

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

Per the Commission's 01/19/2011 "Implementation Order" in Case No. 10-1010-TP-ORD
(Effective: 01/20/2011 through 05/20/2011)

In the Matter of the Application of Arthur Mutual Telephone)
Company to Detariff Services and make other changes related)
to the Implementation of Case No. 10-1010-TP-ORD)

TRF Docket No. 90-5004 – TP - TRF

Case No. 11 - 2435 - **TP - ATA**

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

Name of Registrant(s) Arthur Mutual Telephone Company
DBA(s) of Registrant(s) _____
Address of Registrant(s) 21980 S.R. 637, Defiance, OH 43512-9308
Company Web Address www.artelco.net
Regulatory Contact Person(s) Carolyn S. Flahive Phone 614-469-3294 Fax 614-469-3361
Regulatory Contact Person's Email Address Carolyn.Flahive@ThompsonHine.com
Contact Person for Annual Report Eric W. Roughton, General Manager Phone: 419-393-2233
Address (if different from above) _____
Consumer Contact Information Eric W. Roughton Phone: 419-393-2233
Address (if different from above) _____

Part I – Tariffs

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

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

Carrier Type	<input checked="" type="checkbox"/> ILEC	<input type="checkbox"/> CLEC	<input type="checkbox"/> CTS
Tariff for Basic Local Exchange Service (BLES) and/or other services required to be tarified pursuant to 4901:1-6-11(A); detariffing of all other services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other changes required by Chapter 4901:1-6 (Describe in detail in Exhibit C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part II – Exhibits

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

Included	Identified As:	Description of Required Exhibit:
<input checked="" type="checkbox"/>	Exhibit A	The existing affected tariff pages.
<input checked="" type="checkbox"/>	Exhibit B	The proposed revised tariff pages.
<input checked="" type="checkbox"/>	Exhibit C	Narrative summarizing all changes proposed in the application, and/or other information intended to assist Staff in the review of the Application.
<input checked="" type="checkbox"/>	Exhibit D	One-time customer notice of detariffing and related changes consistent with rule 4901:1-06-07
<input checked="" type="checkbox"/>	Exhibit E	Affidavit that the Customer Notice described in Exhibit C has been sent to Customers.

Part III. – Attestation

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

AFFIDAVIT

Compliance with Commission Rules

I am an officer/agent of the applicant corporation, Arthur Mutual Telephone Company, and am authorized to make this statement
(Name) on its behalf.

I attest that these tariffs comply with all applicable rules for the state of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules, as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the state of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

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

Executed on (Date) April 8, 2011 at (Location) Defiance, Ohio

*(Signature and Title) /s/ Eric W. Roughton, General
Manager

(Date) April 8, 2011

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

VERIFICATION

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

*(Signature and Title) /s/ Carolyn S. Flahive, Esq.

(Date) April 14, 2011

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

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

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

Or

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

EXHIBIT A
(Existing Affected Tariff Pages)

P. U. C. O. NO. 3

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TARIFF DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

THE ARTHUR MUTUAL TELEPHONE COMPANY

TELEPHONE SERVICE TARIFF

Note: This Tariff cancels and supersedes all previous Tariffs of The Arthur Mutual Telephone Company

ISSUED August, 12, 1981

EFFECTIVE September 1, 1981

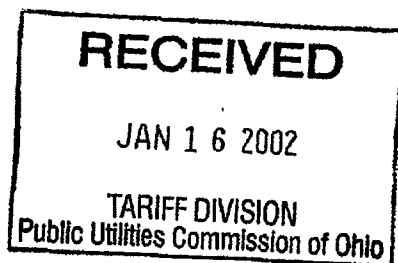
IN ACCORDANCE WITH ORDER NO. 79-1030-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
By Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

PREFACE
THIRD REVISED SHEET NO. 1
REPLACES SECOND REVISED SHEET NO. 1

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SECTION 7:	BASIC TELEPHONE ASSISTANCE	
SECTION 8:	INTRALATA PRESUBSCRIPTION	(T)
SECTION 9:	MINIMUM TELEPHONE SERVICE STANDARDS	(N)



Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio 43512

P. U. C. O. NO. 3

EXPLANATION OF SYMBOLS

A. EXPLANATION OF SYMBOLS

1. (C) - To signify changed regulations
2. (D) - To signify discontinued rate or regulation
3. (I) - To signify increased rate
4. (N) - To signify new rate or regulation
5. (R) - To signify reduced rate
6. (S) - To signify reissued matter
7. (T) - To signify a change in text, but no change in rate or regulation

ISSUED August 12, 1981

EFFECTIVE, September 1, 1981

IN ACCORDANCE WITH ORDER NO. 79-1030-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
By Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

<u>SUBJECT</u>	<u>TARIFF</u>	<u>SECTION</u>	<u>SHEET</u>	
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ISSUED: April 23, 2007

EFFECTIVE: April 23, 2007

In Accordance with Case No. 07-456-TP-NFP
Issued by the Public Utilities Commission of Ohio
Eric W. Roughton, Manager
Defiance, Ohio 43512

ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

MASTER INDEX
FIRST REVISED SHEET NO. 2
REPLACES ORIGINAL SHEET NO. 2

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DEPOSITS	3	3	5	(T)

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio 43512

<u>SUBJECT</u>	<u>TARIFF</u>	<u>SECTION</u>	<u>SHEET</u>	
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ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

MASTER INDEX
FOURTH REVISED SHEET NO. 4
REPLACES THIRD REVISED SHEET NO. 4

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio 43512

ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

MASTER INDEX
SECOND REVISED SHEET NO. 5
REPLACES FIRST REVISED SHEET NO. 5

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

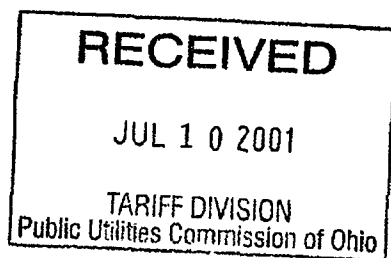
In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio 43512

ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

MASTER INDEX
FIRST REVISED SHEET NO. 6
REPLACES ORIGINAL SHEET NO. 6

P.U.C.O NO. 3

<u>SUBJECT</u>	<u>TARIFF</u>	<u>SECTION</u>	<u>SHEET</u>
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Issued: July 10, 2001

Effective: July 10, 2001

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD and Case No. 01- 1753 -TP-NFP
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio 43512

ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

SUBJECT INDEX
Fourth Revised Sheet No. 1
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P.U.C.O. NO. 3

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ISSUED: April 23, 2007

EFFECTIVE: April 23, 2007

In Accordance with Case No. 07-456-TP-NFP
Issued by the Public Utilities Commission of Ohio
Eric W. Roughton, Manager
Defiance, Ohio 43512

ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

SUBJECT INDEX
THIRD REVISED SHEET NO. 2
REPLACES SECOND REVISED SHEET NO. 2

P.U.C.O. NO. 3

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TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio 43512

ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

SUBJECT INDEX
THIRD REVISED SHEET NO. 3
REPLACES SECOND REVISED SHEET NO. 3

P.U.C.O. NO. 3

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TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

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ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

SUBJECT INDEX
FIRST REVISED SHEET NO. 4
REPLACES ORIGINAL SHEET NO. 4

P.U.C.O NO. 3

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JUL 10 2001

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: July 10, 2001

Effective: July 10, 2001

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD and Case No. 01- 1753 -TP-NFP
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio 43512

P.U.C.O. NO. 3
LOCAL EXCHANGE TARIFF

ARTHUR EXCHANGE RATES

The following identified service rates entitle the subscribers of telephone service to call, without additional charge, the subscribers of Ayersville, Oakwood, Paulding and Defiance Exchanges, in addition to the other subscribers of the Arthur Exchange.

The following listed rates for local exchange telephone service shall apply within the exchange area as depicted on the Arthur Exchange Map (Section 1, Original Sheet No. 2, PUCO NO. 3 Local Exchange Tariff).

<u>CLASS OF SERVICE</u>	<u>EXCHANGE ACCESS CHARGE</u>	
One Party Business Access Line Charge	\$23.10	
Payphones		(N)
Coin Operated Telephone Service Access Line	\$23.10	
Coin Supervision Additive	\$ 7.20	(N)
One Party Residence Access Charge	\$14.70	
		(D)

Issued: April 8, 1997

Effective: April 15, 1997

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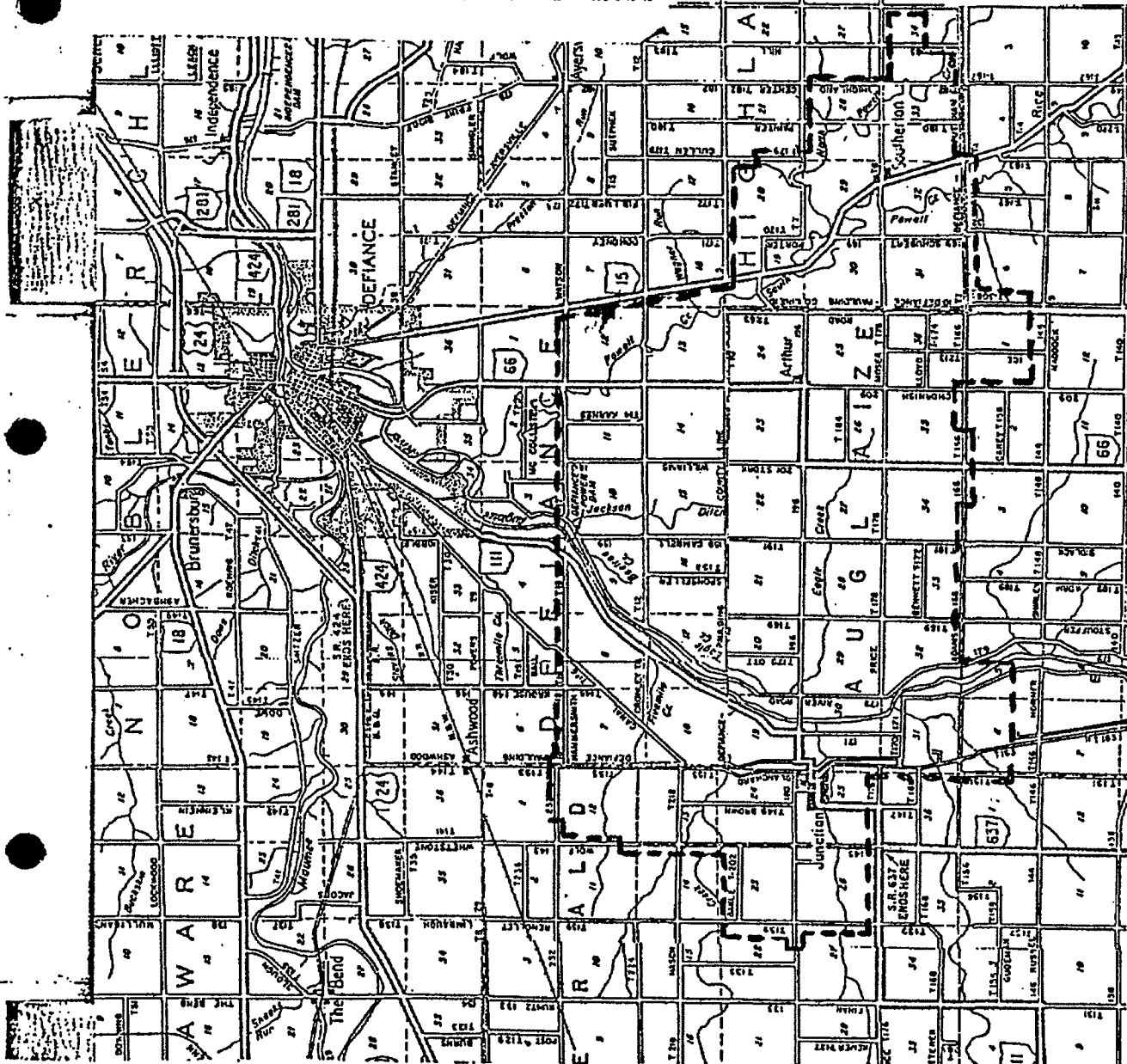
APR - 8 1997

TARIFF DIVISION
Public Utilities Commission of OhioIN ACCORDANCE WITH CASE NO. 96-1310-TP-COI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIOBy Janet E. Sholl, Manager
State Route 8, Defiance, Ohio 43512

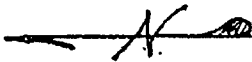
THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION 1
ORIGINAL SHEET NO. 2

P.U.C.O. NO. 3
LOCAL EXCHANGE TARIFFS



ARTHUR EXCHANGE AREA - - -



SCALE: One (1) inch = 10,000 feet

ISSUED August 12, 1981

EFFECTIVE September 1, 1981

In accordance with Order No. 79-1030-TP-AIR
Issued by the Public Utilities Commission of Ohio

By Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

TARIFF SPECIFIC INDEX
SECTION NO. 2
Third Revised Sheet No. 1
Replaces Second Revised Sheet No. 1

P.U.C.O. NO. 3

<u>SUBJECT</u>	<u>SHEET</u>	
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS	23-27	(N)
CALL BLOCKING (900 SERVICES)	11	
CALL FORWARDING	7	
CALL WAITING	7	
CALL TRANSFER	8	
CANCEL CALL WAITING	7	
CENTRAL OFFICE CONNECTION	3-4	
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EXTRA LISTING	3	
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NON-RECURRING SERVICE CHARGE	3-4	
NUMBER CHANGE	5	
OFF PREMISE EXTENSION CHARGE	1	
PAY STATION (CHARGES)	1	
PREMISE VISIT (CHARGE)	3	
PROMOTIONS (CUSTOM CALLING)	10	
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ISSUED: April 23, 2007

EFFECTIVE: April 23, 2007

In Accordance with Case No. 07-456-TP-NFP
Issued by the Public Utilities Commission of Ohio
Eric W. Roughton, Manager
Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 2
SIXTH REVISED SHEET NO. 1
CANCELS FIFTH REVISED SHEET NO. 1

P.U.C.O. NO. 3
GENERAL EXCHANGE TARIFFS

MISCELLANEOUS SERVICE OFFERINGS

MONTHLY RATES

Recurring Charges

Extension Service:

Off Premise Extension Charge (Per ¼ mile) \$1.00

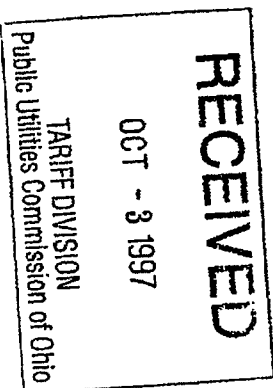
TEL-TONE TOUCH DIAL

This service, more commonly known as push button dialing or as Touch Tone under the Bell System registered trademark, will be offered to subscribers of the Arthur Mutual Telephone Company. There will be no distinction between business and/or residence.

Tel-Tone Touch Dial

Per each Mainline Service \$1.50

The above listed charge is in addition to the monthly charges found on Section 1, Original Sheet 1, Local Exchange Tariff PUCO No. 3



Issued: October 3, 1997

Effective: October 7, 1997

IN ACCORDANCE WITH CASE NO. 96-1310-TP-COI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

By Janet E. Sholl, Manager
21980 St. Rt. 637, Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 2
SECOND REVISED SHEET NO. 2
CANCELS
REVISED SHEET NO. 2

P. U. C. O. NO. 3
GENERAL EXCHANGE TARIFFS

DELETE TOTAL PAGE

RESERVE FOR FUTURE USE

ISSUED: October 15, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1536-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987 .
Janet E. Sholl, Secretary
Route 8, Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 2
SECOND REVISED SHEET NO. 3
CANCELS
FIRST REVISED SHEET NO. 3

P. U. C. O. NO. 3
GENERAL EXCHANGE TARIFFS

<u>Directory Listing</u>	<u>Non-Recurring Charge</u>	<u>Monthly Charge</u>
<u>Non-Published (Unlisted) Numbers</u>		
There will be a monthly charge for telephone numbers which are unlisted at the request of the subscriber		\$ 0.75
There will be a non-recurring charge for each change of Non-Published number requested by the subscriber	\$10.00	
<u>Extra Listing</u>		
There will be a monthly charge for an extra listing in the telephone directory requested by the subscriber		\$ 1.00 (T)
<u>NON-RECURRING SERVICE & EQUIPMENT OFFERINGS</u>		<u>CHARGE</u>
<u>Charges for Changes, Service Connections and Restoral of Service:</u>		
1. <u>Service Connection-Non Complex</u>		
a. <u>Service Order Charge</u>		
Receiving, recording and processing information necessary to execute a customer's initial request for service.		\$10.00
b. <u>Central Office Connection Charge</u>		
Performing all or part of the work associated with the connection of a central office line, including connection or changes in the central office.		\$10.00
c. <u>Line Connection Charge</u>		
Traveling to the customer's premises to perform any work involving line connection.		\$15.00 (T) (T) (T)

ISSUED: October 15, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1536-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Janet E. Sholl, Secretary
Route 8, Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 2
FOURTH REVISED SHEET NO. 4
CANCELS
THIRD REVISED SHEET NO. 4

P. U. C. O. NO. 3
GENERAL EXCHANGE TARIFFS

NON-RECURRING SERVICE & EQUIPMENT OFFERINGS (Continued)

CHARGE

d.

e.

(D)

(D)

3. Business

Each initial connection, change in type or style, move, change in location or any other work performed in connection with a business telephone line or business telephone system, charges will be computed on an actual time and material basis which includes all direct labor and overhead costs for those charges not listed.

- a. Service Charge
- b. Central Office Wiring
- c. Line Connection Charge
- d.
- e.

\$10.00

\$10.00

\$15.00

(T)

(D)

ISSUED: October 15, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1536-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Janet E. Sholl, Secretary
Route 8, Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 2
FOURTH REVISED SHEET NO. 5
CANCELS
THIRD REVISED SHEET NO. 5

P. U. C. O. NO. 3
GENERAL EXCHANGE TARIFF

-
4. Re-establishment of Suspended Service
Re-establishment of service previously
suspended as a result of non-payment
- (a) When disconnected at the main frame
(Applicable components of Service
Connection: a and b). \$20.00
- (b) When disconnected at the Subscriber
Terminal (Applicable components of
Service Connection: a, b and c). \$35.00
5. (D)
6. (D)
7. (D)
8. Number Change
There will be a charge for each number change
requested by the subscriber (Applicable component
of Service Connection Charge: a and b). \$20.00

ISSUED: October 15, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1536-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Janet E. Sholl, Secretary
Route 8, Defiance, Ohio 43512

P. U. C. O. NO. 3
GENERAL EXCHANGE TARIFFS

FEDERAL LIFELINE CONNECTION ASSISTANCE (Link Up America)

The Telephone Company will make available Federal Lifeline Connection Assistance (Link Up America plan). The plan grants assistance sufficient to pay one-half (50%) of the filed tariff rate for the Service Connection (an amount not to exceed \$30.00).

Federal Connection Assistance will be available for a single telephone line at the principle place of residence for applicants who meet the following eligibility requirements:

- (a) A customer requesting Link Up America assistance shall have lived at an address or addresses where there has been no telephone service for at least three months immediately prior to the request for assistance;
- (b) Assistance shall be available to any customer no more than once every two years;
- (c) The customer cannot be a dependent (as defined by the Federal Income Tax Code) under the age of 60; and
- (d) The customer must meet state-determined income criteria.

In order to be eligible for Link Up America benefits, applicant must be a current participant in either the Home Energy Assistance Program (HEAP) or the Ohio Energy Credits Program (OECF) or a participant during the most recent assistance period.

The applicant shall provide self-certification for requirements (C) and (D).

ISSUED: November 19, 1987

EFFECTIVE: December 9, 1987

IN ACCORDANCE WITH ORDER NO. 87-1228-TP-COI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

Ref.
TICA
Tariff

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 2
ORIGINAL SHEET NO. 6

P.U.C.O. NO. 3
GENERAL EXCHANGE TARIFFS

FEDERAL LIFELINE CONNECTION ASSISTANCE (Link Up America)

RIDER

To be eligible for Link Up America assistance, a customer no longer needs to meet the non-income eligibility requirements relating to the length of time that a customer has resided at an address where there has been no telephone service and the frequency with which the customer has availed himself/herself of Link Up America benefits. The other eligibility requirements listed in this tariff remain in effect.

ISSUED: June 5, 1989

EFFECTIVE: June 8, 1989

IN ACCORDANCE WITH ORDER NO. 87-1228-TP-COI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO 05/31/89
Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

P.U.C.O. NO. 3
GENERAL EXCHANGE TARIFFS

9. CUSTOM CALLING FEATURES:

CALL FORWARDING

This service provides the customer with the ability to automatically forward all incoming calls to another station. The telephone can still be used for outgoing calls or long distance calls. This service is available on rotary or digitone telephone sets.

Monthly recurring charge-----\$1.00

CALL WAITING

This service permits a customer, already talking to another party to be informed that an incoming call is waiting to reach the busy number. By depressing the switchhook, the customer can transfer to the new call while holding the original connection. Subsequent depressing of the switchhook will transfer the customer back and forth between the two connections, however, the customer is unable to talk to both parties at the same time. Only one call can wait at a time, any other calls will receive a busy tone. This service is available on rotary or digitone telephone sets.

Monthly recurring charge-----\$1.00

CANCEL CALL WAITING

This service permits a customer to disable Call Waiting for the duration of one call by dialing access code. Call Waiting features are reestablished as soon as the call is terminated.

Digitone is required for this feature.

Monthly recurring charge-----\$1.00

Issued: April 17, 1991

Effective: May 01, 1991

In accordance with Order No. 91-279-TP-ATA
Issued by the Public Utilities Commission of Ohio 04-11-91

Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

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APR 22 1991

TARIFF DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

P.U.C.O. NO. 3
GENERAL EXCHANGE TARIFFS

9. CUSTOM CALLING FEATURES: (Continued)

CALL TRANSFER

This feature enables the customer to receive an incoming call and transfer that call to another telephone number. This service is available on rotary or digitone telephone sets.

Three-Way Calling is required for this feature.

Monthly recurring charge-----\$1.00

THREE-WAY CALLING

This service permits a customer to add a third party to an existing connection by depressing the switchhook and dialing the third party. Upon receiving dial tone, the three-way connection is completed by depressing the switchhook again. When one party hangs up, the other two may continue their conversation. This service is available on rotary or digitone.

Monthly recurring charge-----\$1.00

CODE RESTRICTION

This feature provides the customer with the ability to block out-ward dialed calls to pre-selected Access Codes (i.e. 900 numbers). This service is available on rotary or digitone telephone sets.

Non-recurring charge (connection charge)-----\$5.60

DO NOT DISTURB

This feature enables the customer to place the telephone in a mode that will limit incoming calls to those individuals that have been provided an Identification Code. Digitone is required for this feature.

Monthly recurring charge-----\$1.00

Issued: April 17, 1991

Effective May 01, 1991

In accordance with Order No. 91-279-TP-ATA
Issued by the Public Utilities Commission of Ohio 04-11-91
Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

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APR 25 1991

TARIFF DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

P.U.C.O. NO. 3
GENERAL EXCHANGE TARIFFS

9. CUSTOM CALLING FEATURES: (Continued)

SPEED DIALING - SHORT LIST

This feature enables the customer to dial with a one-digit code up to eight (8) frequently called numbers, both local or long distance. The customer can change the list of eight (8) called numbers as often as desired. This service is available on rotary and digitone telephone sets.

Monthly recurring charge-----\$1.00

SPEED DIALING - LONG LIST

This feature enables the customer to dial with a two-digit code up to thirty (30) frequently called numbers, both local and long distance. The customer can change the list of thirty (30) called numbers as often as desired. A customer must choose between the Short List or the Long List feature as both cannot be used simultaneously on a single line. This service is available on rotary and digitone telephone sets.

Monthly recurring charge-----\$2.00

MULTI-LINE HUNT SERVICE (Trunk Hunting Switch)

Lines with Trunk Hunting Terminals are an optional central office feature that provides the multi-line customer with the option of having incoming calls routed to an idle station line, in a pre-arranged group, when the called station line is busy. Each station line in the group must be equipped with the feature. In the event a busy condition is encountered by an incoming call, the central office equipment will search the group for an available station line before returning a busy condition signal to the originating station.

Monthly recurring charge for ea.line equipped---\$2.00

Issued: April 17, 1991

Effective: May 01-1991

In accordance with Order No. 91-279-TP-ATA
Issued by the Public Utilities Commission of Ohio 04-11-91
Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

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APR 21 1991

TARIFF DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

P.U.C.O. NO. 3
GENERAL EXCHANGE TARIFFS

9. CUSTOM CALLING FEATURES: (Continued)

CONNECTION CHARGE

A connection charge will be made for each customer request for Custom Calling Features. The charge will be waived if the request for Custom Calling Features is made in conjunction with an initial installation service order.

Non-recurring charge-----\$5.60

PROMOTIONS

Custom Calling Services may be offered to individual customers for trial-use for a period not to exceed thirty (30) days. The dates of offering and duration of trial-use will be determined by the Telephone Company. During trial-use, the recurring charge for Custom Calling Services will not apply to customers participating in the trial-use offering and the Service Connection charges will be waived. This offering is limited to one-party lines which are not already equipped with the Custom Calling Features added. A customer may participate only once during each trial-use offering period. Customer requests for Custom Calling Feature trial-use will be subject to availability of facilities.

Issued: April 17, 1991

Effective: May 01, 1991

In accordance with Order No. 91-279-TP-ATA
Issued by the Public Utilities Commission of Ohio 04-11-91
Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

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APR 22 1991

TARIFF DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 2
FIRST REVISED SHEET NO. 11
REPLACES ORIGINAL SHEET NO. 11

P.U.C.O. NO. 3
GENERAL EXCHANGE SERVICE TARIFFS

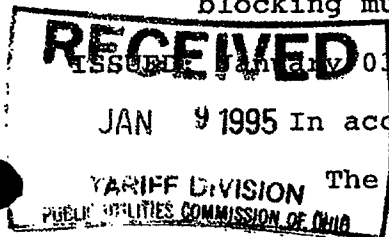
900 SERVICES CALL BLOCKING

A. Description

900 services call blocking is an optional service providing residential and nonresidential customers with the capability to block the origination of direct dialed calls to all 900 services.

B. Regulations

- (a) LEC-provided blocking of 900 services shall be provided where technologically feasible.
- (b) 900 services blocking is to be offered to residential customers at no charge for initial requests.
- (c) 900 services blocking is to be provided to nonresidential customers, free of charge, on a one-time basis, during a 60-day period after the inception of service.
- (d) Charges associated with nonresidential customers' initial requests (after the sixty-day free enrollment period has expired) and subsequent requests, and residential customers' subsequent requests, for 900 services blocking will not exceed the company's service order charge.
- (e) Residential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge, even if they exercised an option to block at a previous location at no charge.
- (f) Nonresidential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge during a 60-day period after the inception of service, even if they exercised an option to block 900 services at a previous location at no charge.
- (g) Customers may elect to remove 900 services blocking free of charge. Requests by customers to remove 900 services blocking must be in writing.



ISSUED January 03, 1995

EFFECTIVE; January 04, 1995

JAN 9 1995 In accordance with Case No. 94-1648-TP-COI
issued by

TARIFF DIVISION The Public Utilities Commission of Ohio

PUBLIC UTILITIES COMMISSION OF OHIO

P.U.C.O. NO. 3
GENERAL EXCHANGE TARIFFS**CUSTOM LOCAL AREA SIGNALLING SERVICES (CLASS) (N)****A. General:**

1. The Arthur Mutual Telephone Company offers Custom Local Area Signalling Services (CLASS) which includes one or more of the following: (N)
" (N)
- a. Repeat Calling (N)
Automatically redials the last outgoing number after the customer activates the service by dialing * 66 from a touch-tone phone, or 1166 from a rotary dial phone. " Repeat Dialing monitors the busy line and performs a call set-up when both the originating and terminating lines become idle. After activation of the feature, the originating and terminating customers may place other calls without effecting the Repeat Dialing service status. " This service may also be used to recall a party after the conversation has been terminated. To deactivate the repeat calling status, the customer would dial * 86 from a touch-tone phone, or 1186 from a rotary dial phone. (N)
- b. Call Return (N)
Enables a customer to return the last incoming call, whether or not it was answered. The customer dials the activation code of * 69 from a touch-tone phone, or 1169 from a rotary dial phone, and the last incoming call is automatically dialed. If the line is busy when the customer activates the service, a confirmation announcement is heard, the customer hangs up and the electronic switch searches for a non-busy circuit status. For the next thirty minutes both the calling and called parties' lines are checked periodically. The call completion is made when both the originating and terminating lines are idle. After activation of the feature, the originating and Terminating customers may place other calls without affecting the Call Return service status. Up to ten calls may be held in equipment memory for the customer's Call Return activation. To deactivate automatic recall, the customer would dial * 89 from a touch-tone phone, or 1189 from a rotary dial phone. (N)

ISSUED: September 19, 1994

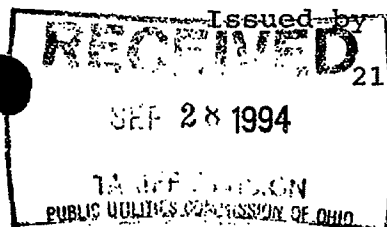
EFFECTIVE: November 01, 1994

In accordance with Order No. 94-1533-TP-NFP

Issued by The Public Utilities Commission of Ohio

Janet E. Sholl, Secretary

21980 SR 637, Defiance, Ohio 43512



P.U.C.O. NO. 3
GENERAL EXCHANGE TARIFFS

CUSTOM LOCAL AREA SIGNALLING SERVICES (CLASS) (cont'd)		(N)
A. General: (cont'd)		(N)
c. Distinctive Ringing / Call Waiting		"
Allows customers to designate several numbers that will		"
be recognized immediately as important calls by means of		"
distinctive alerting signal. Up to nine (9) numbers may		"
be added to the screening list through an interactive		"
dialing sequence. The customer then dials * 61 from a		"
touch-tone phone, or 1161 from a rotary dial phone, and		"
activates the service. When the incoming call is identi-		"
fied as one of the numbers on the list, a distinctive		"
ring will be produced in the customer's telephone to		"
alert them that an important call is coming in. If the		"
customer is using the phone and one of the selected		"
numbers comes through on call waiting, the customer will		"
receive a distinctive call waiting signal to let them		"
know an important call is awaiting them.		(N)
d. Selective Call Reject		(N)
Provides the customer with a method of blocking calls		"
from certain numbers, which may or may not be known to		"
the customer. The customer may create a screening list		"
of up to nine (9) telephone numbers, and place them in		"
network memory through an interactive dialing sequence.		"
The customer may also activate the service after		"
receiving a call, and thus place the number associated		"
with that call on the Selective Call Reject screening		"
list. To activate the feature, the customer dials * 60		"
from a touch-tone phone, or 1160 from a rotary dial		"
phone, and the telephone number of each incoming call is		"
checked against the customer's Selective Call Reject		"
screening list.		(N)
e. Selective Call Forwarding		(N)
Allows customers to create a special list of telephone		"
numbers and a destination number through an interactive		"
dialing sequence. By dialing * 63 from a touch-tone		"
phone, or 1163 from a rotary dial phone, the customer		"
activates the service. Only incoming calls from numbers		"
appearing on the list will be forwarded to the prede-		"
termined remote station (destination number).		(N)

ISSUED: September 19, 1994

EFFECTIVE: November 01, 1994

21980	SR 637, Defiance, Ohio 43512
In accordance with Order No. 94-1533-TP-NFP	
Issued by The Public Utilities Commission of Ohio	
Janet E. Sholl, Secretary	
SEP 28 1994	
PUBLIC UTILITIES COMMISSION OF OHIO	

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 2
FIRST REVISED SHEET NO. 17
REPLACES ORIGINAL SHEET NO. 17

P.U.C.O. NO. 3
GENERAL EXCHANGE TARIFFS

CUSTOM LOCAL AREA SIGNALLING SERVICES (CLASS) (cont'd)

A. General: (cont'd)

f. Caller ID

Allows the customer to view the number of the calling party when receiving a telephone call. The telephone number of the calling party is displayed on a customer-provided display device. However, the calling party may subscribe to services which will prevent the disclosure of their telephone number. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's telephone number. Caller ID is activated by dialing *65 from a touch-tone phone, or 1165 from a rotary dial phone. To deactivate the Caller ID status, the customer would dial *85 from a touch-tone phone, or 1185 from a rotary dial phone.

g. Caller ID with Name

Works in the same manner as Caller ID, but in addition to displaying the calling party's telephone number, it also displays the calling party's name. The calling party may activate per call blocking or subscribe to per line blocking services which will prevent the disclosure of their telephone number and name. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's telephone number and name.

(N)

(N)

B. Custom Local Area Signalling Services (Defined)

Custom Local Area Signalling Services (CLASS) are central office-based telecommunication services capable of providing several optional service enhancements. These services will be offered from The Arthur Mutual Telephone Company central office.

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AUG 23 1999

TARIFF DIVISION

Public Utilities Commission of Ohio

EFFECTIVE: September 1, 1999

In accordance with Case No. 99-982-TP-NFP

Issued by The Public Utilities Commission of Ohio

Janet E. Sholl, Secretary

21980 SR 637, Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 2
ORIGINAL SHEET NO. 17-A

P.U.C.O. NO. 3
GENERAL EXCHANGE TARIFFS

CUSTOM LOCAL AREA SIGNALLING SERVICES (CLASS) (cont'd)

B. Custom Local Area Signalling Services (Defined) (cont'd)

Custom Local Area Signalling Services (CLASS) cannot be functional unless the called and calling parties are served by, and the call is routed through, appropriately-equipped central offices and routed over appropriately-equipped facilities for calls between such equipped central offices. When CLASS cannot be functional, notification will be given that the call is outside the call area served by the service.

(M)

(M)

RECEIVED

AUG 23 1999

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: August 23, 1999

EFFECTIVE: September 1, 1999

In accordance with Case No. 99-982-TP-NFP

Issued by The Public Utilities Commission of Ohio

Janet E. Sholl, Secretary

21980 SR 637, Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 2

FIRST REVISED SHEET NO. 18

REPLACES ORIGINAL SHEET NO. 18

P.U.C.O. NO. 3

GENERAL EXCHANGE TARIFFS

CUSTOM LOCAL AREA SIGNALLING SERVICES (CLASS) (cont'd)

C. Rates and Charges

The following monthly rates and non-recurring charges apply to Custom Local Area Signalling Services (CLASS), and are in addition to the rates and charges applicable to any associated service, equipment and facilities.

1. Recurring Charges (per equipped line)

For Residential and Non-Residential:

Signalling Services (CLASS)

Monthly
Rate

a. Repeat Dialing	\$5.00
b. Call Return	5.00
c. Distinctive Signal/Call Waiting	5.00
d. Selective Call Reject	5.00
e. Selective Call Forwarding	5.00
f. Caller ID	5.00
g. Caller ID With Name	7.00

(N)

2. Discounts

The following discount schedule is available to customers of the above listed Signalling Services (lines 1a thru 1g)

(T)

CLASS:

2nd feature Discount \$2.00 per Month

3rd feature Discount \$2.00 per Month

Each Additional feature after three (3) \$2.50 per Month

Connection Charge

A connection charge will be made for each customer request for Custom Local Area Signalling Services (CLASS) features. The charge will be waived if the request for CLASS is made in conjunction with an initial service order.

Non-recurring charge ----- \$5.60

ISSUED: August 23, 1999

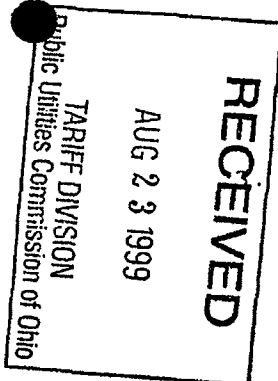
EFFECTIVE: September 1, 1999

In accordance with Case No. 99-982-TP-NFP

Issued by The Public Utilities Commission of Ohio

Janet E. Sholl, Secretary

21980 SR 637, Defiance, Ohio 43512



THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 2
ORIGINAL SHEET NO. 19

P.U.C.O. NO. 3
GENERAL EXCHANGE TARIFFS

CUSTOM LOCAL AREA SIGNALLING SERVICES (CLASS) (cont'd) (N)

C. Rates and Charges (cont'd) (N)

4. Promotions

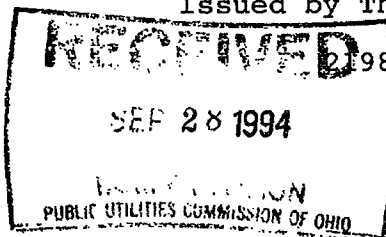
Custom Local Area Signalling Services (CLASS) Features (N)
may be offered to individual customers for trial-use "
for a period not to exceed thirty (30) days. The dates "
of offering and duration of trial-use will be determined "
by the Telephone Company. During trial-use, the recurr- "
ing charge for (CLASS) will not apply to customers "
participating in the trial-use offering and the Service "
Connection charges will be waived. This offering is "
limited to one-party lines which are not already "
equipped with (CLASS) Features added. A customer may "
participate only once during each trial-use offering "
period. Customers requests for (CLASS) Feature trial-use "
will be subject to availability of facilities. (N)

Requests for promotional offerings will be filed with (N)
the Public Utilities Commission of Ohio not less than "
ten (10) days prior to the effective date of the "
promotional offering. (N)

ISSUED: September 19, 1994

EFFECTIVE: November 01, 1994

In accordance with Order No. 94-1533-TP-NFP
Issued by The Public Utilities Commission of Ohio
Janet E. Sholl, Secretary
21980 SR 637, Defiance, Ohio 43512



P.U.C.O NO. 3
GENERAL EXCHANGE TARIFFS

DIRECTORY ASSISTANCE SERVICE

(N)

1. Regulations

- a. The Telephone Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.
- b. The rates specified in Section 3 below are not applicable to calls placed from pay telephone stations, or from hospitals and skilled nursing homes. For the purpose of this tariff, the term "skilled nursing homes" applies to those nursing homes that provide 24-hour per day professional nursing care.
- c. Directory Assistance Service furnished to the visually or physically handicapped:
 - i. Charges for Directory Assistance Service are not applicable to calls placed by visually or physically handicapped subscribers to the Directory Assistance attendant. One residence service per handicapped person is designated by that handicapped person who is unable to use a directory due to a visual or other physical handicap. Such person must make application to the Telephone Company for exemption and will be required to provide suitable proof of handicap. Such application shall be established by the following procedures:
 - a) A letter to the Telephone Company from a qualified professional familiar with the person's visual or physical impairment stating that the person qualifies for the exemption, or
 - b) The filling out of a prepared form made available by the Telephone Company, by a qualified professional familiar with the person's visual or physical impairment.

(N)

P.U.C.O NO. 3
GENERAL EXCHANGE TARIFFS

DIRECTORY ASSISTANCE SERVICE (Continued)

(N)

1. Regulations (Continued)

- ii. Exemption may be extended to one business service in lieu of a residence service where the handicapped person subscribes only to business service that is located in the residence of said person.
- iii. For the purpose of this tariff, a visually handicapped person is defined as follows:
 - a) Visual acuity of 20/60 or worse with best refractive correction with best eye, or
 - b) Visual field of 20° or less in diameter.
- d. Directory Assistance Service for the communicatively impaired:
 - i. For purposes of this tariff, the definition of impaired refers to those persons with communication impairments, including those hearing impaired, deaf, deaf/blind and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.
 - ii. Residential impaired customers or impaired members of a customer's household, upon written application and upon certification of their impaired status, which is evidenced by either a certificate from a physician, health care official or state agency or a diploma from an accredited educational institution for the impaired, may receive a discount off their message toll service rates, and, if they utilize telebraille devices, they may receive free access to local and intrastate long distance directory assistance. Additionally, TDD lines maintained by nonprofit organizations and governmental agencies, upon written application and verification that such lines are maintained for the benefit of the impaired, may receive a discount off their message toll services rates.

(N)

P.U.C.O NO. 3
GENERAL EXCHANGE TARIFFS

DIRECTORY ASSISTANCE SERVICE (Continued)

(N)

2. Service

- a. The Company provides Local and National Directory Assistance Service. Customers requesting a National number (i.e., any number that is not within the customer's local service area or EAS areas) will hear a prompt that informs the customer that the call will be automatically completed.
- b. The Customer may request a maximum of two (2) telephone numbers per directory assistance call.

3. Rates

- a. All requests made of Directory Assistance by dialing "411" will be \$0.50 per call.
- b. Customers requesting a National number (i.e., any number that is not within the customer's local service area or EAS areas) will hear a prompt that provides them with the option of having the call automatically connected by pressing "1." Customers will hear a recording that will inform them that they will be billed \$.25 per minute for all such connected calls. For billing purposes, after the initial period of eighteen (18) seconds, calls are billed in six (6) second increments.

(N)

P.U.C.O NO. 3
GENERAL EXCHANGE TARIFFS

811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS

(N)

A. GENERAL

1. The Federal Communications Commission (FCC) assigned the 811 dialing code for nationwide access to One Call Notification Systems. The 811 dialing code ("811 Service") is a nationwide toll-free number to be used by state "One Call" notification systems for providing advanced notice of excavation activities to underground facility operators. Pursuant to PUCO Case No. 05-1306-TP-COI, 811 Service shall be made available within Ohio by May 14, 2007.
2. The three digit 811 abbreviated dialing One Call Notification code is assigned to the approved "811 Provider" for use in providing One Call notification services to the public by way of voice grade facilities.
3. 811 Service is available from the Company within its services area only. To provide access to 811 to end users in another company's service area or to Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 811 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 811 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.
4. All 811 abbreviated dialing code calls must be local in nature and will not result in any expanded local calling area (ELCA), intraLATA toll, interLATA long distance, or pay-per-call charges to Company subscribers. However, 811 Service calls may result in local measured service charges where Company subscribers' service plans include such charges.
5. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 811 Service is otherwise available wherever local service is accessible.

(N)

ISSUED: April 23, 2007

EFFECTIVE: April 23, 2007

In Accordance with Case No. 07-456-TP-NFP
Issued by the Public Utilities Commission of Ohio
Eric W. Roughton, Manager
Defiance, Ohio 43512

P.U.C.O NO. 3
GENERAL EXCHANGE TARIFFS

811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (continued)

(N)

B. OBLIGATIONS OF THE APPROVED "ONE CALL" NOTIFICATION SYSTEMS PROVIDER

1. The 811 Provider must submit a written application for 811 Service to the Company. The 811 Provider may establish 811 Service in all or part of the Company's exchanges. There may be only one 811 Provider per exchange.
2. The 811 Provider's written application to establish 811 Service in a Company local exchange must include the following:
 - a. The local, foreign exchange, or toll free telephone number into which the Company should translate the dialed 811 abbreviated code.
 - b. For network sizing and protection, an estimate of annual call volumes and holding time for calls to the 811 Service.
 - c. An acknowledgement of the possibility that the Commission's assignment of the 811 abbreviated dialing code may be recalled at any time.
3. Local Calling for Company Subscribers
 - a. The 811 Provider, in cooperation with the Company, will assure that all 811 Service calls are local and do not generate ELCA, intraLATA toll, interLATA long distance, or pay-per-call charges for Company subscribers.
 - b. When the 811 Provider applies for 811 Service from the Company, the 811 Provider must supply the Company with a toll free number. The Company will translate the 811 digits into the telephone number provided by the 811 Provider.
4. The 811 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 811 Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the 811 Provider or others, arising out of or resulting directly from the 811 Service.
5. The 811 Provider must develop an appropriate method of responding to 811 calls directed to it out of confusion or in error by Company subscribers.

(N)

P.U.C.O NO. 3
GENERAL EXCHANGE TARIFFS

811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (continued)

(N)

B. OBLIGATIONS OF THE APPROVED "ONE CALL" NOTIFICATION SYSTEMS PROVIDER
(continued)

6. The 811 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 811 Provider to receive calls to the 811 Service during normal business hours.
7. The 811 Service is provided on the condition that the 811 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 811 Service without interfering with or impairing any services offered by the Company.
8. The 811 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
9. The 811 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 811 Service. The 811 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers, and releases and all other rights from all holders of copyrights, trademarks and patents used in connection with the 811 Service.
10. The 811 Provider must respond promptly to all complaints lodged with any regulatory authority against the 811 Service. If requested by the Company, the 811 Provider must assist the Company in responding to complaints made to the Company concerning the 811 Service.
11. The 811 Provider shall not promote the 811 Service with the use of any auto dialer or broadcasting of tones that dial the 811 abbreviated dialing code.
12. The 811 Provider must work separately with CLECs operating and serving customers in the Company's exchange(s) to ascertain whether 811 abbreviated dialing will be available to their end users.

(N)

P.U.C.O NO. 3
GENERAL EXCHANGE TARIFFS

811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (continued)

(N)

C. OBLIGATIONS OF THE COMPANY

1. The Company will establish the 811 Service within ninety days after receipt of the 811 Provider's completed application(s) for service or the effective date of this Tariff, whichever is later.
2. When an 811 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 811 Service call, the quality of the call or any features that may otherwise be provided with the 811 Service.
3. The Company will route 811 calls originating from end users on the Company's local exchange network whether they purchase service directly from the Company or from another provider reselling company service. Otherwise, the Company is not responsible for establishing 811 Service for calls originating from other telecommunications providers.
4. The Company does not undertake to answer and forward 811 Service calls but furnishes the use of its facilities to enable the 811 Provider to respond to such calls at the 811 Provider-established call centers.
5. The rates charged for 811 Service, if applicable, do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 811 Provider must conduct such operational tests as, in the judgment of the 811 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 811 Provider must promptly notify the Company in the event the Company's facilities are not functioning properly.

D. LIABILITY

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 811 Provider for the 811 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect of failure in facilities occurs.

(N)

P.U.C.O NO. 3
GENERAL EXCHANGE TARIFFS

811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (continued)

(N)

D. LIABILITY (continued)

2. The Company is not liable for any losses or damages caused by the negligence of the 811 Provider.
3. The Company's entire liability to any person for interruption or failure of the 811 Service is limited to the terms set forth in this and other sections of this Tariff.
4. The Commission's local assignment and the 811 Provider's use of the 811 abbreviated dialing code are subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 811 Provider for any damages the 811 Provider may incur that result from a national assignment of the 811 abbreviated dialing code.
5. The Company will make every effort to route 811 calls to the appropriate 811 Provider call center. However, the Company will not be held responsible for routing mistakes or errors.

E. OTHER TERMS AND CONDITIONS

1. The 811 Service will not provide calling number information in real time to the 811 Provider. If this type of information is required, the 811 Provider must subscribe to compatible Caller ID service as described elsewhere in this Tariff.
2. The 811 Service is provided for the benefit of the 811 Provider. The provision of the 811 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 811 Provider.
3. A written notice will be sent to the 811 Provider following oral notification when its 811 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If, after such notification, the 811 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 811 Provider is unwilling to accept the modifications, or if the 811 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

F. RATES AND CHARGES

There shall be no charges associated with the provision of this service to the 811 Provider.

(N)

ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

TARIFF SPECIFIC INDEX
SECTION NO. 3
FIRST REVISED SHEET NO. 1
REPLACES ORIGINAL SHEET NO. 1

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JAN 16 2002

TARIFF DIVISION

Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio 43512

ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

TARIFF SPECIFIC INDEX
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JAN 16 2002

TARIFF DIVISION

Public Utilities Commission of Ohio
Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

SECTION NO. 3
SECOND REVISED SHEET NO. 1
REPLACES FIRST REVISED SHEET NO. 1

P.U.C.O NO. 3
GENERAL RULES AND REGULATIONS

The Arthur Mutual Telephone Company will comply with all of the Commission's Minimum Telephone Service Standards set forth in Chapter 4901:1-5 or the Ohio Administrative Code (O.A.C.).

(N)

A. APPLICATION

The rules and regulations specified herein are in addition to those contained in the Local Exchange Service Tariffs. They apply to the intrastate service and facilities furnished by the Arthur Mutual Telephone Company, in the Arthur Exchange, herein referred to as the Telephone Company or Company.

In the event of a conflict between any rates, rules, regulations or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in the other sections of this Telephone Service Tariff, the rate, rule, regulation or provision contained in the specific section of this tariff shall prevail.

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Subscriber Billing Adjustments For Local Exchange Service

The Company will comply with the Commission's Minimum Telephone Service Standards regarding subscriber billing adjustments for local exchange service, set forth at O.A.C. 4901:1-5-16, and found in Section 9 of this Tariff.

(T)
|
(T)

2. Availability of Facilities

The Telephone Company's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary facilities to provide service.

3. Interruption of Service

The Company will comply with the Commission's Minimum Telephone Service Standards regarding interruption of service, set forth in O.A.C. 4901:1-5-16, and found in Section 9 of this Tariff.

(T)
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(T)

4. Directory Errors and Omissions

The Telephone Company, except as provided herein, shall not be liable for damages claimed on account of, or errors in, or omissions from its directories, nor for the result of the publication of such errors in the directory, nor will the Telephone Company be a party to controversies arising between subscribers or others as a result of listing published numbers in the directories.

Issued: January 16, 2002

Effective: January 16, 2002

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio 43512

P.U.C.O NO. 3
GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

4. Directory Errors and Omissions (Continued)

The Company will comply with the Commission's Minimum Telephone Service Standards regarding omission of subscriber's listing from the white pages of the telephone directory or the listing of an incorrect telephone number, set forth in O.A.C. 4901:1-5-16, and found in Section 9 of this Tariff.

(T)
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(T)

5. Transmitting Messages

The Telephone Company does not transmit messages but offers the use of its facilities for communication between patrons. If because of the transmission difficulties, the operator, in order to accommodate the subscriber, repeats messages, she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstanding that may arise between the subscribers because of errors.

6. Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Telephone Company is not responsible for any action of the Connecting Company.

7. Defacement of Premises

The Telephone Company shall exercise due care in connection with all work done on the subscriber's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscriber's premises resulting from the existence of the Telephone Company's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company.

8. Adjustment of Charges

The Company will comply with the Commission's Minimum Telephone Service Standards regarding overbilling and underbilling as set forth in O.A.C. 4901:1-5-16, and found in Section 9 of this Tariff.

(T)
|
(T)

9. Handling of Consumer Complaints

The Company will comply with the Commission's Minimum Telephone Service Standards regarding the handling of consumer complaints, set forth in O.A.C. 4901:1-5-5, and found in Section 9 of this Tariff.

(N)
|
(N)

Issued: January 16, 2002

Effective: January 16, 2002

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 3
FIRST REVISED SHEET NO. 3
CANCELS
ORIGINAL SHEET NO. 3

P. U. C. O. NO. 3
GENERAL RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment

Equipment and lines, other than inside wire, furnished by the (T) Telephone Company on the premises of a subscriber are the property of the Telephone Company. The Company, its agents, or its employees shall have the right to enter upon a subscriber's premises during normal working hours only as may be required to make repairs to its equipment or to otherwise remove the source of emergency conditions that are, or that the Company has reason to expect soon will be, endangering the safety, health, or welfare of Company employees or of other persons, or the safety of component parts of the Company's system or equipment.

If visitation to the customer's premise is sought for any other purpose, such visitation shall preferably be prearranged by telephone, however, if such permission is not feasible, the Company's agent or employee seeking entrance to the subscriber's premises shall identify himself to such person's satisfaction, and shall state the reason for his proposed visitation. Entrance shall not be gained by force or subterfuge or by approach to a child or other irresponsible person. The Company shall be responsible for any damage to the subscribers property arising from such visitation, whether such visitation is negligently, wilfully, or inadvertently caused.

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Telephone Company may refuse to install and maintain such service and if such service is furnished, may require the subscriber to install and maintain such service and may also require the subscriber to indemnify and hold the Telephone Company harmless from any claims, loss or damage by reason of the installation and maintenance of such service.

2. Authorized Attachments and Connections

Subscriber-provided equipment and facilities may be attached to or connected with facilities furnished by the Telephone Company, subject to the provisions set forth under Section 6 of this Tariff entitled "Connections with Certain Facilities Provided by Subscribers".

ISSUED: October 15, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1536-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Janet E. Sholl, Secretary
Route 8, Defiance, Ohio 43512

P.U.C.O NO. 3
GENERAL RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES (Continued)

3. Use of Subscriber Service

Subscriber telephone service, as distinguished from public and semi-public telephone service, is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, except as the use of the service may be extended to persons temporarily subleasing a subscriber's residential premises. The Telephone Company has the right to refuse to install subscriber service or to permit such service to remain on premises of a public or semi-public character when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. At such locations, however, service may be installed, provided the instrument is so located that it is not accessible for public use.

4. Misuse of Facilities

The Telephone Company may discontinue telephone service, after notification, to any individual, partnership, association or corporation, who by the use of the facilities furnished by the Telephone Company uses or permits to be used for the following fraudulent purposes:

(T)

- a. The use of the service in such a manner as to interfere with the service of others or to prevent others from making or receiving calls over their telephone service;
- b. The use of the service for any purpose other than as a means of communication;
- c. The use of the service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without the payment of the applicable local message charge or message toll charge;
- d. The obtaining or attempting to obtain, or assisting another to obtain, local or message toll telephone service, by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or by trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or devices whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for service;

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio 43512

P.U.C.O NO. 3
GENERAL RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES (Continued)

4. Misuse of Facilities (Continued)

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

The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service, set forth in O.A.C. 4901:1-5-17, and found in Section 9 of this Tariff.

(N)

(D)

D. ESTABLISHMENT OF SERVICE

The Company will comply with the Commission's Minimum Telephone Service Standards regarding establishment of service, set forth in O.A.C. 4901:1-5-13, and found in Section 9 of this Tariff.

(N)

1. Application for Service

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

2. Advance Payments

Applicants for service involving special construction may be required to make an advance payment. The amount of the advance payment is credited to the customer's account as applying to any indebtedness under the contract.

(C)

3. Deposits

The Company will comply with the Commission's Minimum Telephone Service Standards regarding deposits, set forth in O.A.C. 4901:1-5-13(B)(2)(a), and found in Section 9 of this Tariff.

(T)

(T)

Issued: January 16, 2002

Effective: January 16, 2002

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

P.U.C.O NO. 3
GENERAL RULES AND REGULATIONS

D. ESTABLISHMENT OF SERVICE (Continued)

(D)
—
(D)

4. Telephone Numbers

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

5. Non-published Telephone Service

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

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

6. Alterations

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

Issued: January 16, 2002

Effective: January 16, 2002

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JAN 16 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

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Public Utilities Commission of Ohio

P.U.C.O NO. 3
GENERAL RULES AND REGULATIONS

D. ESTABLISHMENT OF SERVICE (Continued)

7. Payment for Service

The subscriber is required to pay all charges for exchange service and facilities and for toll messages in accordance with provisions contained in Section 2.

The subscriber is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll including charges for toll messages on which the charges have been reversed.

8. Maintenance and Repair

All ordinary expense of maintenance and repairs, unless otherwise specified in the Telephone Company's Tariff, is borne by the Telephone Company. The subscriber agrees to take good care of the instruments and all the accessories connected therewith. In case of loss of, damage to, or destruction of any of the Company's instruments and accessories, not due to ordinary wear and tear, the subscriber is held responsible for the cost of replacing the equipment destroyed or for the cost of restoring the equipment to its original condition, except where such damage is not occasioned by the negligence of the subscriber. Subscribers may not rearrange, disconnect or remove or permit others to rearrange, disconnect or remove any apparatus or wiring installed by the Telephone Company, except upon the written consent of the Telephone Company.

9. Unusual Installation Costs

Where special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay a reasonable proportion of such costs.

10. Guarantors

The Company will comply with the Commission's Minimum Telephone Service Standards regarding third-party guarantors, set forth in O.A.C. 4901:1-5-14, and found in Section 9 of this Tariff.

(N)

(N)

E. TELEPHONE DIRECTORIES

1. Distribution

The Telephone Company will furnish to its subscribers without charge one directory per main station service. Directories for each subscriber for extension stations will be furnished without charge only upon the customer's request. Other directories of the Telephone Company will be furnished at the discretion of the Telephone Company at the charge of \$1.00.

Issued: January 16, 2002

Effective: January 16, 2002

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JAN 16 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

TARIFF DIVISION
Public Utilities Commission of Ohio

P.U.C.O. NO. 3
GENERAL RULES AND REGULATIONS

E. TELEPHONE DIRECTORIES (continued)

2. Ownership and Use

Directories regularly furnished to subscribers are the property of the Telephone Company, are loaned to subscribers only as an aid to the use of the telephone service, and are to be returned to the Telephone Company upon request. The Telephone Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in the possession of the subscriber.



Issued: April 8, 1997

Effective: April 15, 1997

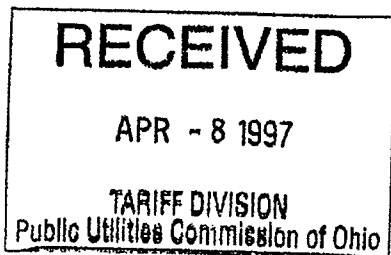
IN ACCORDANCE WITH CASE NO. 96-1310-TP-COI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

By Janet E. Sholl, Manager
State Route 8, Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 3
FIRST REVISED SHEET NO. 9
REPLACES ORIGINAL SHEET NO. 9

P.U.C.O. NO. 3
GENERAL RULES AND REGULATIONS



Issued: April 8, 1997

Effective: April 15, 1997

IN ACCORDANCE WITH CASE NO. 96-1310-TP-COI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
By Janet E. Sholl, Manager
State Route 8, Defiance, Ohio 43512

P. U. C. O. NO. 3
GENERAL RULES AND REGULATIONS

APPLICATION OF BUSINESS AND RESIDENCE RATES

A. Business rates apply at the following location:

1. In offices, stores, factories, mines and all other places of a strictly business nature.
2. In boarding houses, except as noted under B-2, offices of hotels, hall and offices of apartment buildings; quarters occupied by Clubs or Lodges; public, private or parochial schools or colleges, churches, hospitals, libraries and other similar institutions.
3. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
4. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
5. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under B-3 below.

B. Residence Rates Apply at the Following Locations

1. In private residences where business listings are not provided.
2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
3. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinarian, provided the subscriber does not maintain an office in the residence.

ISSUED August 12, 1981

EFFECTIVE September, 1, 1981

IN ACCORDANCE WITH ORDER NO. 79-1030-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
By Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

P. U. C. O. NO. 3
GENERAL RULES AND REGULATIONS

CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES

A. GENERAL

1. Lines will be extended in accordance with provisions specified in paragraphs D-1,2,3, Line Extensions, of this Tariff.
2. Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual service connection charges and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense, as for example:
 - a. The facilities are provided in remote or undeveloped sections within the Exchange Area.
 - b. Conditions require the provisions of special equipment of unusual methods of plant construction, installation or maintenance.
 - c. The customer's location requires the use of costly private right of way.
3. Title to all construction, as specified in C below, provided wholly or partly at the customer's expense is vested in the Telephone Company.
4. By "cost" is meant the cost of labor and materials including the usual supervisory expenses.
5. When attachments are made to poles of other companies, in lieu of providing construction for which the customer would be charged under the provisions hereof, the cost to the Telephone Company for such attachments is borne by customer.
- ✓ 6. The customer is required to pay construction charges as made by another company providing facilities connecting with the facilities of the Telephone Company.
7. Construction charges will not apply to the customer's aerial drop which extends from the last pole to the building in which the telephone is located.

ISSUED August 12, 1981

EFFECTIVE September 1, 1981

IN ACCORDANCE WITH ORDER NO. 79-1030-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
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Route #8, Defiance, Ohio 43512

P. U. C. O. NO.3
GENERAL RULES AND REGULATIONS**B. SPECIAL TYPE OF CONSTRUCTION**

When underground service connections are desired by customers as initial installations in place where aerial drop wires would ordinarily be used to reach the customer's premises, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the following regulations apply:

1. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition the customer shall pay the cost of the underground cable, including the cost of installing, less the estimated cost to the Telephone Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company.
2. The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.
3. Where armored cable is laid in a trench, the trench shall be constructed and back-filled by or at the expense of the customer. In addition, the customer shall pay the cost of the cable, including the cost of installing it, less the estimated cost to the Telephone Company of installing such aerial drop as would be (or is) required to furnish the same service.
4. Cable installed in conduit will be maintained and replaced at the expense of the Telephone Company where the conduit has been inspected in place by the Telephone Company and approved but repairs or replacements of cable in conduit not so inspected and approved, or repairs or replacements of the cable in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customers expense.
5. Where facilities are changed from aerial to underground, in addition to the above, the customer is charged the cost of dismantling and removing the aerial facilities.

ISSUED August 12, 1981

EFFECTIVE September 1, 1981

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Route #8, Defiance, Ohio 43512

P. U. C. O. NO. 3
GENERAL RULES AND REGULATIONS

C. PLANT CONSTRUCTED ON PRIVATE PROPERTY

1. Construction of plant facilities on private property to be used in servicing an individual subscriber will be furnished by the Telephone Company at a charge to the subscriber at the actual cost of the time, material and overheads for such pole, except that the Telephone Company will furnish as many as two poles or 400 feet of underground plant without charge to the subscriber provided the plant thus furnished is used to carry main line circuits. Ownership and maintenance of such poles is vested in the Telephone Company.
2. Plant construction on private property to be used as part of the standard distributing plan serving subscribers in general, are furnished, maintained and owned by the Telephone Company.
3. Circuits on private property are furnished, owned and maintained by the Telephone Company.

D. LINE EXTENSIONS

1. Line extensions will be made pursuant to P.U.C.O. Administrative Order 4901:1-3-13 ($\frac{1}{2}$ mile construction cost at Company expense, all excess construction cost to be borne by prospective subscriber or subscribers). (T)
2. Provisions of Private Right-of-Way
 - a. Where required by the conditions, applicants shall provide, without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.
3. Other Regulations

Applicant may be required to make advance payments to cover all or a portion of the exchange service when in the opinion of the Telephone Company there is evidence of credit risk.

ISSUED August 12, 1981

EFFECTIVE September 1, 1981

IN ACCORDANCE WITH ORDER NO. 79-1030-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
By Janet E. Snoll, Secretary
Route #8. Defiance. Ohio 43512

P. U. C. O. NO. 3
GENERAL RULES AND REGULATIONS

A. DIRECTORY LISTINGS

1. The regulations for directory listings, as provided in this section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical list of names of subscribers.
2. The alphabetical list of names of subscribers is designed solely for the purpose of informing calling parties of the telephone numbers of subscribers and those entitled to use subscribers' service. Special arrangements of names is not contemplated, nor any form of listing which does not facilitate directory service or is otherwise objectionable or unnecessary for purposes of identification.
3. Names in directory listings shall be limited to the following:
 - a. In connection with residence service:
 1. The individual name of the subscriber, or
 2. The individual name of a member of the subscriber's family.
 - b. In connection with business service:
 1. The individual name of the subscriber, or
 2. The name under which the subscriber is actually doing business as evidenced by signs on the premises, by letterheads, and by name under which a bank account is carried, or,
 3. The name under which a business is actually being conducted by someone other than the subscriber and which the subscriber is authorized by such other party to use, or
 4. The individual names of the officers, partners, or employees of the subscriber, or
 5. The names of departments when such listings are deemed necessary from a public reference viewpoint.
4. Whenever any question arises as to the right of a subscriber (1) to list the name of a business which he claims he is authorized to represent; or (2) to use a listing which includes the trade name of another; the Telephone Company is privileged to require the subscriber to secure from the owner of such name, written authority so to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listings; and is privileged to refuse to accept or to delete such listings where (1) such written authority is not so furnished or (2) such authority is withdrawn by such owner in writing to the Telephone Company.

ISSUED August 12, 1981

EFFECTIVE September 1, 1981

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Route #8, Defiance, Ohio 43512

P. U. C. O. NO. 3
GENERAL RULES AND REGULATIONS

5. Primary Listings

- a. One listing without charge, termed the primary listing, is provided as follows:
 1. For each separate subscriber service. When two or more main station lines or P.B.X. lines are consecutively operated, the first number of the group is considered the primary listing.
 2. For each semi-public service.

B. REGULAR EXTRA LISTINGS

1. Business extra listings may be the names of partners or members of the firm, if the subscriber is a partnership or firm; the names of officers of the corporation, if the subscriber is a corporation; and for any business establishment, the names of associates or employees of the subscriber. No other class of listing such as service, agency, commodity, etc., will be accepted.
2. Residence extra listings may be the names of members of the subscriber's immediate family.
3. In connection with semi-public telephone service, extra listings are allowed at regular extra listing rates in the names of permanent guests or tenants at that location. Regular Extra Listing rates in connection with semi-public stations are furnished under the same regulations as specified in paragraph 1, above.
4. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when in the opinion of the Telephone Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of P.B.X. station, or extension station, installed on premises of the subscriber, but at an address different from that of the switchboard, or main station, using the telephone number of the primary listing.
5. Regular Extra Listings are furnished at the rate quoted in the General Exchange Service Tariffs.
6. Extra listing charges (except for listings of alternate call numbers and office hours) date from the time the listing is

ISSUED August 12, 1981

EFFECTIVE September 1, 1981

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Route #8, Defiance, Ohio 43512

P. U. C. O. NO. 3
GENERAL RULES AND REGULATIONS

posted on the information records. Information records are posted at the time application for listing is made, or at the date of issue of the directory, as the subscriber may desire. Charges for listings of alternate call number and office hours become effective as of the date of the issue of the directory.

C. SPECIAL TYPES OF EXTRA LISTINGS

1. Duplicate and cross reference listings

- (a) Duplicate listings, i.e. listings of nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangement of names, are permitted when, in the opinion of the Telephone Company, they are necessary for the proper identification of the subscriber, and are not desired to secure a preferential position in the directory or for advertising purposes.
- (b) Cross Reference Listings are permitted when their use will facilitate in the handling of telephone calls.
- (c) The Regular Extra Listing rate applies for each Duplicate or Cross Reference Listing.

2. Alternate Call Number Listings

- (a) Listing of an alternate telephone number to be called in case no answer is received, is permitted for subscribers to all classes of service.
- (b) The alternate number may be that of a service not under contract with the subscriber in connection with whose name it appears. In such case, the consent of the subscriber to be alternately listed service must be obtained before the alternate listing is furnished.
- (c) The Regular Extra Listing rate applies for each Alternate Call Number Listing.

ISSUED August 12, 1981

EFFECTIVE September 1, 1981

IN ACCORDANCE WITH ORDER NO. 79-1030-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
By Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

P. U. C. O. NO. 3
GENERAL RULES AND REGULATIONS

3. Foreign Exchange Listings

- (a) Foreign Exchange Listings, i.e. listings of subscribers located in an exchange other than that in which the listed service is furnished, are permitted.
- (b) The regular Extra Listing rate applies for each Foreign Exchange Listing.

4. Dual Name Listings

A dual name listing is comprised of a surname, two first names, an address and telephone number. This listing may be provided as the primary listing associated with residence service for two persons who share the same surname and reside at the same address or for one person known by two first names. There is no additional monthly charge for dual name listings and no additional non-recurring charge for such listing at the time of an initial application for service, however, to change one or more directory listing, at the subscriber's request from or to dual name listing as described above, the following, one-time, non-recurring charge applies:

	<u>Non-recurring Charge</u>
Per occasion, per customer	\$5.00

ISSUED August 12, 1981

EFFECTIVE September 1, 1981

IN ACCORDANCE WITH ORDER NO. 79-1030-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
By Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 3
ORIGINAL SHEET NO. 18

P. U. C. O. NO. 3
GENERAL RULES AND REGULATIONS

THIS SHEET RESERVED FOR
FUTURE USE

(N)

ISSUED August 12, 1981

EFFECTIVE September 1, 1981

IN ACCORDANCE WITH ORDER NO. 79-1030-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
By Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 3
FIRST REVISED SHEET NO. 19
CANCELS
ORIGINAL SHEET NO. 19

P. U. C. O. NO. 3
GENERAL RULES AND REGULATIONS

EXTENSION STATIONS

A. EXTENSIONS

1. (D)
2. (D)
3. (D)
4. (D)
5. (D)
6. (D)
7. (D)
8. (D)
9. (D)

10. EXTENSION NOT UNDER THE SAME ROOF

- a. An extension station may be located on the premises of someone other than the customer to provide for the answering of calls at such times as the customer is not available at the main station. Such an extension is furnished only with the understanding that it is equipped to receive incoming calls only, and that separate exchange service is also furnished on the same premises. (T)
- b. Extension not under the same roof, will be classified as off-premise extensions and mileage charges will apply as quoted in Section 2 of this tariff. (T)

ISSUED: October 15, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1536-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Janet E. Sholl, Secretary
Route 8, Defiance, Ohio 43512

P. U. C. O. NO. 3
GENERAL RULES AND REGULATIONS

A. 11.

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INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE.

A. INITIAL CONTRACT PERIODS

1. Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.
2. The length of contract period for directory listings, and where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the subscribers to the day the succeeding directory is first distributed to subscribers.
3. In case of P.B.X. service, the initial contract period shall be at least three years, and the Telephone Company may require longer contract periods depending upon the size and nature of the installation and equipment for rendering such service.
4. The Telephone Company may require a contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment or for unusual construction necessary to meet special demands, and involving extra costs.

B. TERMINATION OF SERVICE BY SUBSCRIBERS

1. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.
 - a. In case of service for which the initial contract period is one month, the charges due for the balance of the initial month.

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1536-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Janet E. Sholl, Secretary
Route 8, Defiance, Ohio 43512

P. U. C. O. NO. 3
GENERAL RULES AND REGULATIONS

B. TERMINATION OF SERVICE BY SUBSCRIBERS (continued)

- b. In case of directory listing and where the listing has appeared in the directory, the charges due to the end of the directory period, except that in the following cases, charges will be continued only to the date of termination of the extra listing subject, however, to a minimum charge of one month.
 - 1. The contract for the main service is terminated;
 - 2. The listed party becomes a subscriber to some class of exchange service;
 - 3. The listed party moves to a new location;
 - 4. The listed party dies.
 - c. For P.B.X. service or special equipment, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.
 - d. Contracts for periods of longer than one month covering service whose installations required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber.
2. Service may be terminated after the expiration of the initial contract period upon payment of all charges due to the date of termination of service.

ISSUED August 12, 1981

EFFECTIVE September 1, 1981

IN ACCORDANCE WITH ORDER NO. 79-1030-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
By Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

SECTION NO. 3
FIRST REVISED SHEET NO. 22
REPLACES ORIGINAL SHEET NO. 22

P.U.C.O NO. 3
GENERAL RULES AND REGULATIONS

PAYMENT FOR SERVICES AND FACILITIES

A. PAYMENT FOR SERVICE AND FACILITIES

1. The Telephone Company will endeavor to mail its bills for telephone service on or before the same date each month. In accordance with O.A.C. 4901:1-5-17, found in Section 9 of this Tariff, 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. Bills are payable at the office of the Telephone Company or any agency authorized by the Telephone Company to receive such payment. (T)
2. The failure of the customer to promptly pay the delinquent bill (regular billing or special toll billing) may subject the customer's service to either temporary suspension or discontinuance of service pursuant to O.A.C. 4901:1-5-17. (T)
- (D)
- (D)
3. Each month is considered to have thirty (30) days for the purpose of computing charges, and shall be the basis for computing fractional portions of monthly billing, pro rated charges and adjustments to customer accounts. (T)
4. Failure to receive a bill will not exempt a Subscriber from payment of any sum or sums due the Company. (T)

Issued: January 16, 2002

Effective: January 16, 2002

RECEIVED

JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

P.U.C.O NO. 3
GENERAL RULES AND REGULATIONS

A. PAYMENT FOR SERVICE AND FACILITIES (Continued)

5. If a temporarily suspended service is reconnected prior to the completion of an order to discontinue the service, the Telephone Company will give a pro rata credit for the entire period of time the service was temporarily suspended; except, in the case where service is reconnected within the day after the day it was temporarily suspended, no credit will be given. Subsequent to the completion of an order to discontinue a customer's telephone service, the Telephone Company will re-establish the service only on the basis of a new application for service; in such case, the restoral of service charge is not applicable. (T)

SPECIAL SERVICE AND FACILITIES

A. GENERAL

Special service and facilities, not ordinarily used in the furnishing of telephone service and not mentioned in, provided for or contemplated by the tariff schedules of the Telephone Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, not to exceed one year, provided such special service or facility or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Telephone Company. In the event any such special service or facility or the use thereof interferes with the furnishing of the telephone service by the Telephone Company, the Telephone Company may terminate such contract and cease to furnish such special service or facility after thirty days written notice to the Subscriber; and provided that the Commission may terminate such contract whenever, in its opinion, public interest required such termination.

TEMPORARY SUSPENSION OF SERVICE

- A. Upon request, a subscriber having any class of exchange service except service stations, the service may be suspended for a period of one month or more. No outward or inward service is provided during the period of suspension. Only one period of suspension of not to exceed six (6) months or 180 days is allowed in any calendar year.
- B. Temporary suspension of service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made. No charge will be made for restoration of service.

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JAN 16 2002

TARIFF DIVISION

Public Utilities Commission of Ohio

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

P.U.C.O NO. 3
GENERAL RULES AND REGULATIONS

TEMPORARY SUSPENSION OF SERVICE (Continued)

- C. The reduction in rate for the period of suspension is equal to 50 percent of the exchange service charges, including charges for extension stations, directory listings, mileage, and miscellaneous equipment.
- D. Bills are rendered at the regular rate at regular billing dates during the period of suspension. Payment for local service equal to the anticipated suspension period shall be made in advance and the allowance applied after the service is restored.

GENERAL REGULATIONS

A. Liability of Telephone Company

- 1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service or facilities and not caused by subscriber-provided equipment or facilities or by the negligence of the subscriber, shall not exceed an amount equivalent to the proportionate charge for the affected service or facility for the period of such impairment.
- 2. The Company will comply with the Commission's Minimum Telephone Service Standards regarding subscriber billing adjustments for local exchange service, set forth in O.A.C. 4901:1-5-16, and found in Section 9 of this Tariff. (N)
- 3. The use of customer owned and provided terminal equipment (C.O.P.E.) and other subscriber-provided facilities in connection with the facilities of the Telephone Company are permitted only on the condition that the liability of the Telephone Company shall in no instance be greater than that provided in the preceding paragraphs and that the Telephone Company will not be liable for any loss, damage, impairment or failure of service, arising from or in connection with, the use of subscriber-provided facilities or equipment not caused solely by negligence of the Telephone Company.
- 4. When the lines of other telephone companies are used in establishing connections to points not reached by the Telephone Company's lines, the Telephone Company is not liable for any act or omission of the other company or companies.

B. Obligation of Customer

- 1. The calling party (or customer) shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station.

Issued: January 16, 2002

Effective: January 16, 2002

RECEIVED

JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

THE ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

SECTION NO. 3
FIRST REVISED SHEET NO. 25
REPLACES ORIGINAL SHEET NO. 25

P.U.C.O NO. 3
GENERAL RULES AND REGULATIONS

(D)

(D)

C. Application of Construction Charges

(T)

1. When special construction charges for individual customers are necessary, special construction charges may apply as set forth in Section 3, Original Sheet No. 11, "Construction, Installation and Maintenance Charges".

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE

- A. The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service, set forth in O.A.C. 4901:1-5-17, and found in Section 9 of this Tariff.

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

(D)

Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

THE ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

SECTION NO. 3
FIRST REVISED SHEET NO. 26
REPLACES ORIGINAL SHEET NO. 26

P.U.C.O NO. 3
GENERAL RULES AND REGULATIONS

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(D)

RECEIVED

JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

THE ARTHUR MUTUAL TELEPHONE COMPANY
DEFIANCE, OHIO

SECTION NO. 3
FOURTH REVISED SHEET NO. 27
REPLACES THIRD REVISED SHEET NO. 27

P.U.C.O NO. 3
GENERAL RULES AND REGULATIONS

(D)

(D)

- B. The Telephone Company shall respond promptly to customer inquiries pertaining to charges for toll service, either by handling the inquiry itself, or referring it to the IXC, depending on the nature of the customer's inquiry.

(T)

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

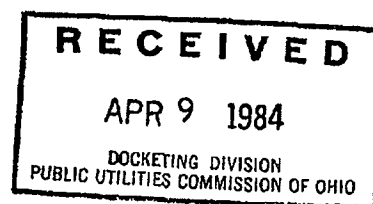
In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

Arthur Mutual Telephone Company

Section No. 3
Revised Sheet No. 27

OHIO GROSS RECEIPTS TAX SURCHARGE

A surcharge shall be applied to the amount due for intrastate services on all bills rendered on or after February 1, 1984 at a rate of .75 percent thereof to recover the increase in excise tax levy payments as authorized by Section 4909.161, Revised Code.



RECEIVED
APR 10 1984
TELECOMMUNICATIONS
PUBLIC UTILITIES COMMISSION OF OHIO

ISSUED 12/14/83

EFFECTIVE: February 1, 1984

In accordance with Order No. 83-1331-TP-ATA
issued by The Public Utilities Commission of Ohio

Issued by: Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

P.U.C.O. NO. 3
GENERAL RULES AND REGULATIONS

EMERGENCY SERVICES CALLING PLAN (ESCP)

Message Toll telephone calls, to governmental emergency service agencies as set forth in (a) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (b) following, are offered at no charge to customers;

(a) Governmental fire fighting, State Highway Patrol, Police and Emergency Squad Service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.

(b) An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life and/or property and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency service agency in order to seek assistance for such an emergency.

RECEIVED

NOV 19 1990

TARIFF DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

ISSUED: 11-15-1990

EFFECTIVE: 12-01-1990

IN ACCORDANCE WITH ENTRY FOR CASE NUMBERS:

85-1466-TP-COI and 89-54-TP-COI

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO 10-18-90

Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

P.U.C.O NO. 3
GENERAL RULES AND REGULATIONS

PROCEDURES FOR DISCONNECTION OF SERVICE (continued)

F. Toll Blocking Policy

(C)

The Arthur Mutual Telephone Company when acting on behalf of an IXC, may "universally" block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not denied the right to select, through a presubscribed interexchange change (PIC) mechanism, any other 1+ presubscribed toll service provider who is obligated to provide such service under the terms of the Selective Access Policy.

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

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

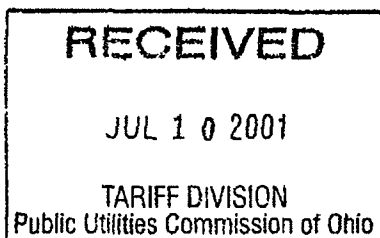
Upon payment by the customer of all past due toll debt to the IXC, or to The Arthur Mutual Telephone Company acting on behalf of an IXC, the Company will lift the block and all 1+ dialing capabilities, including 10-XXX, will be restored.

Toll disconnection service shall be provided as follows:

(C)

Universal Toll Block

Non-Recurring Charge
\$5.00/Customer Disconnected



Issued: July 10, 2001

Effective: July 10, 2001

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD and Case No. 01- 1753 -TP-NFP
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio 43512

P. U. C. O. NO. 3
CONCURRENCES

SECTION 3

TITLE PAGE

Schedule of
CONCURRENCES

ISSUED August 12, 1981

EFFECTIVE September 1, 1981

IN ACCORDANCE WITH ORDER NO. 79-1030-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
By Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION 4
ORIGINAL SHEET NO. 2

P.U.C.O. NO. 3
CONCURRENCES

TABLE OF CONTENTS

	<u>Sheet No.</u>
Title Page	1
Table of Contents	2
Subject Index	3
Concurrences	4

ISSUED August 12, 1981

EFFECTIVE September 1, 1981

In accordance with Order No. 79-1030-TP-AIR
Issued by the Public Utilities Commission of Ohio

By Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 4
FIRST REVISED SHEET NO. 3
CANCELS
ORIGINAL SHEET NO. 3

P. U. C. O. NO. 3
CONCURRENCES

Subject

Sheet No.

Foreign Exchange Service

Original 4

Message Toll Telephone Service

Original 4

Private Line Service

Original 4

Wide Area Telephone Service

Original 5

(D)

ISSUED: October 15, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1536-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Janet E. Sholl, Secretary
Route 8, Defiance, Ohio 43512

The ARTHUR MUTUAL TELEPHONE CO.

SECTION 4
First Revised Sheet No. 4
Cancels
Original Sheet No. 4

CONCURRING TARIFF
P.U.C.O. NO. 3

GENERAL REGULATIONS
CONCURRENCE WITH TARIFFS OF
UNITED TELEPHONE COMPANY OF OHIO

The Arthur Mutual Telephone Company (Telephone Company), a Secondary Exchange Carrier (SEC) under the provisions of the Originating Responsibility-Secondary Carrier Option (ORP-SCO) intraLATA toll compensation arrangement, hereby asserts to, adopts, and concurs in the following tariffs of its designated Primary Exchange Carrier (PEC), United Telephone Company of Ohio as filed with the Public Utilities Commission of Ohio and as such now exists, or as they may be revised, added to, or supplemented, insofar as the same relate to the service jointly rendered by the Telephone Company and United Telephone Company of Ohio, including such service as may be participated in by one or more other connecting companies, and insofar as the same are not in conflict with the provisions of the tariffs of the Telephone Company:

1. Private Line Service Tariff (PL)
2. Foreign Exchange Service Tariff (FX)
3. Message Toll Telephone Service (MTS)
4. Wide Area Telephone Service (WATS)

ISSUED: August 15, 1990

EFFECTIVE: October 1, 1990

IN ACCORDANCE WITH ORDER NO. 83-464-TP-COI (Subfile C)
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Emil Schaffer, President
Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION NO. 4
ORIGINAL SHEET NO. 5

P.U.C.O. NO. 3
CONCURRENCES

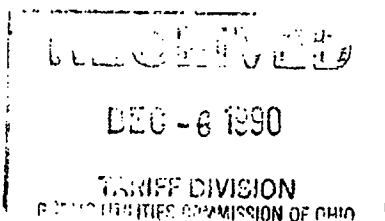
Telecommunications Service Priority (TSP) System

The TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. Priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations.

The Arthur Mutual Telephone Company (LEC) does mirror the National Exchange Carriers Association (NECA) interstate rates for the intrastate jurisdiction. Regulations, rates and charges are specified in NECA Tariff - (FCC No. 5, Access Service Tariff, Section 13.3.3).

ISSUED: December 02, 1990 EFFECTIVE: September 10, 1990

IN ACCORDANCE WITH ORDER NO. 90-1514-TP-UNC
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO 11-29-90
Janet E. Sholl, Secretary
Route 8, Defiance, Ohio 43512

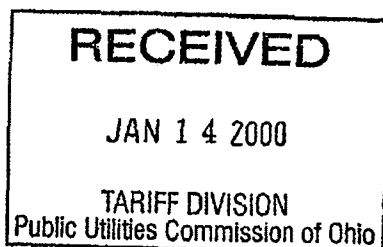


THE ARTHUR MUTUAL TELEPHONE COMPANY

TARIFF SPECIFIC INDEX
SECTION NO. 7
SECOND REVISED SHEET NO.
REPLACES FIRST REVISED SHEET NO.

P.U.C.O. NO. 3
BASIC TELEPHONE ASSISTANCE

<u>SUBJECT</u>	<u>SHEET NO.</u>	
AVAILABLE SERVICE	2, 4-7, 9	
DEPENDENT UNDER AGE OF 60	2	
ELIGIBILITY	1-4	
FREQUENCY OF AVAILABILITY	2	
GENERAL:		
Service Connection Assistance	1	(D)
Link-Up	7	
Lifeline Assistance	9	
PROHIBITED SERVICE	4-5	
PROOF OF ELIGIBILITY	2, 4, 8, 10	
RATES AND CHARGES	6	
REGULATIONS:		
Service Connection Assistance	1	(D)
Link-Up	7	
Lifeline Assistance	9	



ISSUED: January 14, 2000

EFFECTIVE: January 1, 2000

IN ACCORDANCE WITH CASE NO. 00-72-TP-NFP
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Janet E. Sholl, Manager
Defiance, Ohio 43512

P.U.C.O. NO. 3
General Exchange Tariff

BASIC TELEPHONE ASSISTANCE

I. SERVICE CONNECTION ASSISTANCE

A. General

Service Connection Assistance is a telephone assistance program that provides certain eligible residential customers requesting local exchange service with the following benefits:

- Waiver of applicable deposit requirements under Section 3 of this tariff.
- Full or partial waiver of applicable service connection charges for establishing or re-establishing local exchange service as described in Section 2 of this tariff (Service Connection Assistance does not apply to network wiring charges).

B. Regulations

1. Service Connection Assistance is a basic local exchange residential service offering available to customers who are currently participating in one of the following assistance programs:
 - (a) Home Energy Assistance Program (HEAP);
 - (b) Emergency - Home Energy Assistance Program (E-HEAP);
 - (c) Ohio Energy Credits Program;
 - (d) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
 - (e) Food Stamps;

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DEC 30 1997

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: December 30, 1997

EFFECTIVE: January 1, 1998

IN ACCORDANCE WITH CASE NO. 97-632-TP-COI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Janet E. Sholl, Manager
Defiance, Ohio 43512

P.U.C.O. NO. 3
General Exchange Tariff

-
- (f) Federal public housing assistance (Section 8); or
- (g) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid).
2. The Telephone Company shall require, as proof of eligibility for Service Connection Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section I.B.1, above; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the carrier if the customer ceases to participate in such program or programs.
3. Customers of Service Connection Assistance cannot be a dependant (as defined by the Federal Income Tax Code) under the age of 60.
4. Service Connection Assistance is available for all grades of service.
5. Service Connection Assistance is available for a single telephone line at the customer's principal place of residence. No other exchange service will be permitted in the same household.
6. Service Connection Assistance shall be available to eligible customers not more than once in a one-year period at the same address. Customers must pay or make arrangements to pay to the Telephone Company any outstanding bills for regulated telephone services in the customer's name, and no other members of the household may owe money for such services previously provided at the customer's current address.
7. Service Connection Assistance customers are not restricted on the optional services to which they may subscribe.

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DEC 30 1997

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: December 30, 1997

EFFECTIVE: January 1, 1998

IN ACCORDANCE WITH CASE NO. 97-632-TP-COI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION 7
THIRD REVISED SHEET NO. 3
REPLACES SECOND REVISED SHEET NO. 3

P.U.C.O. NO. 3

General Exchange Tariff

BASIC TELEPHONE ASSISTANCE

II.

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JAN 14 2000

TARIFF DIVISION
Public Utilities Commission of Ohio

(D)

ISSUED: January 14, 2000

EFFECTIVE: January 1, 2000

IN ACCORDANCE WITH CASE NO. 00-72-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION 7
SECOND REVISED SHEET NO. 4
REPLACES FIRST REVISED SHEET NO. 4

P.U.C.O. NO. 3

General Exchange Tariff

BASIC TELEPHONE ASSISTANCE

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JAN 14 2000

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: January 14, 2000

EFFECTIVE: January 1, 2000

IN ACCORDANCE WITH CASE NO. 00-72-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

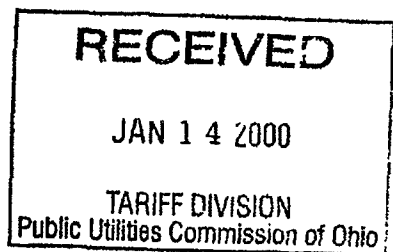
SECTION 7
SECOND REVISED SHEET NO. 5
REPLACES FIRST REVISED SHEET NO. 5

P.U.C.O. NO. 3

General Exchange Tariff

BASIC TELEPHONE ASSISTANCE

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ISSUED: January 14, 2000

EFFECTIVE: January 1, 2000

IN ACCORDANCE WITH CASE NO. 00-72-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION 7
THIRD REVISED SHEET NO. 6
REPLACES SECOND REVISED SHEET NO. 6

P.U.C.O NO. 3

General Exchange Tariff

BASIC TELEPHONE ASSISTANCE

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JAN 14 2000

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: January 14, 2000

EFFECTIVE: January 1, 2000

IN ACCORDANCE WITH CASE NO. 00-72-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio 43512

P.U.C.O. NO. 3
General Exchange Tariff

BASIC TELEPHONE ASSISTANCE

III. LINK UP

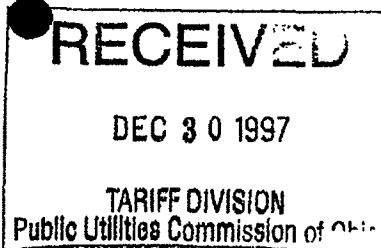
A. General

Link Up is a federal assistance program that provides eligible residential customers with the following benefits:

- A reduction of the Telephone Company's applicable service connection charges equal to one-half of such service connection charges, or \$30.00, whichever is less.
- A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan does not exceed 12 months duration. (Service Connection charges do not include the Telephone Company's applicable security deposit requirements.)

B. Regulations

1. Link Up Assistance is available to residential customers who are currently participating in one of the following assistance programs:



- (a) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
- (b) Food stamps;
- (c) Supplemental Security Income (SSI) under Title XVI of the Social Security Act.
- (d) Federal public housing assistance, or Section 8; or

ISSUED: December 30, 1997

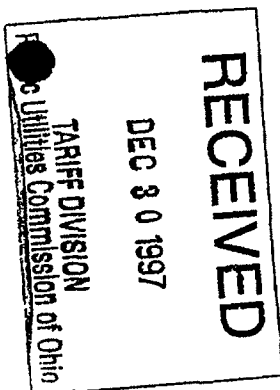
EFFECTIVE: January 1, 1998

IN ACCORDANCE WITH CASE NO. 97-632-TP-COI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio 43512

P.U.C.O. NO. 3
General Exchange Tariff

-
- (e) Low Income Home Energy Assistance Program (LIHEAP).
2. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in Section III.A., above.
 3. The Telephone Company shall require, as proof of eligibility for Link Up Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section 3.B.1., above; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the carrier if the customer ceases to participate in such program or programs. If a customer is simultaneously applying for both Link Up and Lifeline, such customer may utilize the same document to verify eligibility for both programs.
 4. The Telephone Company's Link Up program shall allow a qualifying low-income consumer to receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.
 5. Link Up customers are not restricted on the optional services to which they may subscribe.



ISSUED: December 30, 1997

EFFECTIVE: January 1, 1998

IN ACCORDANCE WITH CASE NO. 97-632-TP-COI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Janet E. Sholl, Manager
Defiance, Ohio 43512

P.U.C.O. NO. 3
General Exchange Tariff

BASIC TELEPHONE ASSISTANCE

IV. LIFELINE ASSISTANCE

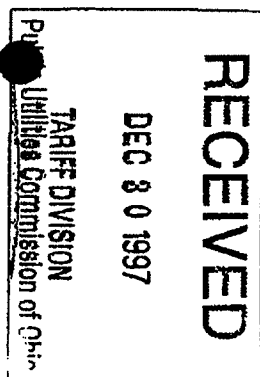
A. General

Lifeline Assistance is a federal support program that provides eligible customers with the following benefits:

- A waiver of the Federal Subscriber Line Charge.
- A reduction of \$1.75 off the customer's monthly basic local service charges.
- Free toll limitation services (e.g., toll blocking, toll control), upon customer's request.
- A waiver of the Telephone Company's service deposit requirement, if the customer elects to receive toll blocking.

B. Regulations

1. Lifeline Assistance is available to residential customers who are currently participating in one of the following assistance programs:
 - (a) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
 - (b) Food stamps;
 - (c) Supplemental Security Income (SSI) under Title XVI of the Social Security Act.
 - (d) Federal public housing assistance, or Section 8; or



ISSUED: December 30, 1997

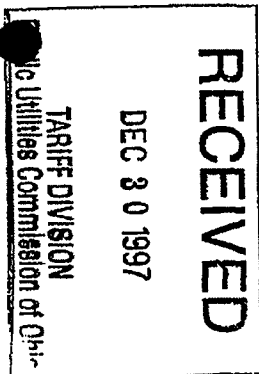
EFFECTIVE: January 1, 1998

IN ACCORDANCE WITH CASE NO. 97-632-TP-COI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Janet E. Sholl, Manager
Defiance, Ohio 43512

P.U.C.O. NO. 3
General Exchange Tariff

(e) Low Income Home Energy Assistance Program (LIHEAP).

2. Participants in Lifeline Assistance shall not be disconnected from local service for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges.
3. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
4. The Telephone Company shall require, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section 3.B.1., above; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the carrier if the customer ceases to participate in such program or programs. If a customer is simultaneously applying for both Lifeline and Link Up, such customer may utilize the same document to verify eligibility for both programs.
5. At no time shall a customer's Lifeline rate go below zero.



ISSUED: December 30, 1997

EFFECTIVE: January 1, 1998

IN ACCORDANCE WITH CASE NO. 97-632-TP-COI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio 43512

GENERAL EXCHANGE SERVICE TARIFFS
P.U.C.O. No. 3

A. IntraLATA Presubscription

(N)

1. General

IntraLATA Presubscription is a procedure whereby a subscriber designates to the Telephone Company the carrier which the subscriber wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. IntraLATA presubscription does not prevent a subscriber who has presubscribed to an intraLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

IntraLATA Presubscription will become effective August 8, 1997.

2. IntraLATA Presubscription Options

Option A: Subscriber may select the Telephone Company's intraLATA carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option B: Subscriber may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option C: Subscriber may select a carrier other than the Telephone Company's intraLATA carrier or the subscriber's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option D: Subscriber may select no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the subscriber to dial a carrier access code to route all intraLATA calls to the carrier of choice for each call.

3. Rules and Regulations

Subscribers of record on the effective date of this tariff will retain their current dialing arrangements until they request that their dialing arrangements be changed. Until an affirmative choice is made, all subscribers will be assigned to the Telephone Company's intraLATA carrier.

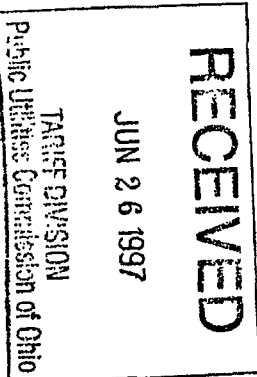
(N)

ISSUED: June 26, 1997

EFFECTIVE: August 8, 1997

IN ACCORDANCE WITH CASE NO. 96-1315-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio



GENERAL EXCHANGE SERVICE TARIFFS
P.U.C.O. No. 3

A. IntraLATA Presubscription (continued)

3. Rules and Regulations (continued)

Subscribers of record or new subscribers may select either Options A, B, C, or D for intraLATA Presubscription. (N)

Subscribers may change their selected Option and/or their presubscribed IntraLATA toll carrier at any time subject to charges specified in Paragraph 5 below.

4. IntraLATA Presubscription Customer Notices

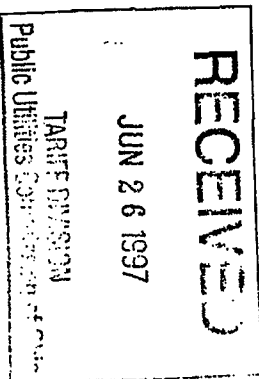
The Telephone Company will notify subscribers that intraLATA Presubscription is available no longer than sixty (60) days following the effective date of this tariff. The notice will contain a description of intraLATA toll presubscription, how to make an intraLATA toll presubscription carrier selection, and a description of when and what charges apply related to the selection of an intraLATA toll carrier.

5. IntraLATA Presubscription Charges

a. Application of Charges

There will be no charges for a subscriber's initial intraLATA toll presubscription selection for a period beginning on the effective date of this tariff and ending no sooner than ninety (90) days following the mailing date of subscriber notification of intraLATA presubscription availability.

New local service subscribers will be asked to select a carrier(s) for their intraLATA toll and interLATA calls subject to presubscription at the time they place an order with the Telephone Company for local exchange service. If the new subscriber is unable to make a selection, at that time, the new subscriber will be read a random listing of all available intraLATA toll carriers to aid their selection. If the new subscriber is still unable to make a selection, at that time, the Telephone Company will inform the new subscriber that he/she will be given ninety (90) days in which to inform the Telephone Company of an intraLATA toll presubscription carrier choice at no charge. The new subscriber will also be informed that the Telephone Company will assess a charge for any selections made after the ninety (90) day window and that until a selection is (N)



ISSUED: June 26, 1997

EFFECTIVE: August 8, 1997

IN ACCORDANCE WITH CASE NO. 96-1315-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio

GENERAL EXCHANGE SERVICE TARIFFS
P.U.C.O. No. 3

A. IntraLATA presubscription (continued)

5. IntraLATA Presubscription Charges (continued)

a. Application of Charges (continued)

made the subscriber will be required to dial a carrier access code to route all intraLATA toll calls.

New subscribers who do not make an intraLATA toll carrier presubscription choice at the time the new subscriber places an order establishing local exchange service with the Telephone Company will not be presubscribed to any intraLATA toll carrier, but rather will be required to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

After a subscriber's initial selection for a presubscribed intraLATA toll carrier, for any change thereafter, an IntraLATA Presubscription Change Charge, as set forth in Paragraph 5.b will apply.

b. Nonrecurring Charges

(1) IntraLATA Presubscription Change Charge

Per business or residence line, trunk or port

RECEIVED

Initial line, or trunk, or port \$5.00

SEP 21 1998

Additional line, trunk, or port \$1.50

6. IntraLATA Presubscription Implementation Charge
Public Utilities Commission of Ohio

The IntraLATA Presubscription Implementation Charge is a \$.015528 per minute of use charge that is assessed intraLATA carriers to recover the Telephone Company's costs associated with the implementation of IntraLATA Presubscription. The charge is applied to all originating intraLATA switched access minutes generated on lines that are presubscribed for intraLATA service. The IntraLATA Presubscription Charge becomes effective September 21, 1998, unless otherwise ordered by the Commission, and will remain in effect for three years.

(N)

ISSUED: August 21, 1998

EFFECTIVE: September 21, 1998

IN ACCORDANCE WITH CASE NO. 96-1315-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIOJanet E. Sholl, Manager
Defiance, Ohio

ARTHUR MUTUAL TELEPHONE COMPANY

TARIFF SPECIFIC INDEX
SECTION NO. 6
ORIGINAL SHEET NO. 1

P.U.C.O. NO. 3
CONNECTIONS WITH CERTAIN FACILITIES
PROVIDED BY CUSTOMERS

<u>SUBJECT</u>	<u>SHEET NO.</u>
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TARIFF DIVISION

UNITED STATES OF AMERICA

P. U. C. O. NO. 3
CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

I. CUSTOMER PREMISES INSIDE WIRE

A. General

1. Installation and maintenance of customer premises (N) inside wire associated with residence and non-residence single line exchange services, excluding semi-public service, connecting to single line sets are the financial responsibility of the customer.
2. Customer premises inside wire is defined as wire (N) (including entrance bridges, connectors, blocks, and jacks) within a customer's premises that extends between the termination of the exchange access line at the network interface and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the exchange access line.
3. The network interface may be installed on the (N) customer's premises at a location determined by the Telephone Company which is accessible to the customer. The normal location of the network interface would be in close proximity of or in conjunction with the protector or equivalent where the Telephone Company facilities enter the Customer's premises.

The Telephone Company will not charge for the network (N) interface device. The only charges that apply when a customer has the Telephone Company come to their premises for the purpose of installing a network interface device are the appropriate service connection charges.
4. Customer premises inside wiring must be installed in (N) accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

ISSUED: April 8, 1987

EFFECTIVE: January 1, 1987

IN ACCORDANCE WITH ORDER NO. 86-927-TP-COI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Janet E. Sholl, Secretary
Route #8, Defiance, Ohio 43512

P. U. C. O. NO. 3
CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

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P. U. C. O. NO. 3
CONNECTIONS WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

I. CUSTOMER PREMISES INSIDE WIRE (continued)

B. Responsibility of the Customer

1. In the event that the customer provides, installs and (N) maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death to or injury of the customer or third persons caused by the actions or omission of the customer or the customer's agents or representative. The customer will save the Telephone Company harmless from any and all liability, claims, or damage arising out of the provision, installation or maintenance of customer premises inside wire by the customer or the customer's representatives or agents.
2. In those instances where the Telephone Company makes a (N) repair visit to the customer's premises and the service difficulty or trouble results from customer premises inside wire provided, installed or maintained by the customer that is not in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations for such service wire, the customer is responsible for the payment of a service order charge, and a premise visit charge.

C. Responsibility of the Telephone Company

1. The Telephone Company will make available to customers (N) installation guidelines for provision or installation of customer premises inside wire. These guidelines will be available at the Telephone Company office.
2. Subject to the provision of the General Rules and (N) Regulations, of this tariff, the Telephone Company will, upon the customer's request, maintain customer premises inside wire and standard jacks, provided or installed by the customer which are in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations on a detariffed agreement.

ISSUED: April 8, 1987

EFFECTIVE: January 1, 1987

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CONNECTIONS WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

D. Violation of Regulations

Where customer premises inside wire provided, installed, or (N) maintained by the customer is in violation of any of the regulations of this Section 6, the Telephone Company will take such immediate action as necessary for the protection of the telecommunications network and Telephone Company employees, and will promptly notify the customer of the violation. The customer shall discontinue such use of the premises inside wire or correct the violation and shall confirm in writing to the telephone company within ten days, following the receipt of written notice from the Telephone Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation or to give the required written confirmation to the Telephone Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provision of this tariff.

ISSUED: April 8, 1987

EFFECTIVE: January 1, 1987

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P. U. C. O. NO. 3
CONNECTIONS WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

II. CUSTOMER OWNED AND PROVIDED EQUIPMENT

- A. Subscriber-provided terminal equipment and communications (N) systems may be used with the facilities furnished by the telephone company for exchange and long distance message telecommunications service as specified in this section.
- B. Customer owned and provided terminal equipment will be (N) allowed to be connected to facilities furnished by the Telephone Company in accordance with the FCC Docket 19528 (Registration Program). Providing the customer, at the option of the Telephone Company: (a) notifies the Telephone Company of the intent to connect terminal equipment, (b) provides the Telephone Company with the make, model and FCC registration number and ringer equivalence rating of the terminal equipment.
- C. Terminal equipment which is not in conformance with the FCC (N) Registration Program may not be attached to the facilities of the Telephone Company without the use of either a Telephone Company provided or customer provided interconnection device. The interconnection device must also be in conformance with the Registration Program.
- D. A visitation or maintenance charge will apply when a service (N) difficulty or trouble report requires a visit by the Telephone Company to the customer premises, at which Terminal Equipment and Inside Wiring is connected to Telephone Company facilities, to determine that the difficulty or trouble is not the result or failure of Telephone Company facilities. The charge will be based on the actual cost of the visit as determined by the direct labor time, indirect labor time, equipment and materials required.

ISSUED: April 8, 1987

EFFECTIVE: January 1, 1987

IN ACCORDANCE WITH ORDER NO. 86-927-TP-COI
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THE ARTHUR MUTUAL TELEPHONE COMPANY

TARIFF SPECIFIC INDEX

SECTION 7

Third Revised Sheet No.

Replaces Second Revised Sheet No.

P.U.C.O NO. 3
BASIC TELEPHONE ASSISTANCE

<u>SUBJECT</u>	<u>SHEET NO.</u>	
Service Connection Assistance	1 – 2	(T)
Link-Up	7 – 8	(T)
Lifeline Assistance	9 – 13	(T)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

P.U.C.O NO. 3
GENERAL EXCHANGE TARIFF

BASIC TELEPHONE ASSISTANCE

I. SERVICE CONNECTION ASSISTANCE

A. General

Service Connection Assistance is a telephone assistance program that provides certain eligible residential customers requesting local exchange service with the following benefits:

- o Waiver of applicable deposit requirements under Section 3 of this tariff.
- o Full or partial waiver of applicable service connection charges for establishing or re-establishing local exchange service as described in Section 2 of this tariff (Service Connection Assistance does not apply to network wiring charges).

B. Regulations

1. Service Connection Assistance is a basic local exchange residential service offering available to customers who are currently participating in one of the following assistance programs:

(a) Home Energy Assistance Program (HEAP);

(D)

(D)

(b) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;

(c) Food Stamps;

Issued: May 13, 2005

Effective: June 13, 2005

In Accordance with Case No. 05-461-TP-UNC
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Defiance, Ohio

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GENERAL EXCHANGE TARIFF

- (d) Federal public housing assistance/Section 8; or (T)
- (e) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid).
- 2. The Telephone Company shall require, as proof of eligibility for Service Connection Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section I.B.1, above; identifying the specific program or programs from which the customer receives benefits. (T)
- 3. Customers of Service Connection Assistance cannot be a dependent (as defined by the Federal Income Tax Code) under the age of 60.
- 4. Service Connection Assistance is available for all grades of service.
- 5. Service Connection Assistance is available for a single telephone line at the customer's principal place of residence. (T)
- 6. Service Connection Assistance shall be available to eligible customers not more than once in a one-year period at the same address. Customers must pay or make arrangements to pay to the Telephone Company any outstanding bills for regulated telephone services in the customer's name, and no other members of the household may owe money for such services previously provided at the customer's current address.
- 7. Service Connection Assistance customers are not restricted on the optional services to which they may subscribe.

Issued: May 13, 2005

Effective: June 13, 2005

In Accordance with Case No. 05-461-TP-UNC
Issued by the Public Utilities Commission of Ohio
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Defiance, Ohio

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION 7
THIRD REVISED SHEET NO. 3
REPLACES SECOND REVISED SHEET NO. 3

P.U.C.O. NO. 3

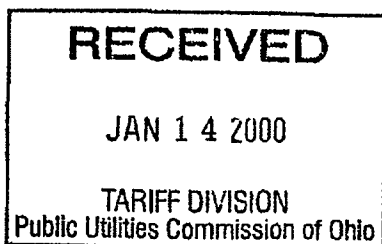
General Exchange Tariff

BASIC TELEPHONE ASSISTANCE

II.

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ISSUED: January 14, 2000

EFFECTIVE: January 1, 2000

IN ACCORDANCE WITH CASE NO. 00-72-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio 43512

THE ARTHUR MUTUAL TELEPHONE COMPANY

SECTION 7
SECOND REVISED SHEET NO. 4
REPLACES FIRST REVISED SHEET NO. 4

P.U.C.O. NO. 3

General Exchange Tariff

BASIC TELEPHONE ASSISTANCE

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JAN 14 2000

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: January 14, 2000

EFFECTIVE: January 1, 2000

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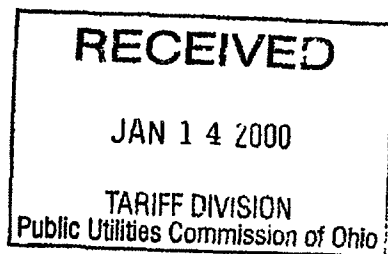
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SECOND REVISED SHEET NO. 5
REPLACES FIRST REVISED SHEET NO. 5

P.U.C.O. NO. 3

General Exchange Tariff

BASIC TELEPHONE ASSISTANCE

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ISSUED: January 14, 2000

EFFECTIVE: January 1, 2000

IN ACCORDANCE WITH CASE NO. 00-72-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

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THE ARTHUR MUTUAL TELEPHONE COMPANY

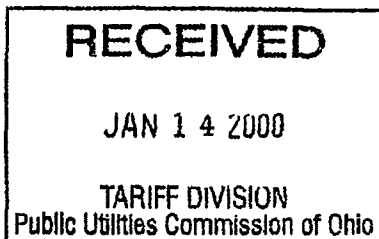
SECTION 7
THIRD REVISED SHEET NO. 6
REPLACES SECOND REVISED SHEET NO. 6

P.U.C.O NO. 3

General Exchange Tariff

BASIC TELEPHONE ASSISTANCE

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ISSUED: January 14, 2000

EFFECTIVE: January 1, 2000

IN ACCORDANCE WITH CASE NO. 00-72-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
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(D)

(D)

P.U.C.O NO. 3
GENERAL EXCHANGE TARIFF

BASIC TELEPHONE ASSISTANCE

III. LINK UP

A. General

Link Up is a federal assistance program that provides eligible residential customers with the following benefits:

- o A reduction of the Telephone Company's applicable service connection charges equal to one-half of such service connection charges, or \$30.00, whichever is less.
- o A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan does not exceed 12 months duration. (Service Connection charges do not include the Telephone Company's applicable security deposit requirements.)

B. Regulations

1. Link Up Assistance is available to residential customers who are currently participating in one of the following assistance programs:
 - (a) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
 - (b) Food stamps;
 - (c) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
 - (d) Federal public housing assistance, or Section 8;
 - (e) Home Energy Assistance Program (HEAP); (T) (M)
 - (f) National School Lunch Program's Free Lunch Program (NSL); (N)
 - (g) Household income at or below 135% of the poverty level; or (N)
 - (h) Ohio Works First/Temporary Assistance for Needy Families (TANF). (N)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

P.U.C.O NO. 3
GENERAL EXCHANGE TARIFF

III. LINK UP (Con't)

B. Regulations (Con't)

2. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in Section III.A., above.
3. The Telephone Company shall require, as proof of eligibility for Link Up Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section III.B.1., above; identifying the specific program or programs from which the customer receives benefits. If a customer is applying for both Link Up and Lifeline, such customer may utilize the same document to verify eligibility for both programs. If the customer is applying for Link-Up based on income Section III.B.1.g., examples of income documentation would be 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document. (T)
(N)
|
(N)
4. The Telephone Company's Link Up program shall allow a qualifying low-income consumer to receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.
5. Link Up customers are not restricted on the optional services to which they may subscribe.
6. If a customer disagrees with a company's findings regarding eligibility for Link-Up, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio. (N)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC
Issued by the Public Utilities Commission of Ohio
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Defiance, Ohio

P.U.C.O NO. 3
GENERAL EXCHANGE TARIFF

BASIC TELEPHONE ASSISTANCE

IV. LIFELINE ASSISTANCE

A. General

Lifeline Assistance is a federal support program that provides eligible customers with the following benefits:

- o A waiver of the Federal Subscriber Line Charge.
- o A reduction of \$1.75 off the customer's monthly basic local service charges.
- o Free toll limitation services (e.g., toll blocking, toll control), upon customer's request.
- o A waiver of the Telephone Company's service deposit requirement, if the customer elects to receive toll blocking.
- o Optional service like Caller ID and Call Waiting are not restricted. (N)

B. Regulations

1. Lifeline Assistance is available to residential customers who are currently participating in one of the following assistance programs:

- (a) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
- (b) Food stamps;
- (c) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
- (d) Federal public housing assistance, or Section 8;
- (e) Home Energy Assistance Program (HEAP); (T)(M)
- (f) National School Lunch Free Lunch Program; (N)
- (g) Household income at or below 135% of the poverty level; or (N)
- (h) Ohio Works First/Temporary Assistance for Needy Families (TANF). (N)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC
Issued by the Public Utilities Commission of Ohio
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Defiance, Ohio

P.U.C.O NO. 3
GENERAL EXCHANGE TARIFF

IV. LIFELINE ASSISTANCE (Con't)

B. Regulations (Con't)

2. Consumers participating in this program may receive service connection and deposit waivers through Link-Up. (N)
3. Participants in Lifeline Assistance shall not be disconnected from local service for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges.
4. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
5. The Telephone Company shall require, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section IV.B.1., above; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the carrier if the customer ceases to participate in such program or programs. If a customer is applying for both Lifeline and Link Up, such customer may utilize the same document to verify eligibility for both programs. If the customer is applying for Lifeline based on income Section IV.B.1.g., examples of income documentation would be 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document. (N)
6. At no time will the monthly basic local exchange service charge less the discount cause the local service rates to be less than zero. (T)
7. The Telephone Company shall perform a verification audit of a customer receiving Lifeline Assistance. (N)
8. The Lifeline discounts and waivers apply to only one access line per household. (N)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC
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P.U.C.O NO. 3
GENERAL EXCHANGE TARIFF

IV. LIFELINE ASSISTANCE (Con't)

C. Enrollment Process

(N)

1. Existing Customers

- (a) Customers with dial tone wanting to establish lifeline service should complete and submit a Company lifeline application, and provide documentation if applicable, within 30 days of requesting the discount.
- (b) The Company will review the customer's lifeline application to determine customer's eligibility within 30 days.
- (c) If the customer is eligible for the lifeline discount, the Company will credit the customer's bill retroactive to the date of customer's request for lifeline service.
- (d) If the customer does not return the application with the appropriate documentation, if required, within 30 days, the customer will need to re-apply for lifeline discounts. Should the Company determine that a customer does not qualify for lifeline assistance or if the customer submits incomplete documentation, the Company will provide written notification to the customer and give the customer an additional 30 days to prove eligibility. If after that additional 30 days the customer has failed to prove eligibility or provide the necessary documentation, the customer must re-apply for the lifeline discounts.

2. New Customers

- (a) Customers applying for new service and requesting to establish lifeline service should complete and submit a Company lifeline application, and provide documentation if applicable, within 30 days of requesting the discount. The Company will process the lifeline application without delaying the installation of new service.
- (b) The Company will review the customer's lifeline application to determine the customer's eligibility within 30 days.
- (c) If the customer is eligible for the lifeline discount, the Company will credit the customer's bill for installation charges and the monthly discount retroactive to the date the customer's service is established.
- (d) If the customer does not return the application with the appropriate documentation, if required, within 30 days, the customer will need to re-apply for lifeline discounts. Should the Company determine that a customer does not qualify for lifeline assistance or if the customer submits incomplete documentation, the Company will provide written notification to the customer and give the customer an additional 30 days to prove eligibility. If after that additional 30 days the customer has failed to prove eligibility or provide the necessary documentation, the customer must re-apply for the lifeline discounts.

(N)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

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P.U.C.O NO. 3
GENERAL EXCHANGE TARIFF

IV. LIFELINE ASSISTANCE (Con't)

D. Income Eligibility

(N)

1. The Telephone Company must verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification must be performed within 60 days of a customer's service establishment. Examples of documentation would include 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/ Workmen's Compensation statement of benefits; 8) a divorce decree or child support document.
2. Regardless of when the Company completes the verification process lifeline benefits shall go back to the date the qualified customer requested lifeline service or established new service.
3. The Telephone Company shall provide written notification to customers that do not qualify for Lifeline Assistance. The notice shall give the customer an additional 30 day opportunity to prove eligibility or dispute the Company's determination. If after that additional 30 days the customer has failed to prove eligibility or provide the necessary documentation, the customer must re-apply for the lifeline discounts.
4. The Telephone Company shall give customers who do not qualify for Lifeline assistance the option of spreading installation charges over three months consistent with Chapter 4901:1-5, O.A.C.
5. Written notification must include 1) the earliest date termination of lifeline benefits will occur if the customer has been receiving the benefits or the last date the customer has to provide documentation to prove eligibility to receive the benefits; 2) the reason(s) for termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and 4) a statement consistent with the disconnect notice set forth in Chapter 4901:1-5, O.A.C., explaining who customers may contact in the event of a dispute.
6. If a customer disagrees with the Company's findings regarding eligibility for lifeline, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

(N)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

In Accordance With Case No. 05-461-TP-UNC
Issued by the Public Utilities Commission of Ohio
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Defiance, Ohio

P.U.C.O NO. 3
GENERAL EXCHANGE TARIFF

IV. LIFELINE ASSISTANCE (Con't)

E. Verification for Continued Eligibility

(N)

1. The Telephone Company must notify customers at least 60 days prior to the Company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of lifeline benefits would occur; 2) the reason(s) for the termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company and 4) a statement consistent with the disconnect notice requirements outlined in the MTSS Chapter 4901:1-5, O.A.C., explaining who the customer should contact in the event of a dispute.
2. Should a customer fail to submit proper documentation within the 60 day period, the Telephone Company will terminate the customer's lifeline benefits and require the customer to re-apply.
3. If a customer disagrees with the Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

(N)

ISSUED: May 13, 2005

EFFECTIVE: June 13, 2005

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Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

GENERAL EXCHANGE SERVICE TARIFFS
P.U.C.O. No. 3

A. IntraLATA Presubscription

(N)

1. General

IntraLATA Presubscription is a procedure whereby a subscriber designates to the Telephone Company the carrier which the subscriber wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. IntraLATA presubscription does not prevent a subscriber who has presubscribed to an intraLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

IntraLATA Presubscription will become effective August 8, 1997.

2. IntraLATA Presubscription Options

Option A: Subscriber may select the Telephone Company's intraLATA carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option B: Subscriber may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option C: Subscriber may select a carrier other than the Telephone Company's intraLATA carrier or the subscriber's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option D: Subscriber may select no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the subscriber to dial a carrier access code to route all intraLATA calls to the carrier of choice for each call.

3. Rules and Regulations

Subscribers of record on the effective date of this tariff will retain their current dialing arrangements until they request that their dialing arrangements be changed. Until an affirmative choice is made, all subscribers will be assigned to the Telephone Company's intraLATA carrier.

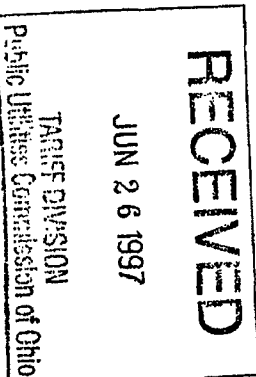
(N)

ISSUED: June 26, 1997

EFFECTIVE: August 8, 1997

IN ACCORDANCE WITH CASE NO. 96-1315-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio



GENERAL EXCHANGE SERVICE TARIFFS
P.U.C.O. No. 3

A. IntraLATA Presubscription (continued)

3. Rules and Regulations (continued)

Subscribers of record or new subscribers may select either Options A, B, C, or D for intraLATA Presubscription. (N)

Subscribers may change their selected Option and/or their presubscribed IntraLATA toll carrier at any time subject to charges specified in Paragraph 5 below.

4. IntraLATA Presubscription Customer Notices

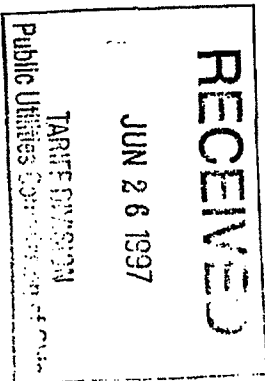
The Telephone Company will notify subscribers that intraLATA Presubscription is available no longer than sixty (60) days following the effective date of this tariff. The notice will contain a description of intraLATA toll presubscription, how to make an intraLATA toll presubscription carrier selection, and a description of when and what charges apply related to the selection of an intraLATA toll carrier.

5. IntraLATA Presubscription Charges

a. Application of Charges

There will be no charges for a subscriber's initial intraLATA toll presubscription selection for a period beginning on the effective date of this tariff and ending no sooner than ninety (90) days following the mailing date of subscriber notification of intraLATA presubscription availability.

New local service subscribers will be asked to select a carrier(s) for their intraLATA toll and interLATA calls subject to presubscription at the time they place an order with the Telephone Company for local exchange service. If the new subscriber is unable to make a selection, at that time, the new subscriber will be read a random listing of all available intraLATA toll carriers to aid their selection. If the new subscriber is still unable to make a selection, at that time, the Telephone Company will inform the new subscriber that he/she will be given ninety (90) days in which to inform the Telephone Company of an intraLATA toll presubscription carrier choice at no charge. The new subscriber will also be informed that the Telephone Company will assess a charge for any selections made after the ninety (90) day window and that until a selection is (N)



ISSUED: June 26, 1997

EFFECTIVE: August 8, 1997

IN ACCORDANCE WITH CASE NO. 96-1315-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Janet E. Sholl, Manager
Defiance, Ohio

GENERAL EXCHANGE TARIFFS
P.U.C.O NO. 3

A. IntraLATA Presubscription (continued)

5. IntraLATA Presubscription Charges (continued)

a. Application of Charges (continued)

made the subscriber will be required to dial a carrier access code to route all intraLATA toll calls.

New subscribers who do not make an intraLATA toll carrier presubscription choice at the time the new subscriber places an order establishing local exchange service with the Telephone Company will not be presubscribed to any intraLATA toll carrier, but rather will be required to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

After a subscriber's initial selection for a presubscribed intraLATA toll carrier, for any change thereafter, an IntraLATA Presubscription Change Charge will apply as follows:

- | | | |
|-----|--|-----|
| (1) | The charge shall be no greater than those set forth in Paragraph 5.b., unless modified by a company-specific Commission-approved tariff. | (N) |
| (2) | 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. | (N) |

b. Nonrecurring Charges IntraLATA Presubscription Change Charge

Per business or residence line, trunk, or port:

--	Manual Process	\$5.50	(N)
--	Electronic Process	\$1.25	(N)
			(D)

ISSUED: February 1, 2006

EFFECTIVE: February 3, 2006

In Accordance With Case No. 06-157-TP-ZTA
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

The Arthur Mutual Telephone Company will comply with all of the Commission's Minimum Telephone Service Standards (MTSS), set forth in Chapter 4901:1-5 of the Ohio Administrative Code (O.A.C.), including the following:

(N)

HANDLING OF CONSUMER COMPLAINTS
(O.A.C. 4901:1-5-05)

- (A) For purposes of this rule, a complaint is an informal investigation conducted by the public interest center staff or telecommunications provider at the request of a consumer or as a method for staff to determine the telecommunications provider's compliance with this chapter and other Commission policies. Each telecommunications provider shall fully and promptly investigate all complaints. The telecommunications provider shall provide a report of each complaint's resolution within ten business days of the date of receipt of the complaint to:
- (1) the subscriber, when investigating a complaint made directly to the telecommunications provider; or
 - (2) the subscriber and the Commission staff, when investigating a complaint referred to the telecommunications provider by the Commission staff.
- (B) After ten business days, if the investigation is not complete, the telecommunications provider shall provide an interim report to the subscriber when investigating a complaint made directly to the telecommunications provider or to both the subscriber and the Commission staff when investigating a complaint referred to the telecommunications provider by the Commission staff. The interim report shall include:
- (1) the date when a final resolution is expected to be complete;
 - (2) a report of the current status of the complaint; and
 - (3) a report explaining what work or research needs to be completed.
- (C) The Commission staff may request interim reports at other intervals containing the same or other data due to the nature of the complaint.
- (D) The telecommunications provider shall inform the subscriber, or both the subscriber and the Commission staff, of the results of the investigation, either orally or in writing. The subscriber, the Commission staff, or both may request the final report to be in writing. If the telecommunications provider provides the results of the investigation orally to the subscriber, it shall inform the subscriber of the right to have this final report in writing.

(N)

Issued: January 16, 2002

Effective: January 16, 2002

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TARIFF DIVISION
Public Utilities Commission of Ohio

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

HANDLING OF CONSUMER COMPLAINTS (Continued)

(O.A.C. 4901:1-5-05)

(N)

- (E) If the subscriber disputes the telecommunications provider's report(s), the telecommunications provider shall inform the subscriber that the Commission staff is available to mediate complaints. The telecommunications provider shall provide the subscriber with the address, local/toll-free numbers, and TDD/TTY number of the Commission's public interest center.
- (F) All telecommunications providers shall provide the Commission staff with a name, telephone number, facsimile number, and e-mail address of a contact person who will respond to Commission concerns pertaining to consumer complaints. If any of the required information relating to the contact person should change, the telecommunications provider shall provide advance notice of such changes to the Commission.

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

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

(N)

- (A) Service applicants may be required to establish creditworthiness.
- (1) Chapter 4901:1-17 of the Administrative Code pertains, generally, to the manner in which credit may be established by residential utility customers. Except as otherwise indicated in this rule, in each instance where a provision of Chapter 4901:1-17 of the Administrative Code has application to residential telephone service provided by a telecommunications provider, it shall be deemed, under this rule, as also having application to nonresidential telephone service by such companies.
 - (2) Telecommunications providers may required service applicants to establish financial responsibility as a condition precedent to establishing service. Both may rely on pertinent information obtained from credit reporting bureaus in determining whether creditworthiness need be established. However, a service applicant cannot be denied service, on creditworthiness grounds, unless the service applicant has been provided an opportunity to establish financial responsibility through every means available for doing so provided for in Chapters 4901:1-5 and 4901:1-17 of the Administrative Code.
 - (3) When a telecommunications provider requires the financial responsibility of a service applicant to be established, it must inform the service applicant of all options available for meeting that requirement.

(N)

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

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

(N)

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JAN 16 2002

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Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

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P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

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

(4) So long as it acts in a just, reasonable, and nondiscriminatory manner, a local service provider may, pursuant to a contract obligating it to do so, enforce the tariff-established credit and deposit policies of another telecommunications provider.

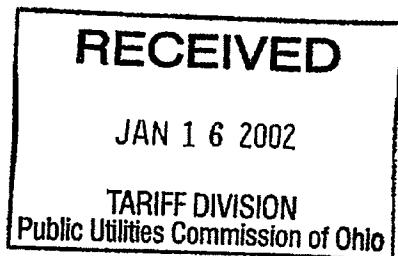
(B) Deposits.

(1) Deposits for local service shall be calculated separately from deposits for toll service.

(2) Telecommunication service providers must choose only one, from between two alternative methods available for calculating deposits. Whichever method is chosen must be uniformly applied with respect to all service applicants and customers who are assessed a deposit.

(a) The first method, which may be referred to as "the individual service history method" involves calculating the amount of the deposit based on the known or estimated service history of the individual who is being assessed a deposit.

(N)



Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
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Defiance, Ohio

P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

- (i) Under this method, the amount of a deposit assessed for local service shall not exceed two hundred and thirty per cent of the estimated or, where the customer or service applicant has either an existing or a previous local service account billing history with the local service provider, the historic monthly average total charge for all regulated local services provided (or to be provided) to the customer by the company or companies on whose behalf the deposit is assessed.
- (ii) Under this method, the amount of a deposit assessed for toll service shall not exceed two hundred and thirty per cent of the estimated or, where the customer or service applicant has either an existing or a previous toll service account billing history with the toll service provider, the historic monthly average total charge for all regulated toll services provided (or to be provided) to the customer by the company or companies on whose behalf the deposit is assessed.
- (b) The second method, which may be referred to as "the uniform statewide deposit amount method", involves calculating uniform statewide average deposit amounts for each of four categories of service: residence local exchange service, residence toll service, nonresidence local exchange service, and nonresidence toll service.
 - (i) Under this method, a local service provider shall develop and may apply a tariffed, single, company-specific, statewide deposit amount for residence local service accounts and/or a tariffed, single company-specific statewide deposit amount for nonresidence local service accounts. Likewise, a toll service provider shall develop and may apply a tariffed, single, company-specific, statewide deposit amount for residence toll service accounts and/or a tariffed, single, company-specific statewide deposit amount for nonresidence toll service accounts.
 - (ii) Using the second alternative, the toll service provider shall develop and may apply a tariffed, single, company-specific, statewide deposit amount for residence toll service accounts and/or statewide deposit amount for nonresidence toll service accounts.

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JAN 16 2002

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P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

- (iii) The amount of the deposit may not exceed two hundred and thirty per cent of the statewide average bill amount for the class and type of service involved, based on a study of all the provider's customers in the state of Ohio.
- (iv) A subscriber who is assessed a deposit based on the service provider's statewide average deposit amount may, at any time after the first three months of service and up to the end of the first full year of service, upon request, receive credit on his or her bill for the difference between the amount of the deposit actually paid and an amount equal to two hundred and thirty per cent of the subscriber's actual monthly average total bill for the type of service on which the deposit was based (where the actual monthly average is based on the subscriber's average actual monthly usage of that service, dating from the time of the assessment of the statewide deposit to the point at which the request for credit is made). Any amount so credited shall thereafter no longer accrue interest to be refunded with the deposit and, thereafter, be considered as deducted from the amount of the deposit which, along with the interest accrued, must be refunded pursuant to Rule 4901:1-17-06 of the Administrative Code.
- (3) Local service must be provided to local service applicants who are able to meet the deposit requirements for local service regardless of whether the applicant is able to meet the deposit requirements for toll service.
- (4) So long as payment of a toll deposit is in no way made a condition precedent to a local service applicant obtaining or maintaining local service, the assessment of a separately calculated deposit for local service may occur within the same bill as any separately calculated deposit for toll service.
- (5) Any initial or additional deposit assessed by a telecommunications provider shall be based only on the credit history for the same class of service as the applicant is seeking to establish.

(N)

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JAN 16 2002

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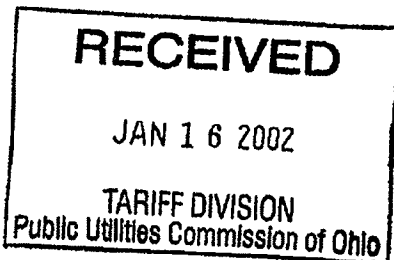
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MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

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

(N)



Issued: January 16, 2002

Effective: January 16, 2002

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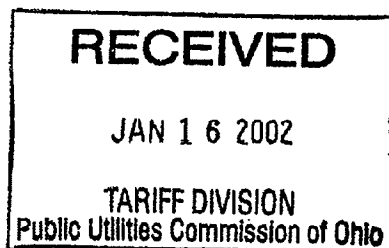
P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

ESTABLISHMENT OF SERVICE (Continued)
(O.A.C. 4901:1-5-13)

(N)

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

(N)



Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

RESIDENTIAL SERVICE GUARANTORS

(O.A.C. 4901:1-5-14)

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

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

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

(N)

- (A) The local service provider shall make an adjustment to a subscriber's bill in accordance with paragraph (B) of this rule whenever a subscriber's service is interrupted and remains out of service for more than twenty-four consecutive hours after being reported to the local service provider or after being found by the local service provider to be out of service. The length of the service interruption must be computed on a continuous basis, Saturdays, Sundays, and holidays included. This rule does not apply if the out-of-service condition:

- (1) occurs as a result of a negligent or willful act on the part of the subscriber;
- (2) occurs as a result of a malfunction of subscriber-owned telephone equipment or inside wire;
- (3) occurs as a result of a military action, war, insurrection, riot, or strike; or
- (4) cannot be repaired due to the subscriber missing a repair appointment.

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

- (B) If an out-of-service condition exceeds twenty-four hours but is less than forty-eight hours, the local service provider shall credit the subscriber's bill for at least the pro rata portion of the monthly charge(s) for all regulated local services rendered inoperative during the interruption. Credit for out-of-service conditions lasting longer shall be provided as follows:

- (1) The local service provider shall provide a subscriber who experiences an out-of-service condition of forty-eight hours but less than seventy-two hours a credit equal to at least one-third of one month's charges for any regulated local services rendered inoperative.
- (2) The local service provider shall provide a subscriber who experiences an out-of-service condition of seventy-two hours but less than ninety-six hours a credit equal to at least two-thirds of one month's charges for any regulated local services rendered inoperative.

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

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P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

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

(N)

- (3) The local service provider shall provide a subscriber who experiences an out-of-service condition of at least ninety-six hours a credit equal to at least one month's charges for any regulated local services rendered inoperative.
- (C) A local service provider may apply for a waiver to paragraphs (A) and (B) of this rule in the event of a verifiable act of God. One copy of the waiver request shall be filed with the Commission's docketing division in the MTSS Docket, Case No. 00-1265-TP-ORD, and one copy shall be submitted to the PUCO Outage Coordinator within two business days of the onset of the claimed act of God. Such waiver request shall state the specific nature of the act of God, the extent and location of damaged facilities, and the number of customers affected. If the Commission or its staff takes no action within two business days of the filing of such waiver request, the act of God exception may be invoked by the local service provider. In the event an act of God exception is applied, the provisions of paragraph (B) of this rule will not apply until forty-eight hours after the onset of the verified act of God. Accordingly, forty-eight hours shall be added to each of the time frames established in paragraph (B) of this rule for purposes of determining credits to customer accounts. Each local service provider must justify and document in its records each instance where it has applied an act of God exception.
- (D) If the local service provider 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 local service provider fails to install new access line service and any associated features within ten business days of an application for new service or fails to install such service by the requested installation date, when at least ten business days notice is given, the provider shall waive all regulated nonrecurring installation charges associated with the new service or features. Such credits shall not be required where:

(N)

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

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P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

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

(N)

- (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 subscriber has not met pertinent tariff requirements;
- (3) The installation cannot be completed as a result of a military action, war, insurrection, riot, or strike; or
- (4) The installation cannot be completed due to a subscriber missing an installation appointment.
- (E) Missed customer appointments.
 - (1) When the local service provider fails to meet a scheduled installation appointment, the Company shall waive at least one-half of the subscriber's regulated nonrecurring installation charges associated with the new service or features.
 - (2) When the local service provider fails to meet a repair appointment or a repair commitment, the Company shall credit the subscriber's bill in the amount of at least one-half of one month's charges for any regulated local services rendered inoperative.

(N)

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

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P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

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

(N)

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

(N)

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Issued: January 16, 2002

Effective: January 16, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Janet E. Sholl, Manager
Defiance, Ohio

P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

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

(N)

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

(N)

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

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P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

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

(N)

- (A) Local service may only be disconnected for subscriber nonpayment of charges for local services regulated by the Commission. For purposes of this rule, local service is defined as every regulated service provided by the local service provider other than toll service and 900 and 976-like services.
- (B) Toll service may be disconnected for subscriber nonpayment of toll service, subject to the following conditions:
- (1) Toll disconnection procedures shall comport with all applicable billing, notice, credit/deposit, and disconnection standards set forth in this chapter of the Administrative Code and shall be tariffed.
 - (2) A local service provider, including one which also provides toll service, may enforce the Commission-approved, tariffed disconnection procedures of a separate provider of toll services pursuant to a contract entered into between the local service provider and the separate toll service provider.

(N)

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

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Defiance, Ohio

P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

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

(N)

- (C) Partial payments applied towards any past due amount on a bill or the balance due on a disconnection notice must be apportioned to past due regulated local service charges, then to any current local charges, before being applied by a telecommunications provider to any toll or nonregulated charges unless the subscriber pays the entire amount past due or more. In that case, any amount paid over the amount past due shall be applied first to current local charges.
- (D) A telecommunications provider must notify, or attempt to notify through any reasonable means, a subscriber before service is refused or disconnected when any of the following conditions exist:
 - (1) a violation of or noncompliance with the telecommunications provider's rules or tariffs on file with the Commission;
 - (2) a failure to comply with municipal ordinances or other laws pertaining to telecommunications services; or
 - (3) a refusal by the subscriber to permit the local service provider access to its facilities.
- (E) A telecommunications provider must notify or attempt to notify, through any reasonable means, the subscriber before service is disconnected when the subscriber has committed a fraudulent practice as set forth and defined in its tariffs on file with the Commission.
- (F) The telecommunications provider may not disconnect the local or toll service of a subscriber who pays the Company the total amount due (or an amount agreed upon between the Company and the subscriber) on his/her account by the close of business on the disconnection date listed on the disconnection notice.

(N)



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P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

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

(N)

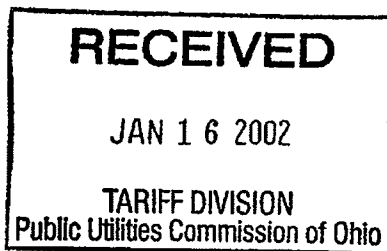
(G) No notice is required prior to disconnection when:

- (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 subscriber'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 subscriber tampers with facilities or equipment owned by the telecommunications provider.

(H) If a subscriber or a member of the subscriber's household demonstrates that disconnection of service would be especially dangerous to his/her health, the local service provider must consider this circumstance when offering extended payment arrangements to avoid disconnection. Payment arrangements shall be offered regardless of the credit class of the subscriber.

(I) When a residential subscriber's local service is disconnected for nonpayment, the local service provider shall maintain the subscriber's access to emergency services for a period of at least fourteen days following such disconnection.

(N)



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P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

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

(N)

- (J) Local service may not be refused or disconnected to any applicant or subscriber for any of the following reasons:
- (1) failure to pay for service furnished to a former subscriber unless the former subscriber and the new applicant for service continue to be members of the same household;
 - (2) failure to pay for a different class of service. Residential service may not be denied or disconnected for nonpayment of a nonresidential account and vice versa;
 - (3) failure to pay any amount which is in bona fide dispute. The Company may not disconnect service if the subscriber pays either the undisputed portion of the bill or where the disputed amount is in question, the subscriber pays the amount paid for the same billing period in the previous year; or
 - (4) failure to pay any nonregulated service charges.
- (K) Payment schedule and disconnection procedures for nonpayment.
- (1) A subscriber's bill shall not be due earlier than fourteen days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due.
 - (2) The Company shall not disconnect 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.

(N)

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JAN 16 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

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Effective: January 16, 2002

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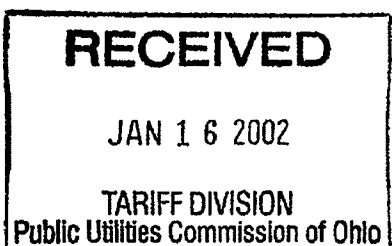
P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

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

(N)

- (3) A telecommunications provider may disconnect service during its normal business hours; however, no disconnection for past due bills may be made after twelve-thirty p.m. on the day preceding a day that all services necessary for reconnection are not available.
- (L) A notice of disconnection for nonpayment shall state the following:
- (1) Failure to pay the amount required at the Company's office or to one of its authorized agents by the date specified on the notice may result in the disconnection of local or toll services;
- (2) The earliest date when disconnection will occur;
- (3) The reason(s) for disconnection and any actions which the subscriber must take in order to avoid the disconnection, including the total amount required to be paid (which shall not be greater than the past due balance);
- (4) The total amount due to avoid disconnection of local service as defined in paragraph (A) of this rule, which must be listed separately from charges for regulated toll and charges for unregulated services;
- (5) The total amount due for toll charges and a statement that nonpayment of toll charges may result in the disconnection of toll service;
- (6) The total amount due for nonregulated charges and a statement that nonpayment of such charges cannot result in the disconnection of local service or regulated toll service;
- (7) The address and telephone number of the office of the telecommunications provider that the subscriber may contact in reference to the subscriber's account;

(N)



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Effective: January 16, 2002

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P.U.C.O. NO. 3
MINIMUM TELEPHONE SERVICE STANDARDS

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

(N)

- (8) The following statement:

If your questions are not resolved after you have called (name of utility), customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826 or 1-614-466-3292 or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180 from 8:00 A.M. to 5:00 P.M. weekdays, or visit the PUCO website at www.puco.ohio.gov.

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

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

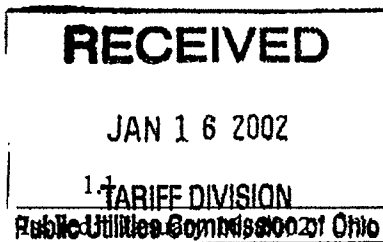
- (M) Reconnection of local and toll service.

- (1) Unless prevented by circumstances beyond the Company's control or unless a subscriber requests otherwise, each telecommunications provider shall reconnect previously disconnected service by five P.M. on the next business day following either:

- (a) receipt by the Company or its authorized agent of the full amount in arrears for which service was disconnected, or upon verification by the Company that conditions which warranted disconnection of service have been eliminated; or
- (b) agreement by the Company and the subscriber on a deferred payment plan and a payment, if required, under the plan.

- (2) Before restoring service under this rule, a telecommunications provider may not insist upon payment of any amount that has not been included on a notice of disconnection.

(N)



Effective: January 16, 2002

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EXHIBIT B
(Proposed Revised Tariff Pages)

ARTHUR MUTUAL TELEPHONE COMPANY
BASIC LOCAL EXCHANGE SERVICE TARIFF

NOTE: This Tariff P.U.C.O. No. 4 cancels and supersedes Arthur Mutual Telephone Company Tariff P.U.C.O. No. 3.

Issued: April 14, 2011

Effective: April 14, 2011

In Accordance with Case No. 10-1010-TP-ORD and 11-2435-TP-ATA

Issued by the Public Utilities Commission of Ohio

Eric W. Roughton, Manager

Defiance, Ohio

P.U.C.O. NO. 4

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SECTION 2:	N11 SERVICE
SECTION 3:	GENERAL RULES AND REGULATIONS
SECTION 4:	LIFELINE/LINK-UP REQUIREMENTS
SECTION 5:	INTRALATA PRESUBSCRIPTION

P.U.C.O. NO. 4

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Issued: April 14, 2011

Effective: April 14, 2011

In Accordance with Case No. 10-1010-TP-ORD and 11-2435-TP-ATA

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Issued: April 14, 2011

Effective: April 14, 2011

In Accordance with Case No. 10-1010-TP-ORD and 11-2435-TP-ATA

Issued by the Public Utilities Commission of Ohio

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P.U.C.O. NO. 4

SUBJECT INDEX (Continued)

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Issued: April 14, 2011

Effective: April 14, 2011

In Accordance with Case No. 10-1010-TP-ORD and 11-2435-TP-ATA

Issued by the Public Utilities Commission of Ohio

Eric W. Roughton, Manager

Defiance, Ohio

P.U.C.O. NO. 4

TARIFF DESCRIPTION

This Basic Local Exchange Service (BLES) Tariff applies to residential single-line customers and to the primary access line of business customers.

BLES is provided by Arthur Mutual Telephone Company (The "Company" or "Telephone Company") in accordance with Rule 4901:1-6-12, Ohio Administrative Code.

Basic local exchange service, as defined in Section 4927.01, Revised Code, means residential end-user access to, and usage of, telephone-company-provided services over a single line, or small-business-end-user access to and usage of telephone-company-provided services over the business's primary access Line of Service, which in the case of residential and small-business access and usage is not part of a bundle or package of services. BLES enables a customer to originate or receive voice communications within a local service area and consists of the following services:

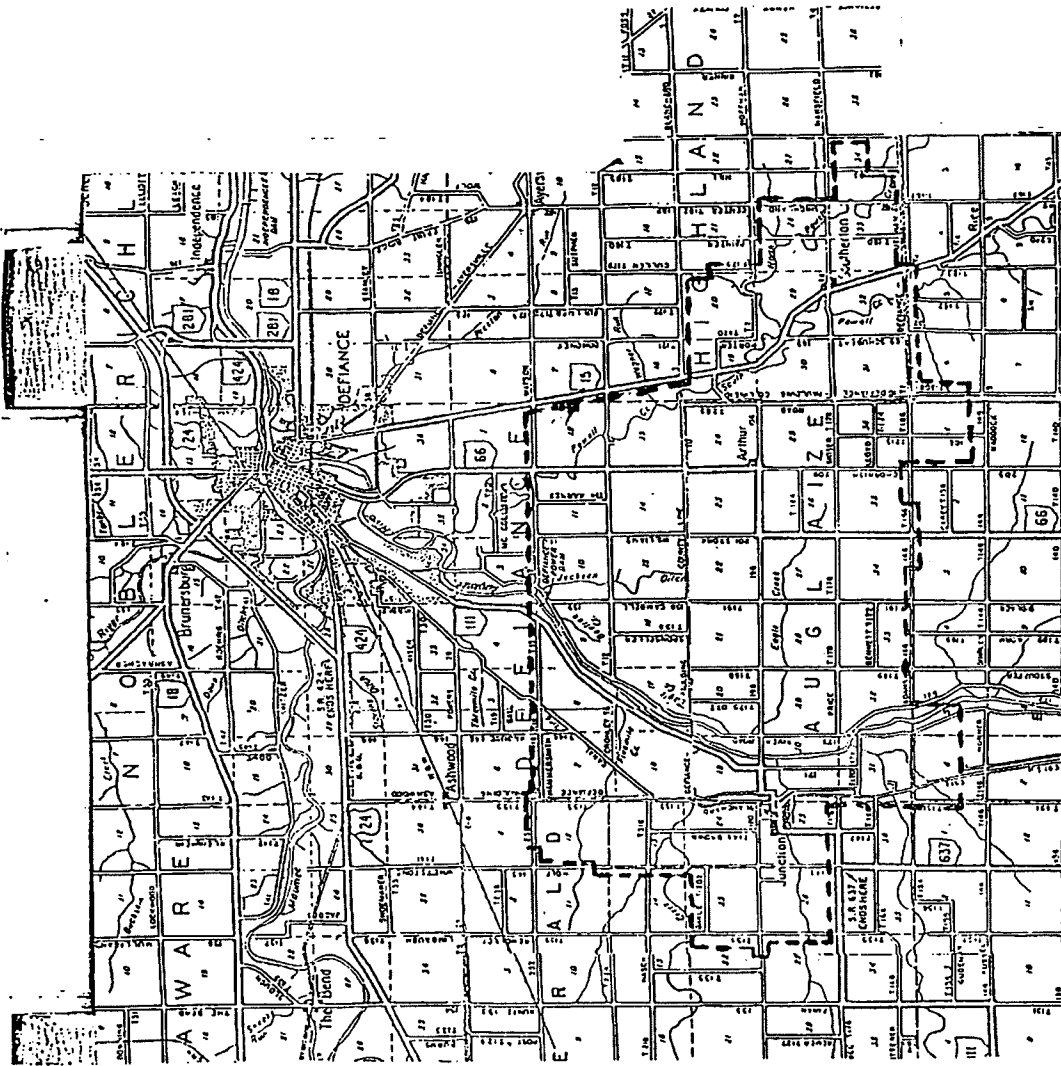
- (i) Local dial tone service;
- (ii) For residential end users, flat-rate telephone exchange service;
- (iii) Touch tone dialing service;
- (iv) Access to and usage of 9-1-1 services, where such services are available;
- (v) Access to operator services and directory assistance;
- (vi) Provision of a telephone directory in any reasonable format for no additional charge and a listing in that directory, with reasonable accommodations made for private listings;
- (vii) Per call, caller identification blocking services;
- (viii) Access to telecommunications relay service; and
- (ix) Access to toll presubscription, interexchange or toll providers or both, and networks of other telephone companies.

ARTHUR EXCHANGE RATES

The following identified service rates entitle the subscribers of telephone service to call, without additional charge, the subscribers of Ayersville, Oakwood, Paulding and Defiance Exchanges, in addition to other subscribers of the Arthur Exchange.

The following listed rates for local exchange telephone service shall apply within the exchange area as depicted on the Arthur Exchange Map herein.

<u>CLASS OF SERVICE</u>	<u>EXCHANGE ACCESS</u>
One Party Business Access Line Charge	\$23.10
Payphones	
Coin Operated Telephone Service Access Line	\$23.10
Coin Supervision Additive	\$ 7.20
One Party Residence Access Charge	\$14.70



ARTHUR EXCHANGE AREA - - -

SCALE: One (1) inch = 10,000 feet

Issued: April 14, 2011

Effective: April 14, 2011

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Issued by the Public Utilities Commission of Ohio

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P.U.C.O. NO. 4

NON-RECURRING SERVICE & EQUIPMENT OFFERINGS
CHARGES FOR CHANGES, SERVICE CONNECTIONS AND RESTORAL OF SERVICE

1. Service Connection-Non Complex

<u>a. Service Order Charge</u>	<u>CHARGE</u>
Receiving, recording and processing information necessary to execute a customer's initial request for service	\$10.00
 <u>b. Central Office Connection Charge</u>	
Performing all or part of the work associated with the connection of a central office line, including connection or changes in the central office.	\$10.00
 <u>c. Line Connection Charge</u>	
Traveling to the customer's premises to perform any work involving line connection.	\$15.00

2. Business

Each initial connection, change in type or style, move, change in location or any other work performed in connection with a business telephone line or business telephone system, charges will be computed on an actual time and material basis which includes all direct labor and overhead costs for those charges not listed.

a. Service Charge	\$10.00
b. Central Office Wiring	\$10.00
c. Line Connection Charge	\$15.00

3. Re-establishment of Suspended Service

Re-establishment of service previously suspended as a result of non-payment

(a) When disconnected at the main frame (Applicable components of Service Connection: a and b).	\$20.00
(b) When disconnected at the Subscriber Terminal (Applicable components of Service Connection: a, b and c)	\$35.00

Issued: April 14, 2011

Effective: April 14, 2011

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Issued by the Public Utilities Commission of Ohio

Eric W. Roughton, Manager

Defiance, Ohio

MISCELLANEOUS RATES AND CHARGES

Monthly Rates

1. Recurring Charges

Extension Service:

Off Premise Extension Charge (Per 1/4 mile) \$1.00

2. Tel-Tone Touch Dial

This service, more commonly known as push button dialing or as Touch Tone, will be offered to subscribers of the Arthur Mutual Telephone Company. There will be no distinction between business and/or residence.

Tel-Tone Touch Dial

Per each Mainline Service \$1.50

The above listed charge is in addition to the monthly charges found in Section 1 herein.

3. Per Call Blocking

Enables customers to prevent the disclosure of their telephone number on a per call basis to the called party. The disclosure of the calling party's number can be prevented on a per call basis by dialing *67 before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number. Per Call Blocking will be provided on a universal basis to all eligible customers at no charge.

4. The Telephone Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.

5. 9-1-1 Subscriber Charge \$1.37/month

APPLICATION OF BUSINESS AND RESIDENCE RATES

1. Business rates apply at the following locations:
 - a. In the offices, stores, factories, mines and all other places of a strictly business nature.
 - b. In boarding houses, except as noted herein, offices of hotels, hall and offices of apartment buildings; quarters occupied by Clubs or Lodges; public, private or parochial schools or colleges, churches, hospitals, libraries and other similar institutions.
 - c. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
 - d. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
 - e. In any location where the listing of service at that location indicates a business, trade or profession, except as specified below.
2. Residence Rates Apply at the Following Locations:
 - a. In private residences where business listings are not provided.
 - b. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
 - c. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon, or other medical practitioner, dentist or veterinarian, provided the subscriber does not maintain an office in the residence.

P.U.C.O. NO. 4

CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES

A. General

1. Lines will be extended in accordance with provisions specified within this Tariff.
2. Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual service connection charges and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense, as for example:
 - a. The facilities are provided in remote or undeveloped sections within the Exchange Area.
 - b. Conditions require the provisions of special equipment or unusual methods of plant construction, installation or maintenance.
 - c. The customer's location requires the use of costly, private right-of-way.
3. Title to all construction as specified below, provided wholly or partly at a Customer's expense is vested in the Telephone Company.
4. By "cost" is meant the cost of labor and materials including the usual supervisory expenses.
5. When attachments are made to poles of other companies, in lieu of providing construction for which the customer would be charged under the provisions hereof, the cost to the Telephone Company for such attachments is borne by the customer.
6. The customer is required to pay construction charges as made by another company providing facilities connecting with the facilities of the Telephone Company.
7. Construction charges will not apply to the customer's aerial drop which extends from the last pole to the building in which the telephone is located.

P.U.C.O. NO. 4

CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES (Continued)

B. Line Extensions

1. Line extensions will be made pursuant to applicable regulations.
2. Provisions of Private Right-of-way: Where required by the conditions, applicants shall provide, without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.
3. Applicant may be required to make advance payments to cover all or a portion of the exchange service when in the opinion of the Telephone Company there is evidence of credit risk.

C. Special Type of Construction

When underground service connections are desired by customers as initial installations in places where aerial drop wires would ordinarily be used to reach the customer's premises, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the following regulations apply:

1. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition the customer shall pay the cost of the underground cable, including the cost of installing, less the estimated cost to the Telephone Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company.
2. The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.
3. Where armored cable is laid in a trench, the trench shall be constructed and back-filled by or at the expense of the customer. In addition, the customer shall pay the cost of the cable, including the cost of installing it, less the estimated cost to the Telephone Company of installing such aerial drop as would be (or is) required to furnish the same service.
4. Cable installed in conduit will be maintained and replaced at the expense of the Telephone Company where the conduit has been inspected in place by the Telephone Company and approved but repairs or replacements of cable in conduit not so inspected and approved, or repairs or replacements of the cable in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.
5. Where facilities are changed from aerial to underground, in addition to the above, the customer is charged the cost of dismantling and removing the aerial facilities.

Issued: April 14, 2011

Effective: April 14, 2011

In Accordance with Case No. 10-1010-TP-ORD and 11-2435-TP-ATA

Issued by the Public Utilities Commission of Ohio

Eric W. Roughton, Manager

Defiance, Ohio

P.U.C.O. NO. 4

CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES (Continued)

D. Plant Constructed on Private Property

1. Construction of plant facilities on private property to be used in servicing an individual subscriber will be furnished by the Telephone Company at a charge to the subscriber at the actual cost of time, material and overheads for such pole, except that the Telephone Company will furnish as many as two poles or 400 feet of underground plant without charge to the subscriber provided the plant thus furnished is used to carry main line circuits. Ownership and maintenance of such poles is vested in the Telephone Company.
2. Plant construction on private property to be used as a part of the standard distributing plan serving subscribers in general, are furnished, maintained and owned by the Telephone Company.
3. Circuits on private property are furnished, owned and maintained by the Telephone Company.

Issued: April 14, 2011

Effective: April 14, 2011

In Accordance with Case No. 10-1010-TP-ORD and 11-2435-TP-ATA

Issued by the Public Utilities Commission of Ohio

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N11 SERVICE
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS

A. GENERAL

1. The Federal Communications Commission (FCC) assigned the 811 dialing code for nationwide access to One Call Notification Systems. The 811 dialing code ("811 Service") is a nationwide toll-free number to be used by state "One Call" notification systems for providing advanced notice of excavation activities to underground facility operators.
2. The three digit 811 abbreviated dialing One Call Notification code is assigned to the approved "811 Provider" for use in providing One Call notification services to the public by way of voice grade facilities.
3. 811 Service is available from the Company within its services area only. To provide access to 811 to end users in another company's service area or to Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 811 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 811 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.
4. All 811 abbreviated dialing code calls must be local in nature and will not result in any expanded local calling area (ELCA), intraLATA toll, interLATA long distance, or pay-per-call charges to Company subscribers. However, 811 Service calls may result in local measured service charges where Company subscribers' service plans include such charges.
5. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 811 Service is otherwise available wherever local service is accessible.

B. OBLIGATIONS OF THE APPROVED "ONE CALL" NOTIFICATION SYSTEMS PROVIDER

1. The 811 Provider must submit a written application for 811 Service to the Company. The 811 Provider may establish 811 Service in all or part of the Company's exchanges. There may be only one 811 Provider per exchange.
2. The 811 Provider's written application to establish 811 Service in a Company local exchange must include the following:
 - a. The local, foreign exchange, or toll free telephone number into which the Company should translate the dialed 811 abbreviated code.
 - b. For network sizing and protection, an estimate of annual call volumes and holding time for calls to the 811 Service.
 - c. An acknowledgement of the possibility that the Commission's assignment of the 811 abbreviated dialing code may be recalled at any time.

N11 SERVICE (Continued)
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

B. OBLIGATIONS OF THE APPROVED "ONE CALL" NOTIFICATION SYSTEMS PROVIDER
(Continued)

3. Local Calling for Company Subscribers
 - a. The 811 Provider, in cooperation with the Company, will assure that all 811 Service calls are local and do not generate ELCA, intraLATA toll, interLATA long distance, or pay-per-call charges for Company subscribers.
 - b. When the 811 Provider applies for 811 Service from the Company, the 811 Provider must supply the Company with a toll free number. The Company will translate the 811 digits into the telephone number provided by the 811 Provider.
4. The 811 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 811 Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the 811 Provider or others, arising out of or resulting directly from the 811 Service.
5. The 811 Provider must develop an appropriate method of responding to 811 calls directed to it out of confusion or in error by Company subscribers.
6. The 811 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 811 Provider to receive calls to the 811 Service during normal business hours.
7. The 811 Service is provided on the condition that the 811 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 811 Service without interfering with or impairing any services offered by the Company.
8. The 811 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
9. The 811 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 811 Service. The 811 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers, and releases and all other rights from all holders of copyrights, trademarks and patents used in connection with the 811 Service.

N11 SERVICE (Continued)
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

**B. OBLIGATIONS OF THE APPROVED "ONE CALL" NOTIFICATION SYSTEMS PROVIDER
(Continued)**

10. The 811 Provider must respond promptly to all complaints lodged with any regulatory authority against the 811 Service. If requested by the Company, the 811 Provider must assist the Company in responding to complaints made to the Company concerning the 811 Service.
11. The 811 Provider shall not promote the 811 Service with the use of any auto dialer or broadcasting of tones that dial the 811 abbreviated dialing code.
12. The 811 Provider must work separately with CLECs operating and serving customers in the Company's exchange(s) to ascertain whether 811 abbreviated dialing will be available to their end users.

C. OBLIGATIONS OF THE COMPANY

1. The Company will establish the 811 Service within ninety days after receipt of the 811 Provider's completed application(s) for service or the effective date of this Tariff, whichever is later.
2. When an 811 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 811 Service call, the quality of the call or any features that may otherwise be provided with the 811 Service.
3. The Company will route 811 calls originating from end users on the Company's local exchange network whether they purchase service directly from the Company or from another provider reselling company service. Otherwise, the Company is not responsible for establishing 811 Service for calls originating from other telecommunications providers.
4. The Company does not undertake to answer and forward 811 Service calls but furnishes the use of its facilities to enable the 811 Provider to respond to such calls at the 811 Provider-established call centers.
5. The rates charged for 811 Service, if applicable, do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 811 Provider must conduct such operational tests as, in the judgment of the 811 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 811 Provider must promptly notify the Company in the event the Company's facilities are not functioning properly.

N11 SERVICE (Continued)
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

D. LIABILITY

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 811 Provider for the 811 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect of failure in facilities occurs.
2. The Company is not liable for any losses or damages caused by the negligence of the 811 Provider.
3. The Company's entire liability to any person for interruption or failure of the 811 Service is limited to the terms set forth in this and other sections of this Tariff.
4. The Commission's local assignment and the 811 Provider's use of the 811 abbreviated dialing code are subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 811 Provider for any damages the 811 Provider may incur that result from a national assignment of the 811 abbreviated dialing code.
5. The Company will make every effort to route 811 calls to the appropriate 811 Provider call center. However, the Company will not be held responsible for routing mistakes or errors.

E. OTHER TERMS AND CONDITIONS

1. The 811 Service will not provide calling number information in real time to the 811 Provider. If this type of information is required, the 811 Provider must subscribe to compatible Caller ID service as described elsewhere in this Tariff.
2. The 811 Service is provided for the benefit of the 811 Provider. The provision of the 811 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 811 Provider.

N11 SERVICE (Continued)
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

E OTHER TERMS AND CONDITIONS (Continued)

3. A written notice will be sent to the 811 Provider following oral notification when its 811 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If, after such notification, the 811 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 811 Provider is unwilling to accept the modifications, or if the 811 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

F. RATES & CHARGES

There shall be no charges associated with the provision of this service to the 911 Provider.

GENERAL RULES AND REGULATIONS

A. APPLICATION

The rules and regulations specified herein apply to the provisions of BLES as defined in Section 1, Sheet No. 1 herein.

In the event of a conflict between any rates, rules, regulation or provision contained in these General Rules and Regulations and any rate, rule regulation or provision contained in the other section of this BLES Tariff, the rate, rule, regulation or provision contained in the specific section of this Tariff shall prevail.

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities

The Telephone Company's obligation to furnish exchange service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights in the construction and maintenance of the necessary pole lines, buried facilities, circuits and equipment.

2. Directory Errors and Omissions

The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of, or errors in, or omissions from its directories, nor for the result of the publication of such errors in the directory, nor will the Telephone Company be a party to controversies arising between subscribers or others as a result of listing published numbers in the directories.

3. Transmitting Messages

The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties, the operator, in order to accommodate the subscriber, repeats messages, she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstanding that may arise between subscribers because of the errors.

GENERAL RULES AND REGULATIONS (Continued)

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

4. Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Telephone Company is not responsible for any action of the Connecting Company.

5. Defacement of Premises

The Telephone Company shall exercise due care in connection with all work done on subscriber's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscriber's premises resulting from the existence of the Telephone Company's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company.

C. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment

Equipment and lines, other than inside wire, furnished by the Telephone Company on the premises of a subscriber are the property of the Telephone Company. The Company, its agents, or its employees shall have the right to enter upon a subscriber's premises during normal working hours only as may be required to make repairs to its equipment or to otherwise remove the source of emergency conditions that are, or that the Company has reason to expect soon will be endangering the safety, health, or welfare of Company employees or of other persons, or the safety of component parts of the Company's system or equipment.

If visitation to the customer's premises is sought for any other purpose, such visitation shall preferably be prearranged by telephone, however, if such permission is not feasible, the Company's agent or employee seeking entrance to the subscriber's premises shall identify himself to such person's satisfaction and shall state the reason for his proposed visitation. Entrance shall not be gained by force or subterfuge or by approach to a child or other irresponsible person. The Company shall be responsible for any damage to the subscriber's property arising from any visitation, whether such visitation is negligently, wilfully, or inadvertently caused.

GENERAL RULES AND REGULATIONS (Continued)

C. USE OF SERVICE AND FACILITIES (Continued)

1. Ownership and Use of Equipment (Continued)

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Telephone Company may refuse to install and maintain such service and if such service is furnished, may require the subscriber to install and maintain such service and may also require the subscriber to indemnify and hold the Telephone Company harmless from any claims, loss or damage by reason of the installation and maintenance of such service.

2. Use of Subscriber Service

Subscriber telephone service, as distinguished from public and semi-public telephone service, is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, except as the use of the service may be extended to persons temporarily subleasing a subscriber's residential premises. The Telephone Company has the right to refuse to install subscriber service or to permit such service to remain on premises of a public or semi-public character when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. At such locations, however, service may be installed, provided the instrument is so located that it is not accessible for public use.

GENERAL RULES AND REGULATIONS (Continued)

D. ESTABLISHMENT OF SERVICE

1. Application for Service

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

2. Telephone Numbers

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

3. Alterations

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

GENERAL RULES AND REGULATIONS (Continued)

D. ESTABLISHMENT OF SERVICE (Continued)

4. Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in the Telephone Company's Tariff, is borne by the Telephone Company. The subscriber agrees to take good care of the instruments and all the accessories connected therewith. In case of loss of, damage to, or destruction of any of the Company's instruments and accessories, not due to ordinary wear and tear, the subscriber is held responsible for the cost of replacing the equipment destroyed or for the cost of restoring the equipment to its original condition, except where such damage is not occasioned by the negligence of the subscriber. Subscribers may not rearrange, disconnect or remove or permit others to rearrange, disconnect or remove any apparatus or wiring installed by the Telephone Company, except upon the written consent by the Telephone Company.

5. Unusual Installation Costs

Where special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay a reasonable proportion of such costs.

6. Extension Not Under the Same Roof

- a. An extension station may be located on the premises of someone other than the customer to provide for the answering of calls at such times as the customer is not available at the main station. Such an extension is furnished only with the understanding that it is equipped to receive incoming calls only, and that separate exchange service is also furnished on the same premises.
- b. Extension not under the same roof, will be classified as off-premise extensions and mileage charges will apply as quoted in Section 1 of this tariff.

GENERAL RULES AND REGULATIONS (Continued)

E. INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

1. INITIAL CONTRACT PERIODS

- a. Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.
- b. The length of contract period for directory listings, and where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the subscribers to the day the succeeding directory is first distributed to subscribers.
- c. The Telephone Company may require a contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment or for unusual construction necessary to meet special demands, and involving extra costs.

2. TERMINATION OF SERVICE BY SUBSCRIBERS

- a. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.
 - i. In case of service for which the initial contract period is one month, the charges due for the balance of the initial month;
 - ii. Contracts for periods of longer than one month covering service whose installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber.
- b. Service may be terminated after the expiration of the initial contract period upon payment of all charges due to the date of termination of the service.

GENERAL RULES AND REGULATIONS (Continued)

F. SPECIAL SERVICE AND FACILITIES

Special service and facilities, not ordinarily used in the furnishing of telephone service and not mentioned in, provided for or contemplated by the tariff schedules of the Telephone Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, not to exceed one year, provided such service or facility or the use made thereof is not lawful and does not interfere with the telephone service furnished by the Telephone Company. In the event any such special service or facility or the use thereof interferes with the furnishing of the telephone service by the Telephone Company, the Telephone Company may terminate such contract and cease to furnish such special service or facility after thirty days written notice to the Subscriber; and provided that the Commission may terminate such contract whenever, in its opinion, public interest required such termination.

G. LIABILITY OF TELEPHONE COMPANY

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service or facilities and not caused by subscriber-provided equipment or facilities or by the negligence of the subscriber, shall not exceed an amount equivalent to the proportionate charge for the affected service or facility for the period of such impairment.
2. When the lines of other telephone companies are used in establishing connections to points not reached by the Telephone Company's lines, the Telephone Company is not liable for any act or omission of the other company or companies.

H. OBLIGATION OF CUSTOMER

The calling party (or customer) shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called number.

I. ADVANCE PAYMENTS

Applicants for service involving special construction may be required to make an advance payment. The amount of the advance payment is credited to the customer's account as applying to any indebtedness under the contract.

J. APPLICATION OF CONSTRUCTION CHARGES

When special construction charges for individual customers are necessary, special construction charges may apply as set forth in Section 1 of this Tariff.

LIFELINE/LINK-UP REQUIREMENTS

A. GENERAL

1. Lifeline shall be a flat-rate, monthly, primary access line service with touch-tone service and shall provide all of the following:
 - a. A recurring discount to the monthly basic local exchange service rate that provides for the maximum contribution of federally available assistance;
 - b. Not more than once per customer at a single address in a twelve-month period, a waiver of all nonrecurring service order charges for establishing service;
 - c. Free blocking of toll service, 900 service and 976 service; and
 - d. A waiver of the federal universal service fund end user charge; a waiver of the telephone company's service deposit requirement.
2. Any other services and bundles or packages of service may be offered to lifeline customers at the prevailing prices, less the lifeline discount.

B. REGULATIONS

1. Lifeline Assistance is available to residential customers who are currently participating in one of the following federal or state low-income assistance programs that limit assistance based on household income:
 - a. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid) or any state program that might supplant Medicaid;
 - b. Supplemental Nutritional Assistance Program (SNAP/Food Stamps);
 - c. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
 - d. Supplemental Security Insurance – blind and disabled (SSD)
 - e. Federal public housing assistance, or Section 8;
 - f. Home Energy Assistance Programs (HEAP, LIHEAP, E-HEAP);
 - g. National School Lunch Program's Free Lunch Program (NSL);
 - h. Temporary Assistance for Needy Families (TANF/Ohio Works); or
 - i. General Assistance (including disability assistance (DA))

LIFELINE/LINK-UP REQUIREMENTS (Continued)

B. REGULATIONS (Continued)

2. Lifeline Assistance is available to residential customers whose total household income is at or below one-hundred fifty percent (150%) of the federal poverty level.
3. The Telephone Company shall require, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section B.1 above; identify the specific program or programs from which the customer receives benefits and agree to notify the carrier if the customer ceases to participate in such program or programs. If a customer is applying for Lifeline based on income, see Section B.5.a-g for examples of income documentation.
4. The Telephone Company must verify Lifeline service eligibility for customers who qualify through household income-based requirements consistent with the FCC requirements in 47 C.F.R. 54.
5. Consistent with federal law, examples of acceptable income documentation includes the following:
 - a. State or federal income tax return;
 - b. Current income statement or W-2 from an employer;
 - c. Three consecutive months of current pay stubs;
 - d. Social security statement of benefits;
 - e. Retirement/Pension statement of benefits;
 - f. Unemployment/Workmen's Compensation statement of benefits;
 - g. Any other legal document that would show current income (such as a divorce decree or child support document).
6. Customers qualifying for Lifeline with past due bills for regulated local service charges shall be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. Lifeline service customers with past due bills for toll service charges shall have toll restricted service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider.
7. All other aspects of the state-specific lifeline service shall be consistent with the federal requirements. The rates, terms, and conditions for lifeline service shall be tariffed in accordance with Rule 4901:1-6-11.

LIFELINE/LINK-UP REQUIREMENTS (Continued)

B. REGULATIONS (Continued)

8. The Telephone Company shall provide written notification to the customer applying for Lifeline service that is determined ineligible for Lifeline service and shall provide an additional 30 days to prove eligibility.
9. The Telephone Company shall provide written customer notification if a customer's Lifeline service benefits are to be terminated due to failure to submit acceptable documentation for continued eligibility for that assistance. The lifeline customer shall have an additional sixty (60) days to submit acceptable documentation of continued eligibility or dispute the findings regarding termination of benefits.
10. The Telephone Company shall establish procedures to verify an individual's continuing Lifeline eligibility for both program and income based criteria consistent with the FCC's requirements in 47 C.F.R. 54.409-54.410.

C. ENROLLMENT PROCESS

1. Existing Customers

- a. Customers with dial tone wanting to establish lifeline service should complete and submit a Company lifeline application, and provide documentation if applicable, within 15 business days of requesting the discount.
- b. The Company will review the customer's lifeline application to determine customer's eligibility within 15 days.
- c. If the customer is eligible for the lifeline discount, the Company will credit the customer's bill retroactive to the date of customer's request for lifeline service.
- d. If the customer does not return the application with the appropriate documentation, if required, within 15 business days, the customer will need to re-apply for lifeline discounts. Should the Company determine that a customer does not qualify for lifeline assistance or if the customer submits incomplete documentation, the Company will provide written notification to the customer and give the customer an additional 30 days to prove eligibility. If after that additional 30 days the customer has failed to prove eligibility or provide the necessary documentation, the customer must re-apply for the lifeline discounts.

2. New Customers

- a. Customers applying for new service and requesting to establish lifeline service should complete and submit a Company lifeline application, and provide documentation if applicable, within 15 business days of requesting the discount. The Company will process the lifeline application without delaying the installation of new service.
- b. The Company will review the customer's lifeline application to determine the customer's eligibility within 15 days.

LIFELINE/LINK-UP REQUIREMENTS (Continued)

C. ENROLLMENT PROCESS (Continued)

2. New Customers (Continued)

- c. If the customer is eligible for the lifeline discount, the Company will credit the customer's bill for installation charges and the monthly discount retroactive to the date the customer's service is established.
- d. If the customer does not return the application with the appropriate documentation, if required, within 15 business days, the customer will need to re-apply for lifeline discounts. Should the Company determine that a customer does not qualify for lifeline assistance or if the customer submits incomplete documentation, the Company will provide written notification to the customer and give the customer an additional 30 days to prove eligibility. If after that additional 30 days the customer has failed to prove eligibility or provide the necessary documentation, the customer must re-apply for the lifeline discounts.

D. INCOME ELIGIBILITY

- 1. The Telephone Company must verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification must be performed within 60 days of a customer's service establishment. Examples of income documentation are identified in Section B.5.a-g.
- 2. Regardless of when the Company completes the verification process Lifeline benefits shall go back to the date the qualified customer established lifeline.
- 3. The Telephone Company shall provide written notification to customers that do not qualify for Lifeline Assistance. The notice shall give the customer an additional 30-day opportunity to prove eligibility or dispute the company's determination.
- 4. Written notification must include: 1) the earliest date termination of lifeline benefits will occur if the customer has been receiving the benefits or the last date the customer has to provide documentation to prove eligibility to receive the benefits; 2) the reason(s) for termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and 4) a statement explaining who customers may contact in the event of a dispute.

LIFELINE/LINK-UP REQUIREMENTS (Continued)

D. INCOME ELIGIBILITY (Continued)

5. If a customer disagrees with a company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

E. VERIFICATION FOR CONTINUED ELIGIBILITY

1. The Telephone Company must notify customers at least 60 days prior to the company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of lifeline benefits would occur; 2) the reason(s) for termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the telephone company and 4) a statement explaining who the customer should contact in the event of a dispute.
2. Should a customer fail to submit proper documentation within the 60 day period, the Telephone Company will terminate the customer's lifeline benefits and require the customer to re-apply.

INTRALATA PRESUBSCRIPTION

1. General

IntraLATA Presubscription is a procedure whereby a subscriber designates to the Telephone Company the carrier which the subscriber wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. IntraLATA presubscription does not prevent a subscriber who has presubscribed to an intraLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

2. IntraLATA Presubscription Options

Option A. Subscriber may select the Telephone Company's intraLATA carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option B: Subscriber may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option C: Subscriber may select a carrier other than the Telephone Company's intraLATA carrier or the subscriber's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option D: Subscriber may select no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the subscriber to dial a carrier access code to route all intraLATA calls to the carrier of choice of each call.

3. Rules and Regulations

Subscribers of record on the effective date of this tariff will retain their current dialing arrangements until they request that their dialing arrangements be changed. Until an affirmative choice is made, all subscribers will be assigned to the Telephone Company's intraLATA carrier.

Subscribers of record or new subscribers may select either Options A, B, C, or D for intraLATA Presubscription.

Subscribers may change their selected Option and/or their presubscribed IntraLATA toll carrier at any time subject to charges specified in Paragraph 5 below.

INTRALATA PRESUBSCRIPTION (Continued)

4. IntraLATA Presubscription Customer Notices

The Telephone Company will notify subscribers that intraLATA Presubscription is available no longer than sixty (60) days following the effective date of this tariff. The notice will contain a description of intraLATA toll presubscription, how to make an intraLATA toll presubscription carrier selection, and a description of when and what charges apply related to the selection of an intraLATA toll carrier.

5. IntraLATA presubscription Charges

a. Application of Charges

There will be no charges for a subscriber's initial intraLATA toll presubscription selection for a period beginning on the effective date of this tariff and ending no sooner than ninety (90) days following the mailing date of subscriber notification of intraLATA presubscription availability.

New local service subscribers will be asked to select a carrier(s) for their intraLATA toll and interLATA calls subject to presubscription at the time they place an order with the Telephone Company for local exchange service. If the new subscriber is unable to make a selection, at that time, the new subscriber will be read a random listing of all available intraLATA toll carriers to aid their selection. If the new subscriber is still unable to make a selection, at that time, the Telephone Company will inform the new subscriber that he/she will be given ninety (90) days in which to inform the Telephone Company of an intraLATA toll presubscription carrier choice at no charge. The new subscriber will also be informed that the Telephone Company will assess a charge for any selections made after the ninety (90) day window and that until a selection is made the subscriber will be required to dial a carrier access code to route all intraLATA toll calls.

New subscribers who do not make an intraLATA toll carrier presubscription choice at the time the new subscriber places an order establishing local exchange service with the Telephone Company will not be presubscribed to any intraLATA toll carrier, but rather will be required to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

After a subscriber's initial selection for a presubscribed intraLATA toll carrier, for any change thereafter, an IntraLATA Presubscription Change Charge will apply as follows:

INTRALATA PRESUBSCRIPTION (Continued)

- a. Application of Charges (Continued)
- (1) The charge shall be no greater than those set forth in Paragraph 5.b., unless modified by a company-specific Commission-approved tariff.
 - (2) 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.
- b. Nonrecurring Charges IntraLATA Presubscription Change Charge
- Per business or residence line, trunk, or port:
- | | | |
|----|--------------------|--------|
| -- | Manual Process | \$5.50 |
| -- | Electronic Process | \$1.25 |

EXHIBIT C
(Narrative Summarizing Changes)

The Applicant hereby establishes a Basic Local Exchange Service (BLES) Tariff and detariffs certain services in accordance with the Commission's January 19, 2011 Entry in Case No. 10-1010-TP-ORD. The Applicant intends only to remove from its tariff rates, terms and conditions of services required to be detariffed as a result of the adoption by the Commission of rules to implement Substitute Senate Bill 162.

The new BLES Tariff replaces and supersedes the Applicant's Telephone Service Tariff No. 3 in its entirety. The Applicant currently has three additional tariffs that appear on the Commission's website:

- 1) Access Service Tariff, PUCO No. 1: This tariff **remains in effect and does not change**.
- 2) COCOT Tariff: This tariff is hereby deleted in its entirety.
- 3) Resale and Sharing Tariff: This tariff is hereby deleted in its entirety.
- 4) Customer Premises Tariff: This tariff is hereby deleted in its entirety.

EXHIBIT D
(Customer Notices)

The customer notices accompanying the affidavit attached hereto as Exhibit E were mailed to customers on March 28, 2011. In addition, on March 20, 2011 the notices were forwarded to the Commission-provided electronic mailbox (Telecomm-Rule07@puc.state.oh.us) in accordance with the Entry issued January 19, 2011 in Case No. 10-1010-TP-ORD.

EXHIBIT E
(Affidavit)

CUSTOMER NOTICE AFFIDAVIT

STATE OF OHIO:

SS:

COUNTY OF DEFIANCE:

AFFIDAVIT

I, Eric W. Roughton, am an authorized agent of the applicant corporation, Arthur Mutual Telephone Company, and am authorized to make this statement on its behalf. I attest that the customer notice(s) accompanying this affidavit were sent to affected customers through bill message on March 28, 2011, in accordance with Rule 4901:1-6-07, Ohio Administrative Code. I declare under penalty of perjury that the foregoing is true and correct.

Executed on April 8, 2011 Defiance, Ohio
(Date) (Location)



Residential

21980 State Route 637
Defiance OH 43512

TEMP - RETURN SERVICE REQUESTED

☐ Please check here for change of address - Make changes on the back.

000002



Statement Date April 01, 2011
Billing Number [REDACTED]
Account Number [REDACTED]
Due Date April 15, 2011
Total Amount Due [REDACTED]
Payment Amount \$ [REDACTED]
Please Make Checks Payable To: THE ARTHUR TELEPHONE CO.

THE ARTHUR MUTUAL TELEPHONE CO.
21980 STATE ROUTE 637
DEFIANCE OH 43512-9308

Please detach upper portion and return with your payment. Retain the lower portion for your records.



21980 State Route 637
Defiance OH 43512
Phone: (419) 393-2233
Fax: (419) 393-2255

Statement Date April 01, 2011
Billing Number [REDACTED]
Account Number [REDACTED]
Due Date April 15, 2011
Total Amount Due [REDACTED]

ACCOUNT DETAIL

CURRENT CHARGES

MONTHLY LOCAL TELEPHONE CHARGE
Recurring Charges APR 01 TO APR 30

Description	Qty	Amount
CALLER ID	1	5.00
CALL WAITING	1	1.00
*E-911	1	0.37
*FCC RES. END USER CHARGE	1	6.50
*RESIDENTIAL LOCAL SERVICE	1	14.70
*TOUCH TONE LINE	1	1.50
THREE WAY CALLING	1	1.00

Total Charges 30.07
Taxes FED 0.91 STA 1.67 LOC 0.31 2.89

Total MONTHLY LOCAL TELEPHONE CHARGE 32.96

DEREGULATED LOCAL SERVICE
Recurring Charges APR 01 TO APR 30

DIGITAL SUBSCRIBER LINE 128K 1 24.95

TOTALS CONTINUED APR11 PG 2/6

Total Charges 24.95
Taxes FED 0.75 STA 0.00 LOC 0.00 0.75

Total DEREGULATED LOCAL SERVICE 25.70

TOTAL LOCAL CHARGES 58.66

Bright Long Distance CHARGES 1-888-927-4448 23.38
National Directory Assistance CHARGES 419-393-2233 0.54

TOTAL CURRENT CHARGES FOR MAIN ACCOUNT 92.58

25.28
25.28

SUMMARY OF CHARGES

Previous Bill Amount	132.60
Payments - Thank You	132.60
PAYMENTS RECEIVED AFTER MAR 25 ARE NOT INCLUDED	
Adjustments	0.00
Previous Balance	0.00
Local Charges	58.66
Total Current Charges	\$133.14

Total Amount Due 133.14



To speak with a Customer Service Representative,
please call 419-393-2233.

DEFIANCE CONGREGATION OF
INTER PIC: Bright Long Distance
INTRA PIC: Bright Long Distance

IF YOU HAVE BILLING OR SERVICE
QUESTIONS, PLEASE CALL 419-393-2233.

INDICATE NAME / ADDRESS CHANGE BELOW

Name _____

Address (including Apartment no.) _____

City and State _____ Zip Code _____

Daytime Phone _____ Evening Phone _____

Signature _____

PLEASE KEEP US INFORMED OF ANY CHANGES TO YOUR INFORMATION



21980 State Route 637
Defiance OH 43512

Statement Date April 01, 2011
Billing Number [REDACTED]
Account Number [REDACTED]
Due Date April 15, 2011
Total Amount Due [REDACTED]

ACCOUNT DETAIL (CONTINUED)

TOTAL AMOUNT DUE 133.14

* INDICATES AN ITEM FOR WHICH NON-PAYMENT WILL RESULT IN DISCONNECTION OF BASIC LOCAL SERVICE (BLES).

[REDACTED] BRIGHT LONG DISTANCE APR11 PG 3/6

DATE	*CT	PLACE	AREA NUMBER	MIN	TIME	AMOUNT
02/15	DD	TO LAKE PARK IA	[REDACTED]		7:22PM	0.56F
02/16	DD	TO DEFIANCE OH	[REDACTED]		3:00PM	0.07F
02/17	DD	TO LAKE PARK IA	[REDACTED]		7:35PM	0.21F
02/17	DD	TO LAKE PARK IA	[REDACTED]		7:39PM	0.14F
02/19	DN	TO OTTAWA OH	[REDACTED]		4:33PM	3.22F
02/19	DN	TO OTTAWA OH	[REDACTED]		5:37PM	11.20F
02/20	DN	TO FINDLAY OH	[REDACTED]		3:45PM	0.07F
02/24	DD	TO LAKE PARK IA	[REDACTED]		7:14PM	0.42F
02/27	DN	TO LAKE PARK IA	[REDACTED]		11:17AM	0.14F
03/03	DD	TO LAKE PARK IA	[REDACTED]		7:30PM	0.21F
03/03	DD	TO DEFIANCE OH	[REDACTED]		7:50PM	0.07F
03/05	DN	TO CINCINNATI OH	[REDACTED]		6:57PM	0.07F
03/06	DN	TO LAKE PARK IA	[REDACTED]		10:15AM	0.42F
03/06	DD	TO FORT WAYNE IN	[REDACTED]		12:06PM	0.35F
03/10	DD	TO LAKE PARK IA	[REDACTED]		7:12PM	0.28F
03/12	DN	TO LAKE PARK IA	[REDACTED]		10:51AM	0.21F

*CT CALL TYPE: EXPLANATION
DD Direct dialed Day
DN Direct dialed Night/Weekend

1400 BUCKET AFFINITY PLAN (F) 21.95
TIME USED 252 MINS
ALLOTMENT TIME 265 MINS
ADDITIONAL TIME 0 MINS @ 0.07/MIN 0.00
TOTAL 800 CHARGE (F) 0.00
TAXES FED 0.00 STA 1.21 LOC 0.22 1.43
1400 BUCKET AFFINITY PLAN TOTAL (INCL TAXES) 23.38

TALK MORE PAY LESS (T)
TOTAL DIRECT DIAL CHARGE 0.00
AMOUNT DUE AFTER APPLICABLE DISCOUNT 0.00
TOTAL 800 CHARGE (T) 0.00
TAXES FED 0.00 STA 0.00 LOC 0.00 0.00
TALK MORE PAY LESS TOTAL (INCL TAXES) 0.00

Bright Long Distance TOTAL CHARGES 23.38

[REDACTED] NATIONAL DIRECTORY ASSISTANCE APR11 PG 4/6

DATE	*CT	PLACE	AREA-NUMBER	MIN	TIME	AMOUNT
02/18		TO DIR ASSIST OH	419 411-0000		3:16PM	0.50

REGULAR USAGE 0.50
TAXES FED 0.00 STA 0.03 LOC 0.01 0.04
REGULAR USAGE TOTAL (INCL TAX) 0.54

National Directory Assistance TOTAL CHARGES 0.54

[REDACTED] SPECIAL MESSAGES APR11 PG 5/6

RESIDENTIAL CUSTOMER NOTICE

March 28, 2011

Dear Customer,

Beginning on April 14, 2011, the prices, service descriptions, and the terms and conditions for services other than local flat rate service that you are provided by Arthur Mutual Telephone Company will no longer be on file at the Public Utilities Commission of Ohio (PUCO).



Let us help you find the right long distance plan for you!

If you have friends and family that don't live nearby you know how important an affordable long distance plan can be! That's why Arthur Mutual has several long distance plans that have been designed with your needs in mind.

Whether you make a couple calls a month or seem to be on the phone for hours at a time we have a plan for you.

Residential and Business customers alike...give us a call at (419) 393-2233 and let us help you pick the calling plan that fits your lifestyle best and gets you the most for your dollars and cents!



An Equal Opportunity Employer and Service Provider

419-393-2233 • www.artelco.net



21980 State Route 637
Defiance OH 43512

Statement Date	April 01, 2011
Billing Number	[REDACTED]
Account Number	[REDACTED]
Due Date	April 15, 2011
Total Amount Due	[REDACTED]

ACCOUNT DETAIL (CONTINUED)

This modification does not automatically result in a change in the prices, terms, or conditions of those services to which you currently subscribe. Arthur Mutual Telephone Company must still provide a customer notice at least fifteen days in advance of rate increases, changes in terms and conditions and discontinuance of existing services. Additionally, you will be able to view the Company's future service offerings online at www.artelco.net or you can request a copy of this information by contacting:

Arthur Mutual Telephone Company
21980 S.R. 637
Defiance, OH 43512-9308
(419) 393-2233

Since these services will no longer be on file with the PUCO, this means that the agreement reached between the customer and the Company will control new services or changes in service. For any new services or changes in service, it will be important that you carefully review and confirm the price, terms and conditions.

If you have any questions about this matter, please call Arthur Mutual Telephone Company at (419) 393-2233 or visit us at www.artelco.net.

Sincerely,

Arthur Mutual Telephone Company

SPECIAL MESSAGES

APR11 PG 6/6

The office will be closed on Good Friday (April 22, 2011).

REGULAR OFFICE HOURS: MONDAY through FRIDAY - 9:00 a.m. to 5:00 p.m.
AFTER HOURS & WEEKENDS - DSL/VIDEO TECH SUPPORT: 419-393-8324
Website: www.artelco.net Toll Free Contact Number: 1-877-ARTHUR3
ARTHUR MUTUAL IS AN EQUAL OPPORTUNITY EMPLOYER AND SERVICE PROVIDER

When using an online bank bill payment service, please allow for a one week transaction period. These type of payments from unauthorized agents ARE NOT transmitted to us on the day you make the payment online.

DIAL 811 FOR ALL CABLE LOCATE REQUESTS - A 48 hour notice is necessary.

Dial 1-411 >>>> National Directory Assistance is 50 cents per call and 25 cents/minute if you press 1 to have the call completed.

If your complaint is not resolved after you have called The Arthur Mutual Telephone Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pucc.ohio.gov.

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

Complaints regarding closed captioning on video programming provided by this company must be made in writing within 60 days of the airing of the programming at issue. Complaints may be made to us or to the FCC by using Form 2000-C. This form can be picked up or mailed out to the customer by contacting our General Manager, Eric Roughton at:

Telephone Number: 419-393-2233
Fax Number: 419-393-2255
E-Mail Address: artelco@bright.net

Customers can mail their complaints in writing to us at:

The Arthur Mutual Telephone Company
Attn: Eric Roughton, General Manager



Let us help you find the right long distance plan for you!

If you have friends and family that don't live nearby you know how important an affordable long distance plan can be! That's why Arthur Mutual has several long distance plans that have been designed with your needs in mind.

Whether you make a couple calls a month or seem to be on the phone for hours at a time we have a plan for you.

Residential and Business customers alike...give us a call at (419) 393-2233 and let us help you pick the calling plan that fits your lifestyle best and gets you the most for your dollars and cents!



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21980 State Route 637
Defiance OH 43512

Statement Date	April 01, 2011
Billing Number	[REDACTED]
Account Number	[REDACTED]
Due Date	April 10, 2011
Total Amount Due	[REDACTED]

ACCOUNT DETAIL (CONTINUED)

Closed Captioning Complaint
21980 State Route 637
Defiance, OH 43512-9308



Let us help you find the right long distance plan for you!

If you have friends and family that don't live nearby you know how important an affordable long distance plan can be! That's why Arthur Mutual has several long distance plans that have been designed with your needs in mind.

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Business

21980 State Route 637
Defiance OH 43512

TEMP - RETURN SERVICE REQUESTED

☐ Please check here for change of address - Make changes on the back.

000001

[REDACTED]

Statement Date April 01, 2011
Billing Number [REDACTED]
Account Number [REDACTED]
Due Date April 15, 2011
Total Amount Due [REDACTED]
Payment Amount \$ [REDACTED]
Please Make Checks Payable To: THE ARTHUR TELEPHONE CO.

THE ARTHUR MUTUAL TELEPHONE CO.
21980 STATE ROUTE 637
DEFIANCE OH 43512-9308

Please detach upper portion and return with your payment. Retain the lower portion for your records.



21980 State Route 637
Defiance OH 43512
Phone: (419) 393-2233
Fax: (419) 393-2255

Statement Date April 01, 2011
Billing Number [REDACTED]
Account Number [REDACTED]
Due Date April 15, 2011
Total Amount Due [REDACTED]

ACCOUNT DETAIL

SUMMARY OF CHARGES

PREVIOUS BALANCE 25.33-

CURRENT CHARGES

MONTHLY LOCAL TELEPHONE CHARGE
Recurring Charges APR 01 TO APR 30

Previous Bill Amount -25.33
Payments - Thank You 0.00
PAYMENTS RECEIVED AFTER MAR 25 ARE NOT INCLUDED
Adjustments 0.00
Previous Balance -25.33
Local Charges 45.64
Total Current Charges \$265.44
Total Amount Due 240.11

Description	Qty	Amount
*BUSINESS LINE	1	23.10
CALL FORWARDING	2	2.00
CALL FORWARDING BUSY LINE	1	1.00
*E-911	1	0.37
*FCC MULTI-LINE BUS END USER	1	9.20
INSIDE WIRE MAINTENANCE	1	0.30
LEASE PHONE	2	2.00
TRENDLINE STYLE LEASE PHONE	2	2.00
*TOUCH TONE LINE	1	1.50

Total Charges 41.47
Taxes FED 1.25 STA 2.29 LOC 0.63 4.17

Total MONTHLY LOCAL TELEPHONE CHARGE 45.64

TOTALS CONTINUED APR11 PG 2/5

TOTAL LOCAL CHARGES 45.64
Bright Long Distance CHARGES 1-888-927-4448 12.12
TOTAL CURRENT CHARGES FOR MAIN ACCOUNT 57.76
168.97
38.71
TOTAL AMOUNT DUE 240.11

* INDICATES AN ITEM FOR WHICH NON-PAYMENT WILL RESULT IN DISCONNECTION OF BASIC LOCAL SERVICE (BLES).

393-2211 0000210

BRIGHT LONG DISTANCE

APR11 PG 3/5



To speak with a Customer Service Representative, please call 419-393-2233.

INTER PIC: Bright Long Distance
INTRA PIC: Bright Long Distance

IF YOU HAVE BILLING OR SERVICE QUESTIONS, PLEASE CALL 419-393-2233.

INDICATE NAME / ADDRESS CHANGE BELOW

Name _____

Address (including Apartment no.) _____

City and State _____ Zip Code _____

Daytime Phone _____ Evening Phone _____

Signature _____

PLEASE KEEP US INFORMED OF ANY CHANGES TO YOUR INFORMATION



21980 State Route 637
Defiance OH 43512

Statement Date April 01, 2011
Billing Number [REDACTED]
Account Number [REDACTED]
Due Date April 15, 2011
Total Amount Due [REDACTED]

ACCOUNT DETAIL (CONTINUED)

SUMMARY

1400 BUCKET AFFINITY PLAN (F)	11.33	
TIME USED	0 MINS	
ALLOTMENT TIME	1400 MINS	
ADDITIONAL TIME	0 MINS @ 0.07/MIN	0.00
TOTAL 800 CHARGE (f)		0.00
TAXES FED 0.00 STA 0.62 LOC 0.17		0.79
1400 BUCKET AFFINITY PLAN TOTAL (INCL TAXES)		12.12
TALK MORE PAY LESS (T)		
TOTAL DIRECT DIAL CHARGE	0.00	
AMOUNT DUE AFTER APPLICABLE DISCOUNT	0.00	
TOTAL 800 CHARGE (t)		0.00
TAXES FED 0.00 STA 0.00 LOC 0.00		0.00
TALK MORE PAY LESS TOTAL (INCL TAXES)		0.00

Bright Long Distance TOTAL CHARGES 12.12

SPECIAL MESSAGES APR11 PG 4/5

NON-RESIDENTIAL CUSTOMER NOTICE

March 28, 2011

Dear Customer,

Beginning on April 14, 2011, the prices, service descriptions, and the terms and conditions for services other than a primary line provided by Arthur Mutual Telephone Company will no longer be on file at the Public Utilities Commission of Ohio (PUCO).

This modification does not automatically result in a change in the prices, terms, or conditions of those services to which you currently subscribe. Arthur Mutual Telephone Company must still provide a customer notice at least fifteen days in advance of rate increases, changes in terms and conditions and discontinuance of existing services. Additionally, you will be able to view the Company's future service offerings online at www.artelco.net or you can request a copy of this information by contacting:

Arthur Mutual Telephone Company
21980 S.R. 637
Defiance, OH 43512-9308
(419) 393-2233

Since these services will no longer be on file with the PUCO, this means that the agreement reached between the customer and the Company will control new services or changes in service. For any new services or changes in service, it will be important that you carefully review and confirm the price, terms and conditions.

If you have any questions about this matter, please call Arthur Mutual Telephone Company at (419) 393-2233 or visit us at www.artelco.net.

Sincerely,

Arthur Mutual Telephone Company

SPECIAL MESSAGES APR11 PG 5/5

The office will be closed on Good Friday (April 22, 2011).

REGULAR OFFICE HOURS: MONDAY through FRIDAY - 9:00 a.m. to 5:00 p.m.
AFTER HOURS & WEEKENDS - DSL/VIDEO TECH SUPPORT: 419-393-8324
Website: www.artelco.net Toll Free Contact Number: 1-877-ARTHUR3
ARTHUR MUTUAL IS AN EQUAL OPPORTUNITY EMPLOYER AND SERVICE PROVIDER

When using an online bank bill payment service, please allow for a one



Let us help you find the right long distance plan for you!

If you have friends and family that don't live nearby you know how important an affordable long distance plan can be! That's why Arthur Mutual has several long distance plans that have been designed with your needs in mind.

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Residential and Business customers alike...give us a call at (419) 393-2233 and let us help you pick the calling plan that fits your lifestyle best and gets you the most for your dollars and cents!



An Equal Opportunity Employer and Service Provider
419-393-2233 • www.artelco.net

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21980 State Route 637
Defiance OH 43512

Statement Date	April 01, 2011
Billing Number	[REDACTED]
Account Number	[REDACTED]
Due Date	April 15, 2011
Total Amount Due	[REDACTED]

ACCOUNT DETAIL (CONTINUED)

week transaction period. These type of payments from unauthorized agents ARE NOT transmitted to us on the day you make the payment online.

DIAL 811 FOR ALL CABLE LOCATE REQUESTS - A 48 hour notice is necessary.

Dial 1-411 >>>> National Directory Assistance is 50 cents per call and 25 cents/minute if you press 1 to have the call completed.

If your complaint is not resolved after you have called The Arthur Mutual Telephone Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.puco.ohio.gov.

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

Complaints regarding closed captioning on video programming provided by this company must be made in writing within 60 days of the airing of the programming at issue. Complaints may be made to us or to the FCC by using Form 2000-C. This form can be picked up or mailed out to the customer by contacting our General Manager, Eric Roughton at:

Telephone Number: 419-393-2233
Fax Number: 419-393-2255
E-Mail Address: artelco@bright.net

Customers can mail their complaints in writing to us at:

The Arthur Mutual Telephone Company
Attn: Eric Roughton, General Manager
Closed Captioning Complaint
21980 State Route 637
Defiance, OH 43512-9308



Let us help you find the right long distance plan for you!

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Residential and Business customers alike...give us a call at (419) 393-2233 and let us help you pick the calling plan that fits your lifestyle best and gets you the most for your dollars and cents!



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Commission of Ohio Docketing Information System on

4/14/2011 10:50:11 AM

in

Case No(s). 90-5004-TP-TRF, 11-2435-TP-ATA

Summary: Application to Detariff Services electronically filed by Carolyn S Flahive on behalf of The Arthur Mutual Telephone Company