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## Cover Sheet

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To: Public Utilities Commission of Ohio

Date: April 6, 2009

From: Digital Connections of Ohio, Inc.

RE: Case No: 09-238-TP-ATA

*09-238-TP-TRF*

To Whom It May Concern:

The following document is to be filed under Case No: 09-238-TP-ATA. The document is also to replace that of which was filed on March 17, 2009. Please don't hesitate to contact me should you have any questions or concerns.

Sincerely,



Tim Wotring  
Vice President  
Digital Connections, Inc  
304 284-0779  
TimW@DigitalConnections.net

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Technician Amr Date Processed 4/8/09

**REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES  
APPLYING TO LOCAL EXCHANGE SERVICES WITHIN THE STATE OF OHIO  
BY  
DIGITAL CONNECTIONS, INC. D/B/A DIGITAL CONNECTIONS OF OHIO, INC.  
WITHIN THE COUNTIES OF**

Belmont  
Columbiana  
Coshocton  
Cuyahoga  
Fairfield

Franklin  
Gallia  
Geauga  
Guernsey  
Harrison

Jefferson  
Mahoning  
Monroe  
Muskingum  
Perry

Portage  
Stark  
Summit  
Tuscarawas  
Washington

This Tariff applies to the Intrastate Telecommunications Services furnished by Digital Connections, Inc. d/b/a Digital Connections of Ohio, Inc. ("Carrier") between one or more points in the State of Ohio. This Tariff is on file with the Public Utilities Commission of Ohio and copies may be inspected during normal business hours at Carriers principal place of business.

Issue Date: August 14, 2003

Effective Date: November 19, 2003

Issued under authority of the Public Utilities Commission of Ohio,  
Dated November 6, 2003 in Case No. 03-1795-TP-ACE

Robert Joseph, Director/Investor  
Digital Connections, Inc.  
PO Box 270  
235 High Street  
Morgantown, WV 26507

**TARIFF FORMAT**

**Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Page 14 and 15 would be 14.1.

**Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4<sup>th</sup> revised Page 14 cancels the 3<sup>rd</sup> revised Page 14.

**Paragraph Numbering Sequence** - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level:

2  
2.1  
2.1.1  
2.1.1.1

**Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

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**CHECK SHEET**

This tariff is effective as of the date shown at the bottom of the respective sheet(s). Revised and revised sheets as named below comprise all changes from the Revised tariff and are currently in effect as of the date on the bottom of this sheet.

<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>
1	Revised	36	Revised	71	Revised
2	Revised	37	Revised	72	Revised
3	Revised	38	Revised	73	Revised
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9	Revised	44	Revised	79	Revised
10	Revised	45	Revised	80	Revised
11	Revised	46	Revised	81	Revised
12	Revised	47	Revised	82	Deleted
13	Revised	48	Revised	83	Revised
14	Revised	49	Revised	84	Revised
15	Revised	50	Revised	85	Revised
16	Revised	51	Revised	86	Revised
17	Revised	52	Revised	87	Revised
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19	Revised	54	Revised	89	Revised
20	Revised	55	Revised	90	Revised
21	Revised	56	Revised	91	Revised
22	Revised	57	Revised	92	Deleted
23	Revised	58	Revised	93	Revised
24	Revised	59	Revised	94	Revised
25	Revised	60	Revised	95	Revised
26	Revised	61	Revised	96	Revised
27	Revised	62	Revised	97	Revised
28	Revised	63	Revised	98	Revised
29	Revised	64	Revised	99	Revised
30	Revised	65	Revised	100	Revised
31	Revised	66	Revised	101	Revised
32	Revised	67	Revised	102	Revised
33	Revised	68	Revised	103	Revised
34	Revised	69	Revised	104	Deleted
35	Revised	70	Revised	105	Revised

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**2. SYMBOLS USED IN TARIFF FILINGS****General**

The following symbols will be utilized for all alterations of material within the Tariff Schedule:

- C** - To signify a changed regulation
- D** - To signify a discontinued rate or regulation
- I** - To signify an increase in a rate
- M** - To signify text or rates relocated without change
- N** - To signify a new rate or regulation or other text
- R** - To signify a reduction in a rate
- S** - To signify reissued regulations
- T** - To signify a change in text but no change in rate or regulation
- Z** - To signify a correction

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**3. DEFINITION OF TERMS****ACCESS LINE**

A central office circuit or channel that provides access to the telephone network for local and long distance telephone services.

**AIR LINE MEASUREMENT**

The shortest distance between two points. A measurement for computation of mileage charges between termination points.

**ANCILLARY DEVICES**

All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

**ANSWERING EQUIPMENT**

Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

**AUTHORIZED PROTECTIVE CONNECTING MODULE**

A protective unit approved by the Company which is manufactured in accordance with the design set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

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### 3. DEFINITION OF TERMS

#### AUTHORIZED USER

A person, firm or corporation (other than the Customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the Tariff and (1) on whose premise a station of the private line service is located or (2) who receives from or sends to the Customer over such private line or channel communications relating solely to the business of the Customer

#### BASIC LOCAL LINE SERVICE

Provides the Customer with a single, voice-grade communications channel and access to local calls, 911 and/or E911 calls, if available in the customer's area and toll free (e.g. "8XX") calls.

#### BUILDING (Same)

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the Company's wires or cables can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

#### BUSINESS SERVICE

Telecommunications service furnished to Customers where the primary or obvious use is of a business, professional, institutional or otherwise occupational nature.

#### CALL

An attempted communication, whether completed or not.

#### CALLING AREA

See "Local Service Area."

#### CANCELLATION CHARGES

A charge applicable under certain conditions when the application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before the contract period is completed.

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### **3. DEFINITION OF TERMS**

#### **CENTRAL OFFICE**

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

#### **CHANNEL**

A path, or combination of paths, for communication between two or more stations or Company offices and furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by means of a single physical facility or route.

#### **CIRCUIT**

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

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

Four-wire circuit: A circuit using two one-way transmission paths, which may be two carrier paths or two pairs (four wires) of metallic conductors

#### **CLASS OF SERVICE**

A description of telecommunications service furnished a Customer which denotes such characteristics such as nature of use (business or residence) or type of rate (flat or message rate). Classes of service are usually subdivided in grades, such as individual or multi-party line.

#### **COMMUNICATIONS SYSTEMS**

Channels and other facilities that are capable, when not connected to exchange telecommunication service, of two-way communication between Customer-provided terminal equipment.

#### **COMPANY**

Digital Connections, Inc. d/b/a Digital Connections of Ohio, Inc.

#### **COMPLEX SERVICE**

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

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### **3. DEFINITION OF TERMS**

#### **CONDUIT**

A tubular runway for cable facilities

#### **CONNECTING COMPANY**

A corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

#### **CONNECTION**

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

#### **CONNECTION CHARGE**

See "Service Charges."

#### **CONSTRUCTION CHARGE**

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the Tariff.

#### **CONTINUOUS PROPERTY**

The plot of ground, together with any building thereon, occupied by the Customer, which is not divided by public highways or separated by property occupied by others. Where a Customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property, provided local wire or cable facilities are used and the Customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

#### **CONTRACT**

The service agreement between a Customer and the Company under which service and facilities for communication between specified locations for designated periods and for the use of the Customer and its specifically named authorized users are furnished in accordance with the provisions of this Tariff.

#### **CONTRACT PERIOD**

The length of time for which a Customer is responsible for the charges associated with the services, facilities, and equipment under contract.

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### 3. DEFINITION OF TERMS

#### **COST OR COST BASIS**

Cost of equipment and materials provided or used plus the cost of installation including, but not limited to, engineering, labor, supervision, transportation, right-of-way, other items which are chargeable, and the actual expense incurred by the Company relating to the call-out of Company personnel.

#### **CUSTOMER**

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this Tariff. The Customer is responsible for compliance with the rules and regulations of the Company, and is responsible for ensuring payment of the charges.

#### **CUSTOMER PREMISES INSIDE WIRE**

All wire within a Customer's premise, including connectors, jacks, and miscellaneous materials associated with the wire's installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes house, riser, buried, and aerial cable.

#### **CUSTOMER-PROVIDED TERMINAL EQUIPMENT**

Devices or apparatus and their associated wiring provided by a Customer, that may be connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

#### **CUSTOMER TROUBLE REPORT**

Any oral or written report from a Customer received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities.

One report shall be counted for each oral or written report received even though several items are reported by one Customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

#### **DEMARICATION POINT**

The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or inside wiring at a Customer's premise. The demarcation point is located on the Customer's side of the Company's protector or equivalent.

#### **DIRECT CONNECTION**

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

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Dated November 6, 2003 in Case No. 03-1795-TP-ACE

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### **3. DEFINITION OF TERMS**

#### **DIRECT ELECTRICAL CONNECTION**

The physical connection of electrical conductors in the communications path.

#### **DIRECTORY**

A book that typically lists each telephone Customer alphabetically, with his/her service location and telephone number.

#### **DIRECTORY ASSISTANCE SERVICE**

Directory assistance service is furnished to supplement the information available in the Company directory, and to furnish telephone numbers to users who are not able to find the listing in their directory.

#### **DIRECTORY LISTING**

The publication of the Company's directory and/or directory assistance records of information relative to a Customer's telephone number, by which telephone users are able to ascertain the telephone number of a desired party.

#### **DISCONNECT NOTICE**

The written notice sent to a Customer following billing, notifying the Customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

#### **DISCONNECTION OF SERVICE**

An arrangement for a permanent interruption of telephone service, made at the request of the Customer, or initiated by the Company for violation of Tariff regulations by the Customer. A "final" bill would be rendered showing moneys owed to the Company net of any amounts to be refunded, such as deposits, as of the date the service was disconnected.

#### **DROP WIRE**

Wires used to connect the aerial, buried or underground distribution facilities to the point where connection is made with a Customer's premise.

#### **E911 SERVICE**

See Emergency Number Service.

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#### EMERGENCY NUMBER SERVICE

A telephone exchange communication service whereby a public safety answering point designated by the Customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement for answering and dispatching of public emergency telephone calls dialed to 911.

#### ENTRANCE FACILITIES

Facilities extending from the point of entrance on private property to the premise on which service is furnished.

#### EXCHANGE

The area established by the Company for the administration of telecommunications service for which a separate local rate schedule is provided. The area usually embraces a town, or village and its environs, and consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

#### EXCHANGE AREA

The area within which the Company furnishes complete telephone service from one specific exchange at the exchange rates applicable within that area.

#### EXCHANGE SERVICE

Exchange service is a general term describing, as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the local exchange Tariff.

#### FACILITIES

All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Commission.

#### HOUSEHOLD

A household comprises all persons who occupy a dwelling unit. A dwelling unit is a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head of the household) and also any lodgers or employees who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

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### **3. DEFINITION OF TERMS**

#### **IDENTIFICATION NUMBER**

An identifying number of a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the Federal Communications Commission's Part 68.

#### **INITIAL SERVICE PERIOD**

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

#### **INSTALLATION CHARGE**

A nonrecurring charge associated with optional service features and may sometimes be called an "initial" charge, and may apply in addition to service connection charges.

#### **INTEREXCHANGE PRIVATE LINE**

A communication path between two or more serving areas not connected for exchange telephone service.

#### **INTERFACE**

The junction or point of interconnection between two systems or equipment having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.

The point of interconnection between Company equipment and communications facilities on the premise of the Customer. Also referred to as demarcation point.

#### **INTERFACE EQUIPMENT**

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

#### **INTERLATA**

Long distance message telecommunications service where point locations are in a different local access and transport area (LATA).

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### 3. DEFINITION OF TERMS

#### INTRALATA

Long distance message telecommunications service where service point locations are within the same local access and transport area (LATA).

#### JACK

A fixed socket designed to permit the establishment of a connection between the local exchange facilities and terminal equipment equipped with cords ending in plugs.

#### KEY EQUIPMENT

Switching keys located in the telephone base or other housing arranged to pick up or hold a line, or to communicate with other telephones in the Customer's communications system.

#### KEY TELEPHONE SET

A telephone set equipped with keys or buttons in the housing.

#### KEY TELEPHONE SYSTEM

An arrangement of equipment in combination with telephone sets and associated keys, to connect those telephones to any one of a limited number of exchange, PBX, intercom or private lines. Line status indicating, signaling, holding or other features, are or may be incorporated.

#### LINE

See "Access Line."

#### LOCAL ACCESS AND TRANSPORT AREA (LATA)

Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company serving area which are grouped to serve common social, economic, and miscellaneous purposes.

#### LOCAL CALLING AREA

See "Local Service Area."

#### LOCAL CHANNEL

Applies to that portion of a channel that connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

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### 3. DEFINITION OF TERMS

#### LOCAL EXCHANGE SERVICE

Telecommunications service provided within an exchange for the purpose of establishing connections between Customer premise within the exchange, including connections between a Customer premise and a long distance service provider serving the exchange. Local exchange service may also be referred to as local exchange telephone service.

#### LOCAL MESSAGE

A communication between two or more exchange access lines within the local service area of the calling telephone.

#### LOCAL SERVICE

The intercommunication (by means of facilities connected with the Company central office or offices and under the provisions of the Company) between exchange access lines located in the same exchange or in different serving area between which no toll rates apply.

#### LOCAL SERVICE AREA (LOCAL CALLING AREA)

The area within which telephone service is furnished Customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under an extended area service arrangement.

#### LOCAL SERVICE CHARGE

The charge for furnishing facilities to enable a Customer to send or receive telecommunications within the local service area. This local service calling area may include one or more exchange areas.

#### LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

Facilities furnished by means of wire, radio or a combination thereof for telecommunications between service points in different local service areas in accordance with the regulations and system of charges specified by the Company.

#### MAINTENANCE SERVICE CHARGE

A nonrecurring maintenance charge applied when service difficulty or trouble results from the use of Customer-provided equipment or inside wiring.

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#### MESSAGE

A communication between two or more exchange access lines. Messages may be classified as local or toll.

#### MILEAGE

The measurement (airline, route, etc.) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

#### MINIMUM CONTRACT PERIOD

The minimum length of time for which a Customer is obligated to pay for service, facilities and equipment, whether or not retained by the Customer for such minimum length of time.

#### NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification and audible tone signals (call progress signals indicating reorder or busy conditions, alerting coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

#### NON-PUBLISHED TELEPHONE NUMBER

A telephone number associated with an exchange access line which, at the request of the Customer, is not listed in the telephone directory and is not made available to the general public by the Company.

#### NONRECURRING CHARGE

A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

#### NUMBER PORTABILITY

The ability of end users to retain their geographic or non-geographic telephone number when they change service provider, location or their service.

#### OFF PREMISE EXTENSION (OPX)

A telephone located in a different office or building from the main phone system.

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#### PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

#### PERSON

Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

#### PREMISE

The same premise consists of:

- (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.
- (b) the portion of the building occupied by the Customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare or by space occupied by others.
- (c) the continuous property operated as a single farm whether or not intersected by a public road.

#### PREMISE WIRING

All wire within a Customer's premise, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes riser, buried and aerial cable.

#### PREASSIGNED NUMBER

A telephone number preassigned before service is actually established.

#### PREWIRING

Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

#### PRIMARY SERVICE

The initial provision of voice grade access between the Customer's premise and the switched telecommunications network. This includes the initial connection to a new Customer, the move of an existing Customer to a new premise, or the change of a telephone number.

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#### PRIMARY TERMINATION

Applies to channels that extend beyond the continuous property of a Customer or the confines of a single building housing the first premises of more than one Customer. "Primary Termination" also denotes the first termination of such a channel at a station or private branch exchange on the continuous property of a Customer. When more than one Customer's premise is located within the same building, the first termination of such a channel at that building constitutes a "primary termination." For purpose of this definition, the location of a "primary termination" for channel services associated with "switching system services" is considered to be at the "switching system services" serving central office. When the "switching system services" serving central office is not in the same exchange as the main location, the "mileage service area" center for the main location will be used in lieu of the "switching system services" serving central office.

#### PRIVATE BRANCH EXCHANGE

An arrangement of equipment situated on a Customer's premises consisting of a switching apparatus with an attendant's telephone, telephones connected with the switchboard, and trunks connecting it with a central office. The Private Branch Exchange provides for intercommunications between these telephones, for communication with the general exchange network, and for long distance message telecommunications service.

#### PRIVATE BRANCH EXCHANGE TRUNKS

Trunks connecting a private branch exchange system with a central office for communication with the general exchange network and for long distance message telecommunications service.

#### PRIVATE LINE

A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office switching equipment.

#### PRIVATE LINE SERVICE

The channels furnished to a Customer for communication between specified locations.

#### PROTECTIVE CONNECTING ARRANGEMENT

Equipment provided by the Company for electrical protection when facilities provided by other than the Company are connected with facilities provided by the Company.

#### PUBLIC THOROUGHFARE

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

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### **3. DEFINITION OF TERMS**

#### **PUBLISHED TELEPHONE NUMBER**

A number that appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory and which also appears in the information records for general public information.

#### **RATE CENTER**

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

#### **RESIDENTIAL SERVICE**

Telecommunications service furnished to Customers when the actual or obvious use is for domestic purposes.

#### **ROTARY HUNTING SERVICE**

A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

#### **SERVICE CHARGE**

*A nonrecurring nonrefundable charge for work required to establish initial service or to make subsequent additions to, moves, or changes in that service.*

#### **SERVICE DROP**

Facilities used to connect buried, aerial or underground distribution facilities to the point of entrance to the building where connection is made with the inside wires of a Customer's telephone.

#### **SERVING CENTRAL OFFICE**

The central office from which a Customer's telephone service is normally provided.

#### **STATION EQUIPMENT**

Customer-owned or leased equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

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#### SUPERSEDURE OF SERVICE

An Applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a Customer discontinuing that service when the Applicant is to take service on the premise where service is being rendered, and if a notice to that effect from both the Customer and the Applicant is presented to the Company, and if an arrangement, acceptable to the Company, is made to pay outstanding charges against the service. The Company may require such notice to be in writing.

#### SUSPENSION OF SERVICE

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

#### TARIFF

The schedule of the Company containing all rules and regulations, rates, and charges, stated separately by type or kind of service and the Customer class filed with the Commission.

#### TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this Tariff.

#### TELEPHONE NUMBER

A numerical designation assigned to a Customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "central office designation."

#### TELEPHONE SOLICITATION

An unsolicited telephone call.

#### TEMPORARY DISCONNECTION

See "Suspension of Service."

#### TEMPORARY SERVICE

The provision of service definitely known to be required for a short period of time (generally less than twelve consecutive months) such as, but not limited to, service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

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#### TERMINATION AGREEMENT

An agreement between the Company and the Customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the Customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

#### TERMINATION CHARGE

A charge made to liquidate a Customer's obligations for termination of service prior to the expiration of the initial contract period.

#### TERMINATION OF SERVICE

The discontinuance of service or facilities provided by the Company, either at the request of the Customer or by the Company under its regulations concerning cancellation for cause.

#### TOLL MESSAGE

A communication between two exchange access lines, the called access line being outside of the local or service area of the access line from which the message originates.

#### TOLL RATE

The initial period charge prescribed for a toll message usually based upon a minimum initial period and distance between serving area.

#### TOLL SERVICE

That part of the total telephone service rendered by the Company which is furnished between different local service areas in accordance with the rates and regulations specified in the Long Distance Message Telecommunications Tariff as may be issued or concurred in by the Company.

#### TRUNK LINE

A telephone communication channel between a central office and a Private Branch Exchange, or a Key System for the common use of all calls or one class between its two terminals.

#### UNDERGROUND SERVICE CONNECTION

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

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### **3. DEFINITION OF TERMS**

#### **VOICE GRADE FACILITY**

A communications path typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz between two points comprised of any form or configuration of physical plant capable of transmitting and receiving these frequencies.

#### **WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

A service designed to meet the needs of Customers who make or receive substantial volumes of long distance telephone calls. This service is only provided on an inward or outward basis.

#### **WIRE CENTER**

A central office location where telephone feeder and distribution cables are terminated.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.1 GENERAL APPLICATION

###### 4.1.1 Description and Areas of Operation

- A. This Tariff describes generally the regulations and rates applicable to the provision of Telecommunications Services for residential and business customers between points within the State of Ohio. This Tariff is governed and interpreted according to the laws of Ohio and is on file with the Public Utility Commission of Ohio. Copies may be inspected during normal business hours at the Company's principal place of business.
- B. Digital Connections, Inc. d/b/a Digital Connections of Ohio, Inc. ("Company") is a telecommunications service provider providing telecommunications service in the areas certificated to the Company by the Public Utility Commission of Ohio.
- C. Headquarters for the Company are located at:  
  
PO Box 270  
235 High Street  
Morgantown, WV 26507  
  
Company representatives may be contacted at 888-303-6190
- D. Complete Tariffs containing all rates for Local Exchange Service will be kept at all times in the Company's local business office where they will be available for public inspection during regular business hours. Copies may be obtained at reproduction cost.
- E. Failure on the part of any Customer to observe these rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.
- F. The Company will comply with Ohio's Minimum Telephone Service Standards (MTTS) as defined in Case Number 00-1265-TP-ORD and in subsequent revisions thereafter.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.1 GENERAL APPLICATION (Cont'd)

###### 4.1.1 Description and Areas of Operation (Cont'd)

###### G. Areas of Operation

The rules and regulations set out in this Tariff apply to the services and associated facilities furnished by the Company within its operating territory in the serving area listed in Section 4.1.2 of this Tariff.

Service will be provided in the following exchanges within the State of Ohio:

Athens, Barlow, Barnesville, Bellaire, Cadiz, Cambridge, Dublin, Duffy, Gahanna, Grove City, Hilliard, Jackson, Lancaster, Lowell, Lower Salem, Marietta, Martins Ferry, Newport, Pomeroy, Portsmouth, St. Clairsville, Steubenville, Watertown, Waverly, Woodsfield, and Zanesville.

For purposes of this section, the exchanges of the Columbus Metropolitan Area consist of such areas as Columbus, Alton, Canal, Winchester, Dublin, Gahanna, Grove City, Groveport, Harrisburg, Hilliard, Lockbourne, New Albany, Reynoldsburg, Westerville, West Jefferson and Worthington.

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**4. GENERAL RULES AND REGULATIONS****4.1 GENERAL APPLICATION** (Cont'd)**4.1.2 Local Calling Scope**

<u>EXCHANGE AREA</u>	<u>Local Calling Area (SBC)</u>	<u>Local Calling Area (Verizon)</u>
Athens	(None)	Athens Albany Amesville Guysville New Marshfield Shade The Plains
Barlow	(None)	Barlow Bartlett Watertown Marietta
Barnesville	Barnesville Beallsville* Bethesda Somerton Fairview Morristown Quaker City	(None)
Bellaire (Wheeling Zone VI)	Wheeling Zone VI Wheeling Zone VII Wheeling Zone VIII Centerville Powhattan Point Wheeling Zone I Wheeling Zone II Wheeling Zone III Wheeling Zone V	(None)

\* Measured Rate Service

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**4. GENERAL RULES AND REGULATIONS****4.1 GENERAL APPLICATION** (Cont'd)**4.1.2 Local Calling Scope** (Cont'd)

<b><u>EXCHANGE AREA</u></b>	<b><u>Local Calling Area (SBC)</u></b>	<b><u>Local Calling Area (Verizon)</u></b>
Cadiz	(None)	Cadiz Adena Flushing Freeport Hopedale Jewett Scio
Cambridge	(None)	Cambridge Byesville New Concord Old Washington
Dublin	Columbus Metro Area Pataskala Sunbury	Cheshire Center Delaware* Plain City Rathbone
Duffy	Duffy Clarrington Graysville New Matamoras Woodsfield New Martinsville, WV	(None)

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**4. GENERAL RULES AND REGULATIONS****4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope (Cont'd)**

<u>EXCHANGE AREA</u>	<u>Local Calling Area (SBC)</u>	<u>Local Calling Area (Verizon)</u>
Gahanna	Columbus Metro Area Johnstown* Pataskala Sunbury	Cheshire Center Plain City Rathbone
Grove City	Columbus Metro Area Mt. Sterling* Pataskala Sunbury	Cheshire Rathbone
Hilliard	Columbus Metro Area Pataskala Sunbury	Cheshire Center Plain City Rathbone Resaca
Jackson	(None)	Jackson Oak Hill Wellston
Lancaster	Lancaster Canal Winchester Carroll Rushville Sugar Grove	Amanda North Baltimore Bremen Millersport Pleasantville

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**4. GENERAL RULES AND REGULATIONS****4.1 GENERAL APPLICATION** (Cont'd)**4.1.2 Local Calling Scope** (Cont'd)

<u>EXCHANGE AREA</u>	<u>Local Calling Area (SBC)</u>	<u>Local Calling Area (Verizon)</u>
Lowell	(None)	Lowell Beverly Lower Salem Marietta Watertown
Lower Salem	(None)	Lower Salem Dexter City Lowell Marietta
Marietta	Marietta Newport Belpre* New Matamoras* Bartlett* Williamstown, WV	Barlow Beverly Dexter City Lowell Lower Salem Watertown
Martins Ferry (Wheeling Zone VII)	Wheeling Zone VII Wheeling Zone VI Wheeling Zone VIII Wheeling Zone I Wheeling Zone II Wheeling Zone III Wheeling Zone V	Adena Tiltonsville Dillonville

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**4. GENERAL RULES AND REGULATIONS****4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope (Cont'd)**

<u>EXCHANGE AREA</u>	<u>Local Calling Area (SBC)</u>	<u>Local Calling Area (Verizon)</u>
Newport	Newport Marietta New Matamoras	(None)
Pomeroy	(None)	Pomeroy Chester Letart Falls Portland Mason, WV
Portsmouth	(None)	Portsmouth Minford-Stockdale South Shore, KY
St. Clairsville (Wheeling Zone VIII)	Bethesda Wheeling Zone VIII Wheeling Zone VI Wheeling Zone VII Centerville Morristown Wheeling Zone I Wheeling Zone II Wheeling Zone III Wheeling Zone V	Adena Flushing

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**4. GENERAL RULES AND REGULATIONS****4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope (Cont'd)**

<u>EXCHANGE AREA</u>	<u>Local Calling Area (SBC)</u>	<u>Local Calling Area (Verizon)</u>
Steubenville	Steubenville Mingo Junction Toronto Bloomingdale Follansbee Hopedale Weirton	Amsterdam Bergholz Brilliant* Dillonvale-Mt. Pleasant Knoxville Richmond Smithfield Tiltonsville
Watertown	(None)	Watertown Barlow Bartlett Beverly Lowell Marietta Stockport Watertown
Waverly	(None)	Waverly Beaver Idaho Piketon

\* Measured Rate Service

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**4. GENERAL RULES AND REGULATIONS****4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope (Cont'd)**

<u>EXCHANGE AREA</u>	<u>Local Calling Area (SBC)</u>	<u>Local Calling Area (Verizon)</u>
Woodsfield	Woodsfield Beallsville Clarington Duffy Graysville Lewisville Somerton	(None)
Zanesville	Zanesville Dresden Fultonham Norwich Philo Roseville New Lexington* Adamsville Fazeysburg Gratiot	(None)

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

##### **4.2 ESTABLISHING SERVICE**

###### **4.2.1 Availability of Facilities**

- A. The rates and charges quoted in this Tariff provide for the furnishing of service and facilities where suitable facilities are available.
- B. The Company shall not be liable for failure to furnish service where facilities are not available.
- C. When service and facilities are provided in part by the Company and in part by other connecting companies the regulations of the Company apply to that portion of the service and facilities furnished by the Company.

###### **4.2.2 Application for Service**

- A. Applications for service or requests or orders by the Customer for additional services or facilities may be made orally, or in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.
- B. The Company may require a customer to make an advance payment for special construction before a specific service or facility is furnished. In general, the advance payment will not exceed an amount equal to the non-recurring charge(s) for special construction for the service or facility. The advance payment will be credited to the Customer's initial bill.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.2 ESTABLISHING SERVICE (Cont'd)

###### 4.2.3 Cancellation or Change in Application for Service

- A. Where the Customer cancels an application for service prior to the start of installation of service or of special construction no charge applies.
- B. When a Customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below:

Where the Company has notified a customer or prospective customer of the possibility that special expenses may be incurred in connection with provisioning their service, and then the Company does incur such expenses. Expenses could include special construction, or where special arrangements of facilities or equipment have begun before the Company received a cancellation notice. The charge will be equal to the costs actually incurred, less net salvage.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.2 ESTABLISHING SERVICE (Cont'd)

###### 4.2.4 Subscriber Billing Adjustments

A. If the Company fails to install new access line service and any associated features within five business days of receiving an application for new service, or by the requested date, when at least five business days notice is given, the provider must waive at least one-half of all regulated nonrecurring installation charges associated with the new service or features. If the Company fails to install new access line service and any associated features within ten business days of an application for new service or fails to install such service by the requested installation date, when at least ten business days notice is given, the provider shall waive all regulated nonrecurring installation charges associated with the new service or features. Such credits shall not be required where:

- (1) Special equipment or service is involved:
  - (a) "Cable pairs" are not deemed to be special equipment for purposes of this rule unless the requested service is in a completely undeveloped area where no facilities of any kind exist.
  - (b) When special equipment or a service exception is invoked, it shall be fully documented. The documentation of the required specific special equipment or service shall be maintained with the application for new service and include a description of the special equipment or service involved.
- (2) Applicant or Customer 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 Customer missing an installation appointment.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.2 ESTABLISHING SERVICE (Cont'd)

###### 4.2.4 **Subscriber Billing Adjustments** (Cont'd)

###### B. Missed customer appointments.

- (1) When the Company fails to meet a scheduled installation appointment, the company shall waive at least one-half of the Customer's regulated nonrecurring installation charges associated with the new service or features.
- (2) When the Company fails to meet a repair appointment or a repair commitment, the company shall credit the Customer's bill in the amount of at least one-half of one month's charges for any regulated local services rendered inoperative.
- (3) The credits required by paragraph (E)(1) of this rule do not apply when the Company provides the Customer twenty-four hour notice of its inability to meet an installation appointment, or when the effects of a natural disaster prohibit the Company 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.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.2 ESTABLISHING SERVICE (Cont'd)

###### 4.2.5 Refusal of Service

- A. Local service may only be disconnected for Customer 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 Company other than toll service and 900 and 976-like services.
- B. The Company will notify, or attempt to notify through any reasonable means, a Customer before service is refused or disconnected when any of the following conditions exist:
  - 1. A violation of or noncompliance with the Company's rules or tariffs on file with the commission;
  - 2. A failure to comply with municipal ordinances or other laws pertaining to telecommunications services; or
  - 3. A refusal by the Customer to permit the Company access to its facilities.
- C. The Company will notify or attempt to notify, through any reasonable means, the Customer before service is disconnected when the Customer has committed a fraudulent practice as set forth and defined in its tariffs on file with the commission.

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**4. GENERAL RULES AND REGULATIONS****4.2 ESTABLISHING SERVICE (Cont'd)****4.2.5 Refusal of Service (Cont'd)**

D. No notice is required prior to disconnection when:

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

E. Payment schedule and disconnection procedures for nonpayment.

1. A Customer's bill shall not be due earlier than fourteen days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due.
2. The Company shall not disconnect the service:
  - (a) Sooner than fourteen days after the due date of the bill; and
  - (b) Without sending a written notice of disconnection, postmarked at least seven days prior to the date of disconnection of service.
3. The Company may disconnect service during its normal business hours; however, no disconnection for past due bills may be made after 12:30 p.m. on the day preceding a day that all services necessary for reconnection are not available.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.2 ESTABLISHING SERVICE (Cont'd)

###### 4.2.5 Refusal of Service (Cont'd)

F. Reconnection of local and toll service.

1. Unless prevented by circumstances beyond the Company's control or unless a Customer 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 Customer on a deferred payment plan and a payment, if required, under the plan.
2. Before restoring service under this rule, the Company will not insist upon payment of any amount that has not been included on a notice of disconnection.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.2 ESTABLISHING SERVICE (Cont'd)

###### 4.2.6 **Transfer, Assignment, or Supersedure of Service**

Service previously furnished to one (1) Customer may not be assumed by a new Customer without lapse in the rendition of service. The new Customer must execute a new service agreement subject to the provisions of this Tariff.

###### 4.2.7 **Minimum Service Periods**

###### **A. Business**

Unless otherwise specified elsewhere in this Tariff, the minimum service period for all services offered in this Tariff is one (1) month beginning on and including the day following the establishment of service. The minimum service period relates to each applicable unit of service, either on the initial or subsequent installations. For purposes of administration, each month is considered to have thirty (30) days.

###### **B. Residential**

There is no minimum period of service for residential Customers. If a residential Customer disconnects service prior to month end, charges will be prorated and the residential Customer will be responsible for paying the prorated amount.

###### 4.2.8 **Priority of Establishment of Service**

Applications for service in a particular exchange will be completed in the chronological order of their receipt to the extent practical and economical, and depending on the availability of facilities.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.3 FURNISHING OF SERVICE

###### 4.3.1 **Provision and Ownership of Service and Facilities**

Service and facilities furnished by the Company on the premise of a Customer or Authorized User are the property of the Company and are provided upon the condition that such service and facilities, except as expressly provided in this Tariff, must be installed, relocated, and maintained by the Company. Company employees and agents may enter said premise at any reasonable hour to install, to inspect, or to repair any part of the Company's facilities on the Customer's premise, or to remove such facilities which are no longer necessary for the provision of service.

###### 4.3.2 **Company Facilities at Hazardous or Inaccessible Locations**

- A. Where service is to be established or maintained at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the Company may refuse to furnish such service and/or the Customer may be required to install and maintain the Company's facilities in a manner satisfactory to the Company. The Customer will reimburse the Company for any unusual costs involved.
- B. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, or damage by reason of the installation and maintenance of such service and/or facilities.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.3 FURNISHING OF SERVICE (Cont'd)

###### 4.3.3 Protective Equipment

- A. Protective equipment is required when a hazardous electrical environment is present at a Customer's premise and when the estimated rise in ground potential is sufficient to cause damage to Company facilities or to endanger the safety of the Company's employees or Customers. The Customer must provide the protective equipment subject to Company specifications.
- B. Other special protective equipment and/or neutralizing transformers, isolating transformers, drain coils for use in providing service to Customer's premise where there are high ground potentials, even though not required, may be provided by the Customer, subject to specifications, or in accordance with the rates, terms and conditions of Section 10 of this Tariff.
- C. All equipment connected to the Company's facilities and the telecommunications network shall meet the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

###### 4.3.4 Telephone Numbers

- A. Telephone numbers may be retained by the Customers as long as the Customer maintains active service within the number portability calling area. The Company reserves the right to change the central office name associated with such numbers assigned to the Customer whenever the Company deems it necessary to do so in the conduct of its business.
- B. The Company shall list each Customer with directory assistance except those numbers not listed at the Customer's request.
- C. Telephone numbers assigned to Customers during the implementation of new service are not guaranteed to the Customer until the number has been physically installed.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.3 FURNISHING OF SERVICE (Cont'd)

###### 4.3.5 Classifications of Service

###### A. Basis for Classification

1. The determination as to whether Customer service should be classified as business or residence service is based on the character of the use to be made of the service and facilities. This consideration is, in all cases, the basis upon which the rates for any particular service are classified, and any indices of such character of use should be applied with this primary definition in mind.
2. The Company reserves the right to classify any local service furnished a Customer as business or residence service, in compliance with this Tariff.

###### B. Application of Business Rates

Business rates apply whenever the use of the service is primarily or substantially of a commercial, professional, institutional, or otherwise occupational nature, or where the listing required is such as to indicate business use.

###### C. Application of Residence Rates

Residence rates apply when the use of the service is of a domestic nature, provided that service is not used substantially for occupational purposes.

- D. Changes in classification between residential to business service may be made without change in telephone number if the Customer so desires.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.3 FURNISHING OF SERVICE (Cont'd)

###### 4.3.6 Installation, Maintenance, and Repair of Facilities

- A. All ordinary expense of installation, maintenance, and repairs of Company equipment and facilities, unless otherwise specified in this Tariff, is borne by the Company. Where special conditions or requirements of the Customer involve unusual construction or installation costs, the Customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the Customer or other persons authorized to use the service and not due to ordinary wear and tear, the Customer shall be required to pay the actual expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its Revised condition.
- B. The Customer shall not install, disconnect, rearrange, remove, or attempt to repair any facilities owned and furnished by the Company or permit others to do so, except upon the written consent of the Company or as otherwise specified in the Company's applicable Tariffs. The Company shall have the right to charge the Customer for losses experienced as a result of unauthorized tampering.
- C. The Customer may be billed the applicable Minimum Service Charge for each service call to the Customer's premise where off-hook condition is found. The Minimum Service Charge will be the minimum premise visit charge as listed in 5.6 (B.1) of this tariff. When the Customer contacts the Company to report a trouble, the Company will advise the Customer on how to use the Network Interface Device ("NID"). The Company will also advise the Customer that a trip charge may apply if the Company dispatches a technician and the trouble is found to be on the Customer's side of the NID.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.3 FURNISHING OF SERVICE (Cont'd)

###### 4.3.7 Work Performed Outside Regular Working Hours

The rates and charges specified in this Tariff contemplate that all work in connection with furnishing or rearranging service will be performed during regular working hours. Whenever a Customer requests that work necessarily required in the furnishing or arranging of his service be performed outside the Company's regular working hours, or that work already started should be interrupted, the Customer may be required to pay the amount of additional costs the Company incurs as a result of the Customer's special requirements, in addition to the other rates and charges specified in this Tariff.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.4 USE OF SERVICE AND FACILITIES

###### 4.4.1 Use of Service

- A. The Company may refuse to install or may terminate a Customer's service if it is located on premise of a public or semi-public nature or in a business establishment, where the public in general or patrons of the Customer may make use of the service.
- B. Services provided by the Company may not be resold by the Customer or used in any manner for which the Customer receives compensation from the user except as provided herein:
  - 1. Access services provided pursuant to Interstate or Intrastate Access Services Tariffs the Company issues or concurs in.
  - 2. Services provided to hotels, motels, hospitals, and cellular and paging Customers when such services are resold to guests, patients, or Customers.
- C. The Customer is responsible for payment of all charges of the Company for all services ordered by the Customer, including those that are shared or resold as provided herein.

###### 4.4.2 Accessories Provided by the Customer

No equipment, accessory, apparatus, circuit or device shall be attached to or connected with the Company facilities except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection, or to disconnect service. The Customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his/her premises because of the use of such attachments or connections.

###### 4.4.3 Limit On Communication

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

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.4 USE OF SERVICE AND FACILITIES (Cont'd)

###### 4.4.4 Unlawful, Abusive, or Fraudulent Use of Service

- A. The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service will be discontinued, after proper written notice, if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law. The Company shall in no event be liable for any damage resulting from any action taken or threatened pursuant to this Section.
- B. The Company may suspend or terminate telephone service, upon proper notice following the rules and regulations of the Commission's Minimum Telephone Service Standards in Rule 4901:1-5-17, to any person(s), firm or corporation who: uses or permits the use of foul, abusive, obscene or profane language over the facilities furnished by the Company; or impersonates or permits impersonation of any other individual with fraudulent or malicious intent; or uses or permits their telephone to be used to make calls whether anonymous or otherwise in any manner which could reasonably be expected to frighten, abuse, torment, or harass another; or uses the service in such a manner as to interfere in any way with the service of others. Proper notification procedures are listed in Section 4.5.1 of this Tariff.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

###### 4.5.1 *Discontinuance of Service*

###### A. Non-payment Service Interruption

In the event of a proposed disconnection of Residential Basic Local Service only, the following procedures shall apply:

1. A Subscriber's bill shall not be due earlier than fourteen (14) 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 complying with the conditions set forth in this rule may disconnect service during 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 regularly performed or available. The Company will comply with the disconnection requirements as found in Case No. 95-790-TP-COI and the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-17.
3. No Local Service can be disconnected for non-payment of Local Service Charges unless the Company has given the affected Customer a written notice of the proposed disconnection at least seven (7) days before the proposed date of disconnection. The notice must include:
  - a. A statement that failure to pay the amount required at the Company's office or to one of its authorized agents by the date specified on the notice may result in the disconnection of local or toll optional service;
  - b. The earliest date when disconnection will occur;
  - c. The reasons for disconnection and any actions which the subscriber must take in order to avoid the disconnection, including the total amount required to be paid. This amount shall not be greater than the past due balance.
  - d. The total amount due to avoid disconnection of local or toll service.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

###### 4.5.1 Discontinuance of Service (Cont'd)

###### A. Non-payment Service Interruption (Cont'd)

- e. The total amount due for non-regulated charges and a statement that nonpayment of such charges cannot result in the disconnection of basic local service or regulated toll service.
- f. The address and telephone number of the office that the Subscriber may contact in reference to his account.
- g. A statement that the Commission staff is available to render assistance with unresolved complaints, and the then-current address and local / toll free telephone numbers and TDD/TTY numbers of the Commission's Public Interest Center; and
- h. 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.

###### B. Disconnection With Notice

Telephone service may be disconnected after proper notice, per the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-17, for any of the following reasons:

- 1. Failure to pay a delinquent account for charges incurred for local service.
- 2. Violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment when a reasonable attempt has been made to notify the Customer and the Customer is provided with a reasonable opportunity to remedy the situation.
- 3. Failure to comply with deposit or guarantee arrangements where required.
- 4. Failure to pay the account of another Customer as guarantor thereof.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

###### 4.5.1 Discontinuance of Service (Cont'd)

###### B. Disconnection With Notice (Cont'd)

5. The Company must notify or attempt to notify the subscriber before service is disconnected when:
  - a. the Subscriber has committed a fraudulent practice as set forth and defined in its tariff on file;
  - b. a violation of or noncompliance with the Commission's then-current regulations governing service supplied by the Company;
  - c. a violation or noncompliance with the Company's rules or tariffs on file with the Commission;
  - d. a failure to comply with Municipal ordinances or other laws pertaining to telecommunications services; or
  - e. a refusal by the Subscriber to permit the Company necessary access to its facilities or equipment.

###### C. Telephone service may be disconnected without notice under any of the following conditions:

1. When an emergency may threaten the health or safety of a person, or the Company's distribution system. If service is disconnected, the Company shall act promptly to assure restoration of service as soon as possible. Service shall be restored to a residence before it may be disconnected for any other reason;
2. In the event of a Subscriber's use of Telecommunications equipment in such a manner as to adversely affect the Company's equipment, its service to others, or the safety of the Company's employees or Subscribers; or
3. In the event of tampering with any facilities or equipment furnished and owned by the Company.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

###### 4.5.1 Discontinuance of Service (Cont'd)

###### D. Disconnection of Service other than Local Service

1. In addition to enforcing the Company's own billing, credit/deposit, and disconnection policies on regulated services provided by the Company, the Company may enter into formal contracts with toll providers that authorize the Company as a contractual agent for the purposes of enforcing the billing, credit/deposit and disconnection policies of the providers of service.
2. The Company is prohibited from disconnecting a Customer's local service for non-payment of charges incurred by the customer for toll service.
3. Partial payments by the Customer to the Company will be apportioned by the Company to the Company's regulated local service charges before being applied to any toll charges. In addition, charges will apply to all regulated services before being applied to charges for nonregulated services.
4. When the Company disconnects toll service for nonpayment of toll debt, whether owed to the Company or to another toll provider for which the Company has a contractual arrangement with, the method of toll disconnection:
  - a. must not function as a vehicle by which the nonpaying toll subscriber is denied access, through presubscription, to any other toll service provider besides the one whose provision of toll service has precipitated the toll disconnection;
  - b. must be available from the Company, by tariff, on a nondiscriminatory basis to all toll service providers; and
  - c. may consist of either a dePICing mechanism or else a selective toll blocking service.
5. Neither purchase of the toll service provider's accounts receivable by the Company, nor a requirement that the Company shall be the billing and collection agent for the toll service provider, shall be established as a necessary precondition imposed by the Company in connection with its tariffed disconnection services offered on a nondiscriminatory basis to all toll service providers.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

###### 4.5.1 Discontinuance of Service (Cont'd)

###### D. Disconnection of Service other than Local Service (Cont'd)

6. The Company may disconnect its customer's local service for nonpayment of charges incurred for local service. Such disconnection must be conducted pursuant to all applicable minimum telephone service standards. All practices of the Company pertaining to either the provision of its own toll service, if any, or as a duly-authorized agent for another toll service provider shall also conform to the minimum telephone service standards.
  - a. Disconnection notices issued by the Company pursuant to Rule 4901:1-5-17 (L)(4), 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 "local only" service to customers whose local service charges are paid, even while their toll service is disconnected for nonpayment of outstanding toll debt.
7. Toll disconnection service offerings are available on a nondiscriminatory basis (including rates) to all toll service providers in areas where implementation of intraLATA equal access has already occurred. Options and non-recurring costs are as follows:

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**4. GENERAL RULES AND REGULATIONS****4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)****4.5.1 Discontinuance of Service (Cont'd)**

- a. DePICing service is available for the toll provider to request the customer be unsubscribed to its toll service.
- b. Selective, Company-Specific, Toll Blocking Service is available and is provided to toll providers requesting that the customer not be given access to any of the toll providers service plans.
- c. **Rates and Charges**

	<b>Residential</b> (Non-Recurring)	<b>Business</b> (Non-Recurring)
DePICing Service	<i>Reserved for Future Use</i>	\$5.00
Selective Toll Blocking	<i>Reserved for Future Use</i>	\$5.00

**4.5.2 Restoration of Service**

- A. For restoration of a Customer's Telecommunications Service when service has been disconnected the following conditions are applicable. Service Charges are discussed in Section 5 of this Tariff.
- B. If the Customer's service has been terminated the Customer must reapply for telephone service as a new applicant before having service restored. Such application will be subject to applicable Service Charges.
- C. At its discretion, the Company may restore or re-establish service, which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. As directed in the Commission's MTSS document at Sec. 17(M), all charges to be paid prior to restoration include only past due amounts and not reconnection fees. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.6 CUSTOMER RELATIONS

###### 4.6.1 General

- A. The Company will maintain a current set of maps showing the physical locations of its facilities and telephone exchange locations. Each central location will have available up-to-date maps or records of its immediate area, with such other information as may be necessary to enable the Company to advise applicants and others entitled to the information, as to the facilities available for serving that locality.
- B. Upon request for service by an Applicant or upon request for transfer of service by a Customer, the Company shall inform the Applicant or Customer of the Company's lowest priced alternatives available at the Customer's location. The Company shall provide this information beginning with the lowest priced alternative and giving full consideration to applicable service or equipment options and Installation Charges.
- C. The Company will post a notice in a conspicuous place in each business office of the Company where applications for service are received informing the public that copies of the rate schedules and rules relating to the services of the Company, as filed with the Commission, are available for inspection.
- D. The Company will provide to all new telephone Customers, at the time service is initiated, a pamphlet or information packet advising the Applicant of his/her rights as a Customer. This information shall inform the Customer concerning their right to request information relating to rates and services; bill payment policies; regulations in regard to termination of service; billing disputes; information about alternative payment plans; reconnection of service after involuntary termination; Customer complaints; supervisory review by the Company and registering a complaint with the Commission; Company business office hours, addresses and telephone numbers; deposits; statement of nondiscrimination; and availability of any special services such as readers or notices in Braille, as well as the telephone number of the teletypewriter for the deaf at the Commission.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.6 CUSTOMER RELATIONS (Cont'd)

###### 4.6.2 Customer Complaints

- A. Upon complaint to the Company by a Customer either at the Company's office by letter or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof within ten (10) business days.
- B. In the event the complainant is dissatisfied with the Company's report, the Company will advise the complainant of the Commission complaint process, and inform the complainant that they may contact the Division at the Commission which is responsible for handling complaints.
- C. Upon receipt of a complaint, either by letter or by telephone, from the Commission on behalf of a Customer, the Company shall make a suitable investigation and advise the Commission within ten (10) days of the results thereof.
- D. The Company shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof, for a period of two years subsequent to the final settlement of the complaint. Complaints with reference to rates or charges, which require no further action by the Company, will not be recorded.
- E. The Company will comply with the Customer Complaint regulations found in the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-05.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.6 CUSTOMER RELATIONS (Cont'd)

###### 4.6.3 Applicant or Customer Deposit

###### A. Definition of Applicant and Customer

For purposes of this subsection, an Applicant is defined as a person who applies for service for the first time or reapplies at a new or existing location after discontinuance of service. Customer is defined as someone who is currently receiving service or has received service in the past.

###### B. Establishment of Credit

1. The Company may require an Applicant, a presently disconnected Customer, or a former Customer to satisfactorily establish credit for the purpose of guaranteeing final payment for service. Such establishment of credit will not relieve the Customer from prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared telephone service. Credit history applies equally to both, without modification. The company's credit requirements will be in compliance with 4901:1-5-13 and 4901:1-5-17 of the OAC.

###### 2. Residential Service Guarantors

- a. Each Customer for residential service shall be deemed creditworthy and shall not be required to make a deposit as a precondition of receiving service if the Customer 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 OAC. 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 Customer 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 Customer through the date of termination of the guarantee; and
- (2) The Company shall review annually the account history of each Customer who has provided a guarantor. Once the Customer satisfies the requirements for the refund of deposits, as stated in rule 4901:1-17-06 of the OAC Code, the company shall, within thirty days, notify the guarantor in writing that the guarantor is released from all further responsibility for the account.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.6 CUSTOMER RELATIONS (Cont'd)

###### 4.6.3 Applicant or Customer Deposit (Cont'd)

###### B. Establishment of Credit (Cont'd)

###### 2. Residential Service Guarantors (Cont'd)

- b. If a Customer has provided a guarantor, that guarantor shall be afforded the opportunity to receive all notifications relating to the Customer'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 Customer.

###### C. Interests on Deposits

1. The Company shall pay interest on deposits at a rate not to exceed the rate established by the Commission. Interest on deposits shall accrue annually and shall be credited annually, calculated to December 1 of each year for the time such deposit was held by the Company. The Company will comply with interest on deposit requirements found in 4901:1-17-05 of the OAC.
2. The Company will comply with the Customer Deposit requirements as found in the Commission's Minimum Telephone Service Standards as cited in 4901:1-5-13.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.6 CUSTOMER RELATIONS (Cont'd)

###### 4.6.3 **Applicant or Customer Deposit** (Cont'd)

###### D. Deposit Required

The required initial deposit may not exceed two-twelfths the estimated charge for all service for the ensuing twelve months plus thirty (30) percent of the monthly estimated charge for a specified customer. Deposits held for less than 180 days shall not accrue interest. Interest on intrastate deposits held for 180 days or longer will be handled in accordance with Rule 4901:1-17-05 of the Ohio Administrative Code (OAC).

###### E. Information Provided With Deposits

At the time a deposit is required, the Company shall provide written information about deposits to Applicants for, or Customers of, business or residential service. This information will include:

1. the circumstances under which the Company may require a deposit, or request an additional deposit;
2. how a deposit is calculated;
3. the amount of interest paid on a deposit and how this interest is calculated; and
4. the time frame and requirement for return of the deposit to the Customer.

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**4. GENERAL RULES AND REGULATIONS****4.6 CUSTOMER RELATIONS (Cont'd)****4.6.3 Applicant or Customer Deposit (Cont'd)****F. Records of Deposits**

1. The Company will keep records to show:
  - a. The name and address of each depositor;
  - b. The amount and date of the deposit; and
  - c. Each transaction concerning the deposit.
2. The Company will issue a receipt of deposit to each Applicant or Customer from whom a deposit is received and will provide means whereby a depositor may establish his claim if the receipt is lost.
3. A record of each unclaimed deposit will be maintained for four (4) years, during which time the Company will make a reasonable effort to return the deposit.

**G. Refund of Deposit:**

1. *If service is not connected or after disconnection of service, the Company will promptly and automatically refund the Customer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premise to another within the service area of the Company shall not be deemed a disconnection where refund of the deposit is concerned. The Company's refund of deposits will be in compliance with 4901:1-17-06 of the OAC.*

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.6 CUSTOMER RELATIONS (Cont'd)

###### 4.6.4 **Payment for Service**

A Customer shall be responsible for the payment of all charges for services and equipment furnished the Customer, including charges for services originated and/or charges accepted at the Customer telephone. Failure to receive a bill or disconnect notice does not relieve the Customer of the responsibility for payment provided the Company has followed procedures for proper Customer notification. The services or facilities furnished by the Company may be suspended for failure of the Customer to pay any sum due as set forth under Section 4.5 concerning discontinuance of service. The Company will comply with language regarding subscriber bills as described in 4901:1-5-15.

###### A. Billing Period and Charges

1. Subscriber bills for local services shall be rendered at regular intervals (monthly) and provide the following:
  - a. The Subscriber's name, address, telephone number, or account number;
  - b. The telephone numbers of the Company's business office to be contacted concerning the bill;
  - c. The beginning and ending dates of the billing period;
  - d. The current month's billing;
  - e. Any unpaid amounts from previous bills;
  - f. Any late payment charge;
  - g. Any nonrecurring, fractional, or non-basic service charges;
  - h. Any charges for non-regulated services or products and a statement that nonpayment of such charges may result in the disconnection or restriction of such services and such delinquencies may be subject to collection actions;
  - i. Any applicable taxes;
  - j. Any credits and charges applied to the account during the current billing period;
  - k. The total amount due and payable;
  - l. A statement as to how and where the bill may be paid;
  - m. An explanation of codes and abbreviations used; and
  - n. A statement that for unresolved inquiries, the Subscriber may wish to call the Public Utilities Commission of Ohio, including the current local and toll free telephone numbers of the Commission's public interest center and TDD/TTY number.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.6 CUSTOMER RELATIONS (Cont'd)

###### 4.6.4 Payment for Service (Cont'd)

###### A. Billing and Charges (Cont'd)

2. Charges for local services and facilities are payable monthly in advance.
3. A listing of current charges on a Subscriber's bill for local service must include an itemization of all charges, the type of service, and call characteristics. Subscribers' bills will conform to the requirements of 4901: 1-5-16.
4. A listing of current charges on a Subscriber's bill must include all interexchange services or toll calls which are either provided by the Company or by an IXC through billing arrangements with the Company.
5. A statement that nonpayment of toll charges may result in disconnection of toll service and may be subject to collection action.
6. The required detailed customer billing information required on a Customer's bill shall be retained by the Company for at least eighteen months.
7. The date the bill is due shall be clearly stated.
8. An itemized listing of the basic and optional services subscribed to, monthly rate of each service, and the amount of any security deposit being held by the Company will be included on each new Subscriber's first bill.

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**4. GENERAL RULES AND REGULATIONS****4.6 CUSTOMER RELATIONS (Cont'd)****4.6.4 Payment for Service (Cont'd)****B. Pro Rating of Charges**

Charges for service normally furnished on a monthly basis (except those involving a minimum billing period) billed for periods in excess of, or less than, a billing month will be pro rated.

**C. Suspended or Disconnected Service**

1. Should service be suspended for nonpayment of charges, it will be restored only as provided in Section 4.5.2 of this Tariff.
2. When service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement that is subject to the provisions of this Tariff.

**D. Payment Arrangements**

The Company may agree to a payment arrangement, whereby an outstanding bill will be paid after the due date of the bill, but before the due date of the next bill if a Customer so requests. Other payment arrangements may be agree on depending upon individual circumstances. *If the Customer does not fulfill the terms of such payment arrangements, the Company shall have the right to disconnect service.*

- E. The Company will comply with the billing requirements as found in the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-15.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.6 CUSTOMER RELATIONS (Cont'd)

###### 4.6.5 Allowance for Interruptions

- A. The Company shall make an adjustment to a Customer's bill in accordance with paragraph (B) of this rule whenever a Customer's service is interrupted and remains out of service for more than twenty-four consecutive hours after being reported to the Company or after being found by the Company to be out of service. The length of the service interruption must be computed on a continuous basis, Saturdays, Sundays, and holidays included. This rule does not apply if the out-of-service condition:
1. Occurs as a result of a negligent or willful act on the part of the Customer;
  2. Occurs as a result of a malfunction of Customer-owned telephone equipment or inside wire;
  3. Occurs as a result of a military action, war, insurrection, riot, or strike; or;
  4. Each Company must justify and document in its records each instance where it applied any of the exceptions listed in this paragraph.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.6 CUSTOMER RELATIONS (Cont'd)

###### 4.6.5 Allowance for Interruptions

B. If an out-of-service condition exceeds twenty-four hours but is less than forty-eight hours, the Company shall credit the Customer'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 Company shall provide a Customer 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 Company shall provide a Customer 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 Company shall provide a Customer 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.

The Company will comply with the service interruption requirements as found in Case No. 95-790-TP-COI and the Commission's Minimum Telephone Service Standards in Rule 4901:1-5-16 and 4901:1-5-20.

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.6 CUSTOMER RELATIONS (Cont'd)

###### 4.6.6 Adjustment of Charges for Overbilling and Underbilling

When it is confirmed that a Company has undercharged or overcharged any Customer as the result of a miscalculation, inaccuracy, billing, or other continuing problem under the service provider's control or under the control of the entity for whom the telecommunications carrier is billing charges:

- A. The maximum portion of the undercharge that may be recovered from the customer in any billing month, based on the appropriate rates, shall be determined by dividing the amount of the undercharge by the number of months of undercharged or unbilled service, unless the Customer agrees to alternative payment arrangements.
- B. The total overcharge and accrued interest, at a rate of at least five per cent per annum, shall be reimbursed to the customer within two billing periods after the propriety of the reimbursement is confirmed.
- C. Each Company 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 Company's recovery of regular monthly charges.
  - 1. The Company will not recover any service or billing fee pursuant to this rule; and
  - 2. The Company will not disconnect service to any Customer to collect an undercharge under this rule, except for nonpayment of the amount lawfully billed under this rule.
- D. The adjustment for an overcharge shall be in the form of either a direct payment to the Customer or a credit to the Customer's account within the next two billing periods.

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**4. GENERAL RULES AND REGULATIONS****4.6 CUSTOMER RELATIONS (Cont'd)****4.6.7 Disputed Bills**

- A. In the event of a dispute between a Customer and the Company regarding any bill for utility service, the Company shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the Customer and, in the event the dispute is not resolved, shall inform the Customer of the complaint procedures of the Commission.
- B. A Customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute. The Customer is obligated to pay any billings not disputed. Undisputed amounts are subject to discontinuance of service.
- C. Any Customer or Applicant for service requesting the opportunity to dispute any action or determination of the Company under the Customer service rules as set out in the Company's Tariff shall be given an opportunity for a supervisory review by the Company. If the Company is unable to provide a supervisory review immediately following the Customer's request for such review, arrangements for the review shall be made for the earliest possible date. Service shall not be disconnected pending completion of the review. If the Customer chooses not to participate in such review or to make arrangements for such review to take place within thirty (30) days after requesting it, the Company may disconnect service, providing notice has been issued under standard disconnect procedures. Any Customer who is dissatisfied with the review by the Company will be informed of their right to file a complaint and/or request a hearing before the Commission. The results of the supervisory review must be provided in writing to the Customer within ten (10) days of the review, if requested.
- D. The Company will comply with the Billing Adjustment requirements as found in the Commission's Minimum Telephone Service. Billing disputes not satisfactorily resolved may be presented by the Customer to the Company or to the Public Utility Commission of Ohio via U.S mail or telephone or at:

Digital Connections of Ohio,  
Inc.  
PO Box 270  
235 High Street  
Morgantown, WV 26507  
888-303-6190

PUCO  
PIC  
180 East broad Street  
Columbus 43215  
800-686-7826

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#### 4. GENERAL RULES AND REGULATIONS

##### 4.7 LIABILITY OF THE COMPANY

###### 4.7.1 Service Irregularities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the Company in failing to exercise reasonable supervision or to maintain proper standards of maintenance and operation, shall in no event exceed an amount of equivalent to the proportionate Local Service Charge to the Customer for the period of service during which such service irregularities occur and continue.

However, any such mistakes, mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in facilities furnished by the Company, which are caused or contributed to by the negligence or willful act of the Customer, Authorized User, or Joint User or which arise from the use of Customer provided premise equipment shall not result in the imposition of any liability whatsoever upon the Company.

###### 4.7.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used *in conjunction with the Company's facilities in establishing connections to* points not reached by those facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies furnishing a portion of such service.

###### 4.7.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless by the Customer against: claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over Company facilities or the use thereof.

###### 4.7.4 Defacement of Premise

The Company is not liable for any defacement or damage to the premise of a Customer resulting from the furnishing of service or the installation, attachment, or removal of the facilities furnished by the Company on such premise unless such damage is created by the Company's negligence or intentional actions.

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

##### **4.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS**

###### **4.8.1 General**

Arrangements will be developed on a case-by-case basis in response to bonafide requests from a Customer or Applicant to develop a competitive bid for a service offered under this Tariff. Rates quoted in response to such competitive requests may be different than those specified for the services in this Tariff. ICB rates will be offered to the Customer or Applicant in writing and on a non-discriminatory basis. ICB rates and/or contracts will be filed with the Commission.

##### **4.9 TEMPORARY PROMOTIONAL PROGRAMS**

###### **4.9.1 General**

The Company may from time to time engage in special promotions of limited duration of its service offerings designed to attract new customers or to increase existing customer awareness of a particular tariff offering. Waiver of any charges other than a nonrecurring charge shall be limited to 90 calendar days on a per customer basis during a 12-month period.

##### **4.10 APPLICATION OF RATES**

###### **4.10.1 Charges Based on Duration of Use**

Where charges for a service are based on duration of use, i.e. the duration of the telephone call, the call will be measured in terms of initial and additional increments. All fractions of an increment will be rounded to the next whole increment. "Ring-busy" and "ring-no-answer" calls will not knowingly be charged to the Customer. Timing begins at the starting event and ends at terminating event, unless specified otherwise. Time between the starting event and the terminating event is the call duration. The starting event occurs when the Company's terminal experiences an "Incoming Signaling Protocol Successful", i.e., upon the seizure of an inbound trunk. The terminating event occurs when the Company's terminal receives a signal from the LEC that either the calling party or the called party has hung up.

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**4. GENERAL RULES AND REGULATIONS****4.10 APPLICATION OF RATES (Cont'd)****4.10.2 Charges Based on Distance**

Where charges for a service are based on distance the distance between the two points will be measured in airline miles. Airline miles will be calculated as follows:

- A. Obtain the Vertical (V) and Horizontal (H) coordinates assigned to each point.
- B. Obtain the difference between the "V" coordinates and the difference between the "H" coordinates.
- C. Square each difference obtained in step B. above.
- D. Add the square of the "V" difference and the "H" difference obtained in step C. above.
- E. Divide the number obtained in step D. by ten (10). Round to the next whole number.
- F. Obtain the square root of the whole number obtained in step E. above. Round to the next higher whole number. This is the airline mileage.
- G. The formula for airline mileage calculation is:

$$\frac{(V - V) + (H - H)}{10}$$

**4.11 MINIMUM TELEPHONE SERVICE STANDARDS (MTSS)**

All telephone companies are subject to the commission's rules for minimum telephone service standards (MTSS) found in chapter 4901:1-5 of the Administrative Code. Customers have certain rights and responsibilities under the Minimum Telephone Service Standards. 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.

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## **5. SERVICE CHARGES**

### **5.1 DEFINITIONS**

#### **5.1.1 Account**

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

#### **5.1.2 Service Charge Elements**

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

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

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## 5. SERVICE CHARGES

### 5.2 APPLICATION OF CHARGES

#### 5.2.1 General

- A. Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the Customer as indicated throughout.
- B. The Service Charges specified in this Tariff are intended to cover costs incurred by the Company to establish, add to, or to rearrange service as requested by the Customer.
- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the Customer requests that work be performed at hours outside of the normal business hours (9:00 a.m. to 5:00 p.m.) or business week (Monday - Friday), or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.
- D. Except as otherwise provided in this Section, all changes in location of Customer's equipment or service from one (1) premise to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Payment of Service Charges may be required at the time of application for service, or upon presentation of a bill.

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## 5. SERVICE CHARGES

### 5.2 APPLICATION OF CHARGES (Cont'd)

#### 5.2.1 General (Cont'd)

F. Service Charges are not applicable for:

1. Moves or changes required for normal maintenance and repair of the Company's service.
2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
3. An upgrade or regrade of service for Company reasons.
4. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
5. Telephone number changes for Company reasons.
6. When existing Customers disconnect their Local Exchange Access Service.
7. Implementing a toll blocking service requested either at the time the telephone service is established at a new number or within sixty (60) days of the establishment of the service.

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## 5. SERVICE CHARGES

### 5.2 APPLICATION OF CHARGES (Cont'd)

#### 5.2.2 Specific Application of Service Charges

##### A. Service Order Charges

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

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

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## 5. SERVICE CHARGES

### 5.2 APPLICATION OF CHARGES (Cont'd)

#### 5.2.2 Specific Application of Charges (Cont'd)

##### B. Customer Premise Visit Charge

1. A Premise Visit Charge is applicable when a trip to the Customer's premise is required to complete work requested by a Customer, as shown on the related Service Order.
2. Only one (1) First Quarter Hour Premise Visit Charge will apply in connection with the same service order.
3. A Premise Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.
4. When the Customer contacts the Company to report a trouble, the Company will advise the Customer on how to use the Network Interface Device ("NID"). The Company will also advise the Customer that a Customer Premise Visit Charge will apply if the Company dispatches a technician and the trouble is found to be on the Customer's side of the NID.

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## **5. SERVICE CHARGES**

### **5.3 TERMINATION CHARGE**

#### **5.3.1 General**

When a Customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below:

Where the Company has notified a customer or prospective customer of the possibility that special expenses may be incurred in connection with provisioning their service, and then the Company does incur such expenses. Expenses could include special construction, or where special arrangements of facilities or equipment have begun before the Company received a cancellation notice. The charge will be equal to the costs actually incurred, less net salvage.

### **5.4 RETURNED CHECK CHARGE**

#### **5.4.1 General**

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

### **5.5 RESTORATION OF SERVICE CHARGE**

#### **5.5.1 General**

When service is temporarily suspended for non-payment of charges, the service will be restored upon payment of past-due charges and a Restoration of Service Charge will be applied. Payment of the service charge is not required prior to the reconnection of service; however, all past-due charges must be paid prior to reconnection. If a premise visit is necessary, additional charges as listed in 5.6 (B) will apply.

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**5. SERVICE CHARGES****5.6 SCHEDULE OF SERVICE CHARGES**

	<u><b>Business</b></u>	<u><b>Residence</b></u>
A. Service Ordering Charge:		
1. For a service order associated with single line new service	\$ 62.85 <i>actual</i> \$ 75.00 <i>max</i>	<i>Reserved for Future Use</i>
2. For a service order associated with multi line / key / or PBX trunk	\$ 49.35	<i>Reserved for Future Use</i>
3. Change of service		
Single line service	\$ 31.15	<i>Reserved for Future Use</i>
Multi line / key / or PBX Service	\$ 41.55	<i>Reserved for Future Use</i>
Calling Features	\$ 7.30	<i>Reserved for Future Use</i>
B. Premise Visit Charge		
1. For premise visit associated with a Customer request.		
First Quarter Hour	\$ 25.00	<i>Reserved for Future Use</i>
Additional Quarter Hours	\$ 10.00	<i>Reserved for Future Use</i>
C. Record Order Charge	\$ 17.90	<i>Reserved for Future Use</i>
D. Directory Service Order Charge		
Single line service	\$ 9.80 <i>actual</i> \$ 15.00 <i>max</i>	<i>Reserved for Future Use</i>
Multi line / key / or PBX Service	\$ 41.55	<i>Reserved for Future Use</i>
E. Returned Check Charge, per occurrence	\$ 25.00 <i>actual</i> \$ 35.00 <i>max</i>	<i>Reserved for Future Use</i>
F. Restoration of Service Charge		
Single line service	\$ 33.55 <i>actual</i> \$ 40.00 <i>max</i>	<i>Reserved for Future Use</i>

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**6. LOCAL EXCHANGE SERVICE****6.1 LOCAL EXCHANGE RATES****6.1.1 General**

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

Basic Service provides a Customer with a single, voice grade dial tone that allows unlimited local calls for one (1) flat monthly rate. Basic Service is provided with touch-tone as a standard feature. Basic Service is available with the features described in Section 8. The features are available individually or packaged in groups.

**6.1.2 Base Rates - Business**

	<u>NonRecurring</u> (actual – max)	<u>Monthly</u> (actual – max)
Single Line Service	\$62.85 - \$80.00	\$22.75 - \$35.00
Multi Line Service	\$49.35 - \$70.00	\$26.45 - \$40.00

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

**6.1.3 Base Rates - Residential**

	<u>NonRecurring</u> (actual – max)	<u>Monthly</u> (actual – max)
Single Line Service	<i>Reserved for Future Use</i>	<i>Reserved for Future Use</i>
Multi Line Service	<i>Reserved for Future Use</i>	<i>Reserved for Future Use</i>

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

**Comment:** If not offering residential service at this time please remove all references. Residential service offering can be added later by filing an ATA (for Tier 1 services) and a ZTA (for Tier 2 services.).

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**6. LOCAL EXCHANGE SERVICE****6.1 LOCAL EXCHANGE RATES (Cont'd)****6.1.6 Subscriber Line Fee**

A monthly surcharge will be assessed on each of the following services: each residential voice line, business voice line, PBX trunk, Centrex line, and BRI ISDN. Where business lines exist on a channelized facility a subscriber line fee will be assessed on each line up to five lines.

	<u>Per Month</u>
Residential and Single Line Business	\$6.50
Multi-Line Business, PBX Trunk, Centrex, BRI ISDN, PRI ISDN	\$9.20

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**6. LOCAL EXCHANGE SERVICE****6.2 VERIFICATION AND EMERGENCY INTERRUPT****6.2.1 General****A. Verification**

1. The Company furnishes Verification Service for the purpose of aiding Customers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local Customer line.
2. A Customer-originated request for verification of a local number other than an emergency agency number is a chargeable verification request. No charge applies if the line is out of order.

**B. Emergency Interrupt Service**

1. The Company furnishes Emergency Interrupt Service when a Customer who has originated a verification request to a line which has been found to be busy informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
2. A Customer-originated request for emergency interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt Service.
3. *The Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.*

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**6. LOCAL EXCHANGE SERVICE****6.2 VERIFICATION AND EMERGENCY INTERRUPT SERVICE (Cont'd)****6.2.2 Rates**

- A. No charge will apply if the requesting Customer states that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- B. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- C. If the number verified is not in use, or as a result of the interrupt the line is cleared, and, at the calling party's request, the operator completes the call, then charges for Operator Assisted Local Calls as defined in Section 8 of this Tariff will apply. The operator assist charge will apply in addition to the Verification and Emergency Interrupt Charges.

**Charge**

- |  |                                |
|--|--------------------------------|
| 1. Residential Verification Request, each        | <i>Reserved for Future Use</i> |
| Business Verification Request, each              | \$1.20                         |
| 2. Residential Emergency Interrupt Request, each | <i>Reserved for Future Use</i> |
| Business Emergency Interrupt Request, each       | \$1.30                         |

**6.3 E911 SERVICE**

Enhanced 911 Service (E911) is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) may receive telephone calls dialed to the telephone number 911. A monthly charge applies per line or trunk for the provision of E911 in counties equipped with E911 service. The charges for E911 are in addition to the base rates for local service as defined in Section 6.1.2 and are dependent upon the location of the Customer.

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**7. DIRECTORY PUBLICATION AND USE****7.1 DIRECTORY LISTINGS****7.1.1 Provision of Directory Listings**

- A. For each Customer of Company provided Local Exchange Service, the Company will arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Company in the area at no additional charge.
- B. At a Customer's option, the Company will arrange for additional listings at the rates set forth in Section 7.1.6 of this Tariff.
- C. Listings are regularly provided in connection with all classes of exchange service unless the Customer subscribes to Non-Published Number Service.
- D. Directory listings are provided to aid in the use of telephone service through the identification of Customers' telephone numbers.
- E. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.
- F. Changes made to listings in the directory which are requested subsequent to the initial provision of service for a line will be assessed a Directory Service Order Charge.

**7.1.2 Primary Directory Listings****A. Number of Listings Provided Without Charge**

Except as provided in this Tariff, one (1) primary listing is provided without extra charge for each main service or for the first number in a group, when two (2) or more main station lines are consecutively operated.

- 1. The Company provides for a single directory listing in the alphabetical (white) section of the directory published by the dominant exchange service provider in the Customer's exchange area and the local directory assistance database free of charge upon initiation of basic local exchange service. Rules and regulations governing the provisioning of directory listings apply as specified in the dominant local exchange tariffs.

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**7. DIRECTORY PUBLICATION AND USE****7.1 DIRECTORY LISTINGS (Cont'd)****7.1.3 Additional Directory Listings****A. General**

1. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
2. Additional listing charges are automatically discontinued upon termination of the main service.

**7.1.4 Non-Published Telephone Number Service****A. General**

1. Non-Published Telephone Number Service provides for the omission or deletion of a Customer's telephone number listing is not included in the published directory; however, it is included in the information records and is provided by the directory assistance operator upon request.
2. In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing a non-published telephone number. Where such number is published in the directory, the Company's liability shall be limited to a refund of the Company's monthly charges applicable to Non-Published Telephone Number Service.
3. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request, or by the publication of a number of a non-published telephone number in the telephone directory, or disclosing of such number to any person.

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**7. DIRECTORY PUBLICATION AND USE****7.1 DIRECTORY LISTINGS (Cont'd)****7.1.4 Non-Published Telephone Number Service****A. General (Cont'd)**

4. The rate for Non-Published Telephone Number Service does not apply to:
  - a. additional service furnished to the same Customer who has other service listed in the directory at the same address.
  - b. a Customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the Customer is listed under the telephone number of the Private Branch Exchange, Centrex or Paystation Service furnished to such establishments.
  - c. service which is installed for a temporary period.
5. A Customer residing in an E911 Service district forfeits the privacy afforded by Non-Published Telephone Number Service to the extent that the Customer's name, telephone number and the address associated with the service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

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**7. DIRECTORY PUBLICATION AND USE****7.1 DIRECTORY LISTINGS (Cont'd)****7.1.5 Liability For Directory Listing Service****A. General**

In the event the Company omits a Customer's listing from the white pages of the telephone directory or lists an incorrect telephone number, the company shall issue the Customer a credit for the equivalent of not less than three months' regulated local service charges. Such credit shall not apply in cases where the Customer has provided such listing information after the deadline for directory publication. The Customer shall be given the option of taking the credit or pursuing other remedies.

**7.1.6 Rates and Charges****A.**

	<b>Business Monthly</b>	<b>Residence Monthly</b>
Primary Service Listing	<b>No Charge</b>	<b>No Charge</b>

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**7. DIRECTORY PUBLICATION AND USE****7.2 PROVISION AND OWNERSHIP OF DIRECTORIES**

- A. One copy of local directories shall be distributed per access line, without charge. Additional directories including replacement of mutilated or destroyed directories will be furnished at the discretion of the Company at a reasonable rate.
- B. Telephone directories shall be issued approximately every twelve (12) months. The Company issues directories to assist in furnishing prompt and efficient service. The Company does not guarantee to its Customers correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings. The Company's liability for damages arising from errors or omissions in making up or printing of its directories is addressed in Section 7.1.5 of this Tariff.

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**8. MISCELLANEOUS SERVICE ARRANGEMENTS****8.1 LOCAL DIRECTORY ASSISTANCE SERVICE****8.1.1 General**

- A. Local directory assistance service is furnished to Customers who request assistance in determining directory information.
- B. No charge applies to visually handicapped or physically handicapped individuals who present a certificate signed by a physician or issued by an agency recognized by the State having the authority to certify the existence of such handicaps.
- C. No credit will be given for any unused portion of the call allowance. No credit will be given for requested listings that are unpublished or unlisted. No credit will be given for requested listings that are not found in the Company's directory assistance records.
- D. Call allowances are not transferable between separately billed accounts of the same Customer.

**8.1.2 Rates and Charges – Per Call**

Within Local Calling Area	\$ .75 per call
Outside Local Calling Area	\$1.25 per call
DA Call Completion	\$ .95 per call

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**8. MISCELLANEOUS SERVICE ARRANGEMENTS**

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**8. MISCELLANEOUS SERVICE ARRANGEMENTS****8.3 LOCAL OPERATOR SERVICE****8.3.1 Operator Assisted Charges**

- A. All types of Local Exchange Service have local calling areas as specified in Section 6 of this Tariff which are the areas that can be called on a flat rate basis (no charge for individual calls) or on a local coin call rate basis.
- B. Local dial call: The call must be dialed and completed without the assistance of an operator and must be billed to the originating telephone when a charge is applicable.
- C. Operator assisted: The Customer places the call without dialing the designated number, although the capability to do it himself exists. The Customer will dial "0" for local calls and then requests the operator to dial to a called station or person.
- D. Service Charges do not apply for the following Operator Assisted Local Calls:
  - 1. Calls to designated Company numbers for official telephone business;
  - 2. Emergency calls to recognizable authorized civil agencies; or
  - 3. Those cases where an operator provides assistance to:
    - a. Re-establish a call that has been interrupted after the calling number has been reached;
    - b. Reach the calling telephone number where Company-provided facility problems prevent Customer dial completion; or
    - c. Place a sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

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**8. MISCELLANEOUS SERVICE ARRANGEMENTS****8.4 CALL MANAGEMENT SERVICES****8.4.1 Description of Features**

Call Management features are detailed below for both business and residential customers available to Subscribers of basic line services.

1. **Anonymous Call Rejection**

Rejects incoming calls from anonymous callers who have blocked their number from appearing on a Customer's caller ID.

2. **Auto Redial**

Repeat Dialing continues dialing a number where the line is busy or there is no answer. Repeat Dialing is also available on a per use basis.

3. **Call Forwarding Busy Line**

Call Forwarding Busy Line allows calls to be transferred automatically to a pre-designated telephone number when the line is busy.

4. **Call Forwarding Don't Answer**

Call Forwarding Don't Answer allows calls to be transferred automatically to a pre-designated telephone number when the line is unanswered.

5. **Call Forwarding Multiple Simultaneous Calls**

Call Forwarding Multiple Simultaneous Calls allows the Customer to specify the number of simultaneous calls to transfer automatically to the forwarding number.

6. **Call Forwarding Variable**

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

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**8. MISCELLANEOUS SERVICE ARRANGEMENTS****8.4 CALL MANAGEMENT SERVICES (Cont'd)****8.4.1 Description of Features (Cont'd)****7. Caller ID Basic (Calling Number Delivery)**

Caller ID Basic will enable the Customer to receive the date, time, and calling number on an incoming call. The date, time, and calling number will be delivered to the called party's CPE in the interval between the first and second ring.

**8. Caller ID Deluxe**

Caller ID Deluxe will enable the Customer to receive the name of the caller, the time, the date and the calling number on an incoming call, both when the subscriber's line is in use and when it is not in use. When the line is in use, the name and number will be displayed on the Customer CPE along following the waiting call alerting tone. The displayed name is the name associated with the calling party number.

**9. Call Block (Calling Number Delivery Blocking)**

Calling Number Delivery Blocking will allow the calling party to suppress a directory number such that the called party with Calling Number Delivery does not receive the information. The called party will receive a "private" message instead of the calling party's directory number. Calling Number Delivery Blocking on a per line basis is available for no charge. Calling Number Delivery Blocking on a per call basis is available at no charge.

Two options for Calling Number Delivery Blocking are available:

**a. Per call Blocking**

Customers utilize an activation code on a per call basis to prevent the disclosure of the calling party's directory number. Use of the activation code prevent the number display on the ensuing call only and does not prevent the calling number from display on subsequent calls. The activation code must be utilized on each call.

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## 8. MISCELLANEOUS SERVICE ARRANGEMENTS

### 8.4 CALL MANAGEMENT SERVICES (Cont'd)

#### 8.4.1 Description of Features (Cont'd)

##### 9. Call Block (Calling Number Delivery Blocking)

##### b. Subscription per line Blocking (published subscribers only)

Subscription per line blocking is applicable on all outgoing calls placed from the Subscriber's line. (Non-recurring charges will be applied as follows for Subscriber's requesting the blocking service after initial enrollment period)

##### Non-Published Listing Customers:

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

##### 10. Call Return

Call Return allows a Customer to have a call set up performed automatically to the calling party of the last incoming call. Call Return is also available on a per call basis.

##### 11. Call Screening

This feature provides the customer with the ability to prevent repeated calls from an unwanted caller whose number may or may not be known. The customer receiving the call needs only to hang up and immediately dial the Call Screening access code which will deny the caller the ability to ring the customer's telephone. In addition, the customer has the ability to create a list of telephone numbers from which the customer may not wish to receive calls. Calls from these telephone numbers will be sent an appropriate announcement indicating that the call cannot be completed because the customer has activated Call Screening.

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**8. MISCELLANEOUS SERVICE ARRANGEMENTS****8.4 CALL MANAGEMENT SERVICES (Cont'd)****8.4.1 Description of Features (Cont'd)****11. Call Selector**

Call Selector allows a Customer to define a list of calling telephone numbers that will be accepted. Any calling telephone number not on the list will be routed to announcements and rejected.

**12. Call Waiting**

Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered.

**13. Customer Control of Call Forwarding**

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

**14. Customer-Originated Trace (Call Tracing)**

Customer-Originated Trace is an optional service, available upon Customer request, that allows the Customer to initiate a trace of the last incoming call. The customer must dial a company-designated code before another call or call-waiting tone is received by the Customer. A recording will indicate if the trace was successful. If the Customer desires for the retention of the trace record, the Customer must contact the Company within five business days. Call trace is available where facilities permit. The results of the trace may not be provided directly to the Customer initiating the trace.

**15. Distinctive Ring**

Distinctive Ring allows a Customer to receive a distinctive ring tone, from a choice of several rings, from a Customer designated list of telephone numbers.

**16. Do Not Disturb**

Do Not Disturb allows Customer to temporarily disconnect the phone from ringing and replace the ring with a recording.

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## 8. MISCELLANEOUS SERVICE ARRANGEMENTS

### 8.4 CALL MANAGEMENT SERVICES (Cont'd)

#### 8.4.1 Description of Features (Cont'd)

##### 17. Home Intercom

Home Intercom allows a Customer to dial other lines on the same premise with a distinctive ring.

##### 18. Preferred Call Forwarding

Preferred Call Forwarding allows the Customer to forward calls from a list of up to six (6) telephone numbers. Forwarded calls are limited to just the telephone numbers on the list.

##### 19. Remote Access to Call Forwarding Variable

Remote Access to Call Forwarding Variable allows the capability of activating and deactivating Call Forwarding features from locations other than the base telephone.

##### 20. Remote Call Forwarding

Remote Call Forwarding allows the Customer to establish a local presence in distant areas by forwarding calls to just about anywhere.

##### 21. Repeat Dialing

Repeat Dialing dials the last outgoing number and continues dialing a number where the line is busy or there is no answer. Repeat Dialing is also available on a per use or per month basis. This service may also be used to recall a party after the conversation has been terminated. This service is offered universally or on a Subscription method. Customers utilizing the service on a universal basis will pay a per call fee. Customers subscribing to a monthly service will be charged a per month fee and the feature may be used in unlimited manner. Where offered on a universal basis, the Customer may request removal of the feature at no additional cost.

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**8. MISCELLANEOUS SERVICE ARRANGEMENTS****8.4 CALL MANAGEMENT SERVICES (Cont'd)****8.4.1 Description of Features (Cont'd)****22. RingID**

RingID allows one (1) or two (2) additional telephone number(s) with a distinctive ring to be added to the existing line.

**23. Speed Calling (8 or 30)**

Speed Calling 8 enables a Customer to call a list of up to eight (8) preselected telephone numbers by dialing a one (1) digit code. Speed Calling 30 enables a Customer to call a list of up to thirty (30) preselected telephone numbers by dialing a two (2) digit code.

**24. Three Way Calling**

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

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## 8. MISCELLANEOUS SERVICE ARRANGEMENTS

### 8.4 CALL MANAGEMENT SERVICES (Cont'd)

#### 8.4.2 Residential Offering (Service Offering to be Determined)

A. The following Features are sold individually:

1. Auto Redial
2. Call Return
3. Call Waiting
4. Call Trace
5. Call Forwarding Variable
6. Caller ID Basic
7. Caller ID Deluxe
8. Ring ID, 1 Additional Number
9. Ring ID, 2 Additional Numbers

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**8. MISCELLANEOUS SERVICE ARRANGEMENTS****8.4 CALL MANAGEMENT SERVICES (Cont'd)****8.4.2 Residential Offering (Service Offering to be Determined)**

B. The following features are offered to residential Customers on a monthly, bundled basis:

1. Anonymous Call Rejection
2. Auto Redial
3. Call Forwarding Busy Line
4. Call Forwarding Don't Answer
5. Call Forwarding Multiple Simultaneous Calls
6. Call Forwarding Variable
7. Call Block
8. Call Return
9. Call Selector
10. Customer Control of Call Forwarding
11. Customer Oriented Trace
12. Distinctive Ring
13. Do Not Disturb
14. Home Intercom
15. Preferred Call Forwarding
16. Remote Access to Call Forwarding Variable
17. Speed Dialing 8
18. Speed Dialing 30
19. Three Way Calling

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## 8. MISCELLANEOUS SERVICE ARRANGEMENTS

### 8.4 CALL MANAGEMENT SERVICES (Cont'd)

#### 8.4.3 Business Offering

- A. The following Features are sold individually:
1. Auto Redial
  2. Call Forwarding Variable
  3. Call Return
  4. Call Trace
  5. Call Waiting
  6. Caller ID Basic
  7. Caller ID Deluxe
  8. Ring ID, 1 Additional Number
  9. Ring ID, 2 Additional Numbers
  10. Remote Access to Call Forwarding Variable
  11. Three Way Calling, per call

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**8. MISCELLANEOUS SERVICE ARRANGEMENTS**

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**8. MISCELLANEOUS SERVICE ARRANGEMENTS****8.4 CALL MANAGEMENT SERVICES (Cont'd)****8.4.4 Charges for Call Management Features**

Rates below apply to **Business** Customers.

<b>Feature</b>	<b>Current Monthly</b>	<b>Maximum</b>	<b>Per Call</b>
<b>Call Waiting</b>	\$ 5.00	\$10.00	-
<b>Caller ID - Basic</b>	\$ 7.00	\$ 8.00	-
<b>Caller ID - Deluxe</b>	\$ 9.50	-	-

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## 8. MISCELLANEOUS SERVICE ARRANGEMENTS

### 8.5 EMERGENCY NUMBER SERVICE

#### 8.5.1 General

*The Company will provide a universal central office number, 911, for the use of emergency service bureaus engaged in assisting local governments to protect the safety and property of the general public. No charge applies to the calling party for calls to the 911 number.*

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**9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES****9.1 CONNECTION ON CUSTOMER PREMISE****9.1.1 General**

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

**9.1.2 Responsibility of the Company**

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

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## 9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

### 9.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)

#### 9.1.2 Responsibility of the Company (Cont'd)

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

#### 9.1.3 Liability of the Company

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

#### 9.1.4 Responsibility of the Customer

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

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## 9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

### 9.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)

#### 9.1.4 Responsibility of the Customer (Cont'd)

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

#### 9.1.5 Connection at Hazardous or Inaccessible Locations

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

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## 9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

### 9.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)

#### 9.1.6 Connections of Registered Equipment

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

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

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

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

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

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**9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES****9.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)****9.1.6 Connections of Registered Equipment (Cont'd)**

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

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

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

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

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**9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES****9.2 RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS****9.2.1 General**

- A. The voice recording equipment shall be so arranged that, at the will of the user, it can be physically connected to and disconnected from the services of the Company or switched on and off.
- B. *A broadcast licensee shall be exempt from the above recording requirements provided at least one of the following requirements is met:*
  - 1. The licensee informs each party to the call of its intent to broadcast the conversation;
  - 2. each party to the call is aware of the licensee's intent to broadcast the call; or
  - 3. such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.
- C. The Federal Communications Commission has established exceptions to these requirements in cases of recording of: calls to and from emergency numbers involving health, safety, police, public utilities and road service; calls made by the U.S. Department of Defense Emergency Command Centers and U.S. Nuclear Regulatory Commission Operations Centers; calls made from patently unlawful purposes (such as bomb threats, kidnap ransom requests and obscene telephone calls); calls made by the U.S. Secret Service concerning Presidential security; and calls made by law enforcement or intelligence authorities acting under color of law.

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**9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES****9.3 SERVICE CHARGES****9.3.1 Failure of Acceptance Tests**

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

**9.3.2 Line Conditioning or Treatment**

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

**9.3.3 Damages to Facilities**

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

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**11. GENERAL INDEX**

**Comment:** This section can be removed and replaced with a pricelist. All the sections that have rates in charges are to be placed in this one section. The maximum ranges required for Tier 1 services can be left in the body of the tariff. Similar to the format used in the Message Toll and Operator Services Tariff.

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**11. GENERAL INDEX**

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**11. GENERAL INDEX**

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**11. GENERAL INDEX**

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