one month's billing, which includes all services contracted for by the Customer at the time of application, taxes, fees, and charges. Taxes, fees, and charges as well as charges for Optional Services will be itemized separately on Customers monthly statement.
6. If applicable, the Customer agrees to pay an Activation/Processing Fee ("Activation Fee") as part of the First Month's Service Fee. The Activation Fee is fully refundable to Customer if the company is unable to provide service to the Network Interface ("Demarcation Point"). Customer understands that all due dates are estimated and that all telephone numbers are assigned and that both are subject to change. After the company processes the application, the Activation fee is non-refundable. Customer must submit cancellation request at least 24 hours before connection date. No portions of the initial or subsequent payments are refundable once service is established to the Demarcation Point. Customer understands and agrees that any repairs past the demarcation point are the responsibility of the customer, which include, but is not limited to, wiring from the demarcation point to the customers dwelling, inside wiring, jacks, and telephone equipment.
7. Customer will be sent a monthly statement for Service to be provided by Company during the following month. The statement will be mailed to Customer at least ten (10) days prior to the date stated on the statement. Customer agrees to pay his monthly prepaid amount on his statement to Company's Agent store where Service was originally ordered, unless Company advises Customer to make payment to another Company Agent at another location.
8. Customer shall indemnify, defend and hold harmless Company from and against any claim, loss or damage (including attorney's fees and costs) arising from Customer's use of Service, including but not limited to any claims for libel, slander, invasion of privacy, or infringement of copyright arising from Customer's communications and for any damages or losses (including attorney's fees and costs) incurred because of the negligence or malfeasance of Customer or due to the failure of malfunction of any customer - provided equipment or facilities.
9. The maximum amount of liability of Company for damages arising out of the provision of Service by Company shall not exceed an amount equal to the proportionate charge to Customer during any period of interruption of Service. Any interruption claim shall begin when the Customer reports the interruption to CenturyTel's Customer Care Department and end when service is restored to the demarcation point. Credits for interruptions that are reported during business and non-business hours are calculated in the same manner.
10. Customer agrees that Company has a right to terminate Service immediately with or without notice if Customer incurs charges during the month that are not paid when required or before the next month's service is due.

Date: _____ CUSTOMER: _____
CenturyTel • 100 CenturyTel Dr • Monroe, LA • 71203 • 1.866.795.7916

Customer Service: 866.795.7916
Fax: 877.671.5021
100 CenturyTel Dr, Monroe, LA
71203



Form CTL
CTL 5/08

Prepaid Local Telephone New Service/Conversion Application

Your First Name _____	Middle Name: _____	Last Name: _____
Physical Street Address: _____	Apartment Number: _____	Apartment Complex Name: _____
Have you had service at this address before? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes...How long ago _____ Name of previous telephone company <input type="checkbox"/> CenturyTel _____		
Other _____		
Previous area code & phone number at this address: _____		
Very Important _____		
Telephone number where you can be reached between 8am-5pm Monday-Friday _____		

Service Plan: Prepaid Local Line

Optional Services: (Optional services and feature availability varies by market)

Caller ID	Included FREE
Call Waiting	Included FREE
Call Forward	Included FREE
Non Pub Number	Rate varies by state
Carrier Block	Optional - FREE
Unlimited Prepaid LD	\$15.00/mo
LD 250	\$5.00/mo

Monthly Payment \$ _____

Taxes & fees may not be included

NEW ORDER / LOA. I understand I am entering into a contractual arrangement with CenturyTel, Inc. to act as my communications representative for all negotiations with local and long distance telecommunication carriers/providers. I also understand that my signature on this application acknowledges my authorization to allow CenturyTel, Inc. to handle all negotiations for service requests and the issuance of orders on my telephone service at the address I have provided on this agreement and on the phone number issued me by Budget Phone until further notice. If available and marked below, I authorize CenturyTel to install a carrier block on the issued phone number for all services for which I have contracted, including local, intraLATA and/or long distance services, to protect against an unauthorized change in my services without my expressed consent. I understand that carrier block removal may involve a charge to me and that I will be unable to make a carrier change unless I lift the carrier block. I have read Budget Phone's Terms and Conditions and agree to the provisions therein. I certify that all information provided here is true and correct. Please read entire form before signing. ☐ ☐

LETTER OF AGENCY (PLEASE READ CAREFULLY) Telephone Line affected by this change: _____

I, _____, who reside at _____, acknowledge that CenturyTel, Inc.'s Prepaid Local Telephone Service Application and Proposed Contract covers phone number _____. I want to change my preferred carrier to CenturyTel for all services for which I have contracted, including local, IntraLATA and/or long distance service, and I designate CenturyTel to act as my agent for the preferred carrier change. I further request my current service provider to remove any preferred carrier freeze on my account. I understand that this preferred carrier change and any future preferred carrier change may involve a charge to me. A description of any and all terms, conditions, and charges that I will incur, including the rate, calling plan and other optional services is clearly set forth on the CenturyTel Prepaid Local Telephone Service Application attached hereto, and I fully understand all charges that I am to be assessed. Signature: _____ Date: ____/____/____

For Agent Use Only:

Estimated Service Date: _____

Tracking # _____
Number: _____

New Customer Phone _____

DISCLOSURES FOR PREPAID APPLICANTS:

The prepaid local service bundle you are considering is regulated by the Public Utilities Commission of Ohio (PUCO). The PUCO requires that we disclose certain information to all customers. By initialing this document, you are verifying that this information was provided to you by CenturyTel or its agent.

The Service Agreement and Letter of Agency (LOA) discussed with you includes the amount of money you will pay in order to initiate the prepaid service.

You will receive a service confirmation letter (also called a Welcome Letter) within ten business days of initiating service – in addition, you will receive a statement containing information about what to pay, where to pay and when to pay if you wish to continue receiving the prepaid local service bundle.

There are federal and state telephone assistance programs (Lifeline) available for income-eligible residential customers. If you owe CenturyTel for past due local services, you can still apply for Lifeline service by paying \$25 plus paying for past due local service in six installments.

Stand-alone basic local exchange service is available for approximately \$21 a month (this includes surcharges, fees and estimated taxes) – depending on a customer's credit, a deposit of at least \$50 or guarantor may be required, and a \$29.00 service installation charge will apply – the \$29.00 service installation charge can be divided over three billing periods at the customer request. If you owe CenturyTel for past bills, repayment will be required.

I have read and understand these disclosures.

Customer Signature