

RECEIVED - BOOKS IN CHARGE

1. The rates set forth on the website do not coincide with the rates set forth in the tariff in Section 2.11, Page 17 for the "Standard" or "Basic" packages as well as for "Inside Wiring" on page 18.

**Response:** Please see attached replacement PUCO Tariff No. 1, Section 2, Original Page Nos. 17 and 18.

2. Is the suspend fee listed on the website the same as the reconnection fee listed in Section 1, page 16 of the tariff?

**Response:** Yes. The suspend fee listed on the website is the same as the reconnection fee listed in Section 1, page 16 of the tariff.

3. The \$19.50 service change and account access fee needs to be included in the tariff. Please include this rate as well as a description as to when it will apply.

**Response:** Please see attached replacement PUCO Tariff No. 1, Section 3, Original Page No. 3. Tennessee Telephone does not utilize Account Access Fees.

4. The late fee conditions set forth on the website does not comply with the Minimum Telephone Service Standards (OAC §4901:1-5-07(D)). Please add a note that this does not apply to Ohio customers.

**Response:** Tennessee Telephone's website has been updated to reflect a note that this does not apply to Ohio customers.

5. The reconnection fee listed on the disconnection notice must also be tariffed.

**Response:** The reconnection fee is listed in Section 1, Original Page No. 18 of the PUCO Tariff No. 1.

2 Service Description and Rates (cont'd)

2.10 Toll Disconnection

Please see section 1.9 for regulations pertaining to disconnection.

2.10.1 DePICing

Manual Process - \$5.50

Electronic Process - \$1.25

If a subscriber changes both the InterLata and IntraLata presubscribed interexchange carrier at the same time, 50% of the otherwise applicable IntraLata presubscription change charge will apply.

2.11 Residential Feature Packages

Standard Package \$19.95

Package includes: Unlimited local calling

Basic Package \$34.95

Package includes: Call Waiting Deluxe and Caller ID Deluxe

---

As Approved in Case No. 09- -TP-ACE

Issue Date: October 14, 2009

Effective Date:

Matt Davis, Chief Executive Officer  
220 Creekside Drive  
Dickson, Tennessee 37035

## 2.11 Residential Feature Packages (Contd)

**Package includes: Call Waiting Deluxe, Caller ID Deluxe\***

**Package includes: All deluxe & touch \* features\***

**Package includes: All deluxe & touch \* features**

**Package includes: All deluxe & touch \* features\***

**\$60.00 fee for new service or conversion fee**

Non published number	\$ 5.00
----------------------	---------

Inside Wire Maintenance	\$ 6.95 Residential per line
	\$ 8.95 Residential up to 5 lines

\* This package is only available with detariffed service (i.e. long distance) and can be found with a complete description along with the price on the Company's website at [www.freecomusa.com](http://www.freecomusa.com).

**Effective Date:**

**Matt Davis, Chief Executive Officer**  
220 Creekside Drive  
Dickson, Tennessee 37035

3     Competitive Local Exchange Service Price List (cont'd)

3.2     Insufficient Fund Charge                             \$25.00

3.3     Service Charge                                         \$19.50

Any changes on the account –  
name change, plan change,  
number change or to add a feature

---

As Approved in Case No. 09-     -TP-ACE

Issue Date:   October 14, 2009

Effective Date:

Matt Davis, Chief Executive Officer  
220 Creekside Drive  
Dickson, Tennessee 37035