

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 Sherwood Mutual Telephone Association, Inc. to Detariff Services and make other changes related to the Implementation of Case No. 10-1010-TP-ORD)
)
)
)

TRF Docket No. 90-5037 – TP - TRF

Case No. 11 - 2689 - **TP - ATA**

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

Name of Registrant(s) Sherwood Mutual Telephone Association, Inc.

DBA(s) of Registrant(s) _____

Address of Registrant(s) P.O. Box 4572, Sherwood, OH 43556

Company Web Address www.smta.com

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 Mike Woodring, General Manager Phone: 419-899-2121

Address (if different from above) _____

Consumer Contact Information Mike Woodring, General Manager Phone: 419-899-2121

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, Sherwood Mutual Telephone Association, Inc., and am authorized to make this statement on its behalf (Name)

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 25, 2011 at (Location) Sherwood, Ohio

*(Signature and Title) /s/ Mike Woodring, General Manager (Date) April 25, 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 27, 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)

THE SHERWOOD MUTUAL TELEPHONE ASSOCIATION, INC.

ORIGINAL TITLE SHEET

P. U. C. O. No. 4

THE SHERWOOD MUTUAL TELEPHONE ASSOCIATION, INC.

TELEPHONE SERVICE TARIFF

RECEIVED

MAY 2 1990

TARIFF DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

ISSUED: June 1, 1985

EFFECTIVE: July 1, 1985

IN ACCORDANCE WITH ORDER NO. 84-796-TE-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Alan Culler, President
Sherwood, Ohio

P.U.C.O. NO. 4
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RECEIVED

JAN 18 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: January 18, 2002

EFFECTIVE: January 18, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P. U. C. O. NO. 4
PREFACE

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: June 1, 1985

EFFECTIVE: July 1, 1985

IN ACCORDANCE WITH ORDER NO. 84-796-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Alan Culler, President
Sherwood, Ohio

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RECEIVED

MAR 24 2003

ISSUED BY
Public Utilities Commission of Ohio

In Accordance with Case No. 03-334-TP-NFP,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

EFFECTIVE: March 24, 2003

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MAR 24 2003

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: February 4, 2003

EFFECTIVE: March 24, 2003

In Accordance with Case No. 03-334-TP-NFP,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
LOCAL EXCHANGE TARIFF
SHERWOOD EXCHANGE RATES

The following identified service rates entitle subscribers of telephone service to call, without additional charge, the subscribers of the Paulding Exchange of the Mid-Ohio Telephone Corporation, in addition to the other subscribers of the Sherwood Exchange.

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

<u>CLASS OF SERVICE</u>	<u>EXCHANGE ACCESS SERVICE *</u>	<u>COIN SUPERVISION ADDITIVE</u>
Business		
One Party	\$10.95 (1)	---
Residence		
One Party	\$9.95 (1)	---
Payphone		
Coin Operated Telephone Access Line	\$10.95 (1)	\$7.20

* Includes touch tone service.

MEMBERSHIP

A non-recurring initial charge of \$5.00 is made for each membership in the association; which is a requirement for connection of one main station and supplemental equipment on premises located within the exchange area of the Company, and occupied by such member. Membership is redeemable but not transferable.

ISSUED: July 6, 2007

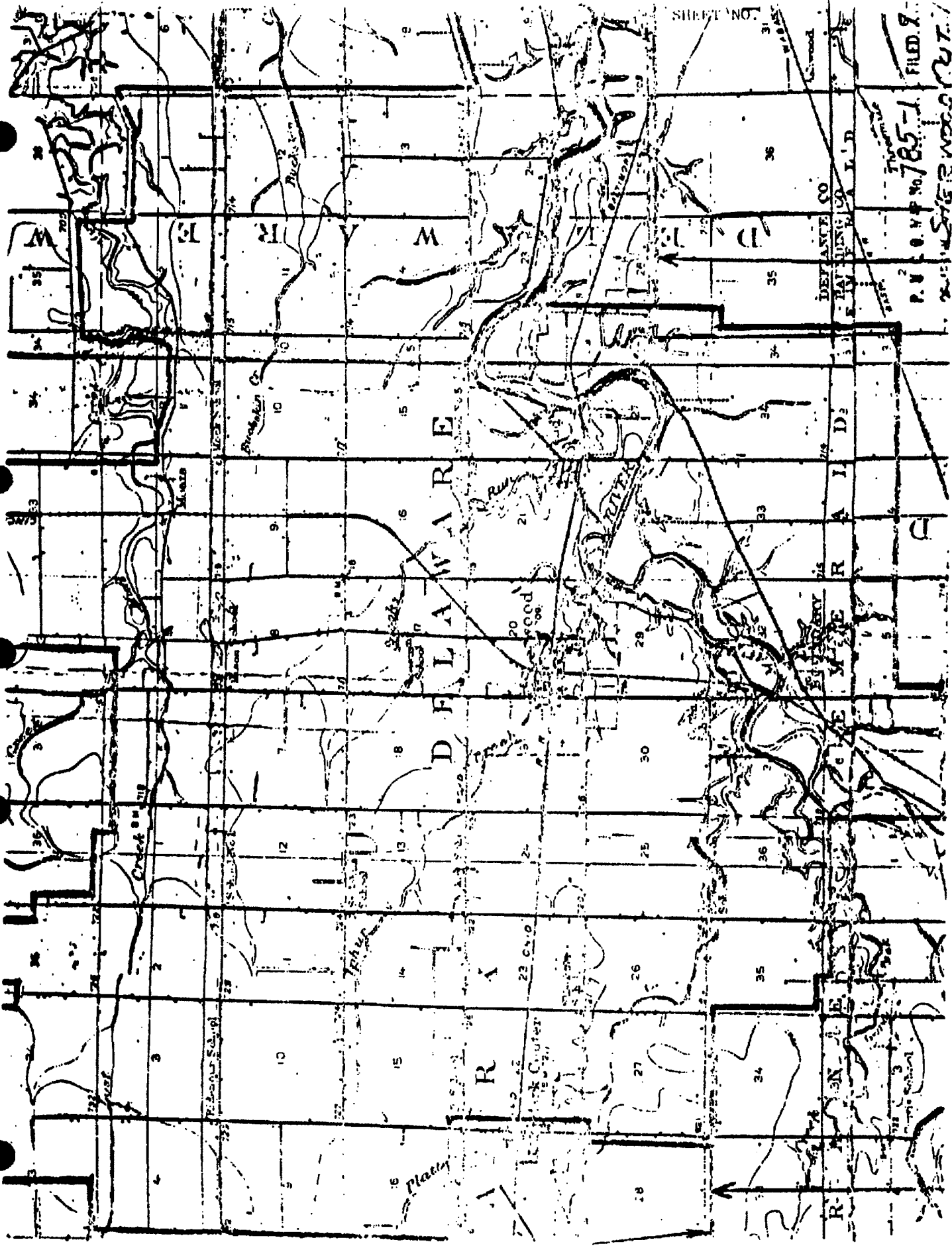
EFFECTIVE: September 1, 2007

In Accordance with Case No. 07-783-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

SHEET NO. 1

DEFANCE CO
PAVING CO

FILED 7
NOV 2 1905
P. M. O. V. P. No. 785-1
SHEETS 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36



P.U.C.O. NO. 4
GENERAL EXCHANGE TARIFFSMISCELLANEOUS SERVICE OFFERINGSMONTHLY CHARGERECURRING CHARGESExtension Service

Off Premise Extension Charge (per 1/4 mile) \$3.00

(D)

Vacation Rate (SEE TEMPORARY SUSPENSION OF SERVICE)

For equipment retained in a subscriber name during extended subscriber absence, there will be a charge of: 50% reg. rate

Delayed Payment Charge

A 1 1/2% late payment (1 1/2% of the total monthly bill) will apply if payment is not received by the due date shown on the monthly bill. 1 1/2% amount due

DIRECTORY LISTINGNon-Published (Unlisted) Numbers

There will be a monthly charge for telephone numbers which are unlisted at the request of the subscriber. \$2.00 (I)

EXTRA LISTING

There will be a monthly charge for an extra listing in the telephone directory requested by the subscriber. \$2.00 (I) (M)

ISSUED: July 6, 2007

EFFECTIVE: September 1, 2007

In Accordance with Case No. 07-783-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE TARIFFS

MONTHLY CHARGE

(M)

TEL TONE TOUCH DIAL

This service is included in the monthly Exchange Access Service rate set forth in Section No. 1, Sheet No. 1 of this tariff.

(C)

ROTARY LINE SERVICE

This optional central office feature provides the multi-line customer with the option of having incoming calls access the second line whenever a busy condition is encountered on the first line.

Each Rotary Line

\$1.50

DUPLICATE BILLS

A charge will apply to each customer request for a previous bill to be reprinted.

\$2.00

(N) (I)

ISSUED: July 6, 2007

EFFECTIVE: September 1, 2007

In Accordance with Case No. 07-783-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

THE SHERWOOD MUTUAL TELEPHONE ASSOCIATION, INC.

SECTION NO. 2
ORIGINAL SHEET NO. 3

P. U. C. O. NO. 4
GENERAL EXCHANGE TARIFFS

THIS SHEET RESERVED
FOR FUTURE USE

ISSUED: June 1, 1985

EFFECTIVE: July 1, 1985

IN ACCORDANCE WITH ORDER NO. 84-796-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Alan Culler, President
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE TARIFF

NON-RECURRING SERVICE & EQUIPMENT OFFERINGS

CHARGE

Charges for Service Connections
and Restoral of Service:

1. Service Connection – Non Complex

(a) Service Order Charge

Receiving, recording and processing information necessary to execute a
customer's initial request for service. \$10.00

(D)

(b) Central Office Connection Charge

(T)

Performing all or part of the work associated with the connection of a central
office line, including connection or changes in the central office, cable, or
drop wire up to house protector. \$10.00

(D)

2. Reconnection Charge

A Reconnection Charge will be assessed to customers whose service has been
disconnected for nonpayment. \$30.00 (I)

RECEIVED

MAR 24 2003

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: February 4, 2003

EFFECTIVE: March 24, 2003

In Accordance with Case No. 03-334-TP-NFP,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

THE SHERWOOD MUTUAL TELEPHONE ASSOC., INC.

SECTION NO. 2
SECOND REVISED SHEET NO. 5
CANCELS
FIRST REVISED SHEET NO. 5

P. U. C. O. NO. 4
GENERAL EXCHANGE TARIFFS

NON-RECURRING SERVICE & EQUIPMENT OFFERINGS
Charges for Service Connections
and Restoral of Service:

CHARGE (T)

2. (D)
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: b and c2). \$12.00
- (b) When Disconnected at the Subscriber Terminal
(Applicable components of Service Connection:
b and c1). \$16.00
4. (D)
5. (D)
6. (D)

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO.87-1544-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Lynn Bergman, President
Sherwood, Ohio 43556

THE SHERWOOD MUTUAL TELEPHONE ASSOC. INC.

SECTION NO. 2
SECOND REVISED SHEET NO. 6
CANCELS
FIRST REVISED SHEET NO. 6

P. U. C. O. NO. 4
GENERAL EXCHANGE TARIFFS

(D)

- | | <u>Charge</u> |
|---|---------------|
| 7. <u>Number Change</u>
There will be a charge for each number change requested by the subscriber (Applicable component of Service Connection Charge; b and c). | \$16.00 |
| 8. <u>Service Connection - Complex</u>
For any Service Connection request, other than the Residential non-complex (Single Line Telephone and/or extension).

An estimate, utilizing the following applicable components, will be prepared for the Complex Installations. | |
| (1) Service Order Charge | |
| (a) Initial | \$10.00 |
| (b) Subsequent | \$6.00 |
| (2) Central Office Charge (per access line) | \$20.00 |

(D)

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO.87-1544-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Lynn Bergman, President
Sherwood, Ohio 43556

THE SHERWOOD MUTUAL TELEPHONE ASSOC. INC.

SECTION NO. 2
FIRST REVISED SHEET NO. 7

P.U.C.O. NO. 4

[RESERVED FOR FUTURE USE]

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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
Michael J. Woodring, General Manager,
Sherwood, Ohio 43556

SHERWOOD MUTUAL TELEPHONE ASSOC., INC.

SECTION NO. 2
FIRST REVISED SHEET NO. 7.1

P.U.C.O. NO. 4

[RESERVED FOR FUTURE USE]



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
Michael J. Woodring, General Manager,
Sherwood, Ohio 43556

P.U.C.O. NO. 4
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\$2.00 (I)

CALL WAITING (Includes Cancel Call Waiting) (T)

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, but not 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.

This feature includes Cancel Call Waiting, which permits a customer to disable Call Waiting for the duration of one call by dialing an access code. Call Waiting features are reestablished as soon as the call is terminated. (T)

Monthly recurring charge\$2.50 (I)

(D)

ISSUED: July 6, 2007

EFFECTIVE: September 1, 2007

In Accordance with Case No. 07-783-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE TARIFFS

9. CUSTOM CALLING FEATURES: (Continued)

CALL TRANSFER (Includes Three-Way Calling)

(T)

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 included with the Call Transfer feature. See description of Three-Way Calling below.

(T)

Monthly recurring charge\$3.00

(I)

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\$2.00

(I)

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).....\$5.00

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\$2.50

(I)

P.U.C.O. NO. 4
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\$2.00 (I)

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\$3.00 (I)

TOLL CONTROL

GENERAL

Toll Control is a central office service arrangement whereby calls to all "1+" and "0+" telephone numbers are blocked unless the proper Personal Identification Number ("PIN") is dialed. The PIN can be up to 7 digits and is selected by the customer.

Toll Control will be provided where facilities permit, subject to the following:

- a. Toll Control does not provide restriction of public emergency service 911.
- b. Push Button Dialing is required.

THE SHERWOOD MUTUAL TELEPHONE
ASSOCIATION, INC.

SECTION NO. 2
FIRST REVISED SHEET NO. 10A
REPLACES ORIGINAL SHEET NO. 10A

P.U.C.O. 4
GENERAL EXCHANGE TARIFFS

9. CUSTOM CALLING FEATURES (continued):

Subscribing to Toll Control does not relieve customers of responsibility for calls charged to their telephone number(s).

(N)

Toll Control will not be provided on pay telephones.

The Company shall not be liable to the customer or any person or entity for damages of any nature or kind arising out of, resulting from, or in connection with, the provision of the service, including, without limitation, the inability to access any non-toll free number for any purpose.

PLACING A TOLL CALL WITH TOLL CONTROL

The customer dials *13 and waits for a second dial tone. The customer then dials the PIN and "#". After receiving a coded dial tone, the customer can place the toll call.

CHANGING THE PIN

The customer dials *12, waits for a coded dial tone, then dials the old PIN and "#". After receiving another coded dial tone, the customer dials the new PIN and "#". The customer will receive another coded dial tone and will redial the new PIN and "#". A coded dial tone will indicate that the new PIN has been accepted.

Monthly recurring charge-----\$4.50

(N)

CONNECTION CHARGE

(M)

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-----\$5.00

(M)

RECEIVED

JUL 28 1998

TARIFF DIVISION

Issued: July 28, 1998

Effective: July 28, 1998

In accordance with Case No. 98-1053-TP-NFP
Issued by the Public Utilities Commission of Ohio
Michael J. Woodring, General Manager
Sherwood, Ohio 43556

P.U.C.O. NO. 4
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

RECEIVED
JAN 9 1995
In accordance with Case No. 94-1648-TP-COI
issued by
The Public Utilities Commission of Ohio

TARIFF DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

THE SHERWOOD MUTUAL TELEPHONE ASSOC. INC. SECTION NO. 2
ORIGINAL SHEET NO. 12

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFF

OTHER TARIFF CHARGES (Non-Recurring): N

CHECKS RETURNED (Insufficient Funds) N

There will be a non-recurring charge for each N
check received in payment for Local Exchange bill- N
ing, Toll Service billing and Charges for other N
service, when returned to the Company by the N
Banking Institution marked "Insufficient Funds", N
unless the customer can establish that the charge N
should not be assessed. N

Non-Recurring Charge ----- \$20.00 N

If restitution in the amount of the returned N
check is not made by the fourteenth day from the N
date of the postmark on the subscriber's bill, the N
subscribers bill becomes past due. As a past due N
bill, it is subject to disconnection procedures N
for non-payment in accordance of Section No. N
4901:1-5-34, Ohio Administrative Code. N

ISSUED: April 08, 1993

EFFECTIVE: May 01, 1993

In accordance with Case No. 93-320-TP-NFP issued
by the Public Utilities Commission of Ohio

Lynn Bergman, President

P.O. Box 4572

Corner Rock & Vine Street
Sherwood, Ohio 43556

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APR 08 1993

TARIFF DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

THE SHERWOOD MUTUAL TELEPHONE
ASSOCIATION, INC.

SECTION NO. 2
ORIGINAL SHEET NO. 13

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFF

EXTENDED LOCAL CALLING SERVICE

I. DESCRIPTION

- A. Extended local calling service is a four-element measured rate service provided between specific intrastate exchanges.
- B. Extended local calling service will be provided in lieu of new Extended Area Service (EAS), whether one-way or two-way, between specific exchanges of the Company and to exchanges of other telephone companies when ordered by The Public Utilities Commission of Ohio (PUCO) in an Extended Area Service complaint case.
- C. Extended Local calling service will be provided in lieu of one-way or two-way extended area service when ordered by the Public Utilities Commission of Ohio. All existing extended area service will continue in its present form unless discontinued by order of the Public Utilities Commission of Ohio.
- D. Extended local calling service is available with all classes of service.
- E. Extended local calling service is restricted to customer dialed station-to-station calls charged to the calling station and does not apply to operator assisted calls.

The rates specified in paragraph III, Section 2, Sheet 15, apply only to customer-dialed, one-way sent paid calls to the extended exchange (s).

ISSUED: November 07, 1994 EFFECTIVE: November 08, 1994

IN ACCORDANCE WITH ORDER NO. 94-1795-TP-NFP
BY THE PUBLIC UTILITIES COMMISSION OF OHIO
J.V. Cooper, President
Sherwood, Ohio 43556

DEC 08 1994

DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

THE SHERWOOD MUTUAL TELEPHONE
ASSOCIATION, INC.

SECTION NO. 2
ORIGINAL SHEET NO. 14

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFF

EXTENDED LOCAL CALLING SERVICE (cont'd)

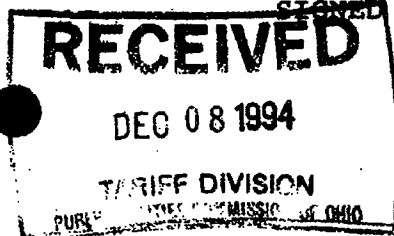
II. AVAILABILITY

Extended local calling service is provided in the
following exchanges.

<u>Exchange in which Service is Offered</u>	<u>Exchange(s) which Can be Called</u>	<u>Mileage from Exch Offered</u>
None	None	None

ISSUED: November 07, 1994 EFFECTIVE: November 08, 1994

IN ACCORDANCE WITH ORDER NO. 94-1795-TP-NFP
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
J.V. Cooper, President
Sherwood, Ohio 43556



THE SHERWOOD MUTUAL TELEPHONE
ASSOCIATION, INC.

SECTION NO. 2
ORIGINAL SHEET NO. 15

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFF

EXTENDED LOCAL CALLING SERVICE (cont'd)

III. RATES

A. Extended local calling service is provided at the following per minute rates.

1. <u>initial Minute Rate</u> Monday through Friday	Airline Mileage		
	<u>1-10</u>	<u>10-22</u>	<u>23-55</u>
a) 8 A.M. to, but not including, 9 P.M.	\$.085	\$.105	\$.13
b) 9 P.M. to, but not including, 8 A.M.	\$.05	\$.06	\$.073
c) Saturday, Sunday and Holidays	\$.05	\$.06	\$.073
2. <u>Rate for Each Additional Minute</u> Monday through Friday			
a) 8 A.M. to, but not including, 9 P.M.	\$.053	\$.063	\$.075
b) 9 P.M. to, but not including, 8 A.M.	\$.032	\$.038	\$.044
c) Saturday, Sunday and Holidays	\$.032	\$.038	\$.044

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EFFECTIVE: November 08, 1994

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TARIFF DIVISION

PUBLIC UTILITIES COMMISSION OF OHIO

IN ACCORDANCE WITH ORDER NO. 94-1795-TP-NFP
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
J.V. Cooper, President
Sherwood, Ohio 43556

THE SHERWOOD MUTUAL TELEPHONE
ASSOCIATION, INC.

SECTION NO. 2
ORIGINAL SHEET NO. 16

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFF

EXTENDED LOCAL CALLING SERVICE (cont'd)

III. RATES (cont'd)

- B. Charges for calls made where Extended Local Calling Service has been implemented, between specific exchanges identified at Section No. 2, Original Sheet No. 14, paragraph II, under title "AVAILABILITY", are subject to the following:
1. Distance
The charges for calls vary based on the airline distance (i.e., rate mileage) between the rate centers of the central offices serving the originating and terminating points of the call. These airline distances are determined in the same manner as message toll rate distances.
 2. Duration
 - a. Initial minute rates are for connections of one minute, or any fraction thereof.
 - b. Additional minute rates are for each additional minute, or any fraction thereof, that the connection continues beyond the initial minute.
 - c. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.
 - d. Chargeable time does not include time lost because of faults or defects of service.

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IN ACCORDANCE WITH ORDER NO. 94-1795-TP-NFP
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TARIFF DIVISION

PUBLIC UTILITIES COMMISSION OF OHIO

THE SHERWOOD MUTUAL TELEPHONE
ASSOCIATION, INC.

SECTION NO. 2
ORIGINAL SHEET NO. 17

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFF

EXTENDED LOCAL CALLING SERVICE (cont'd)

III. RATES (cont'd)

B. Charges for calls made where Extended Local
Calling Service has been implemented, -- (cont'd)

3. Time of Day

- a. Holiday rates apply on Christmas Day
(December 25, New Year's Day (January 1),
Independence Day (July 4). Labor Day and
Thanksgiving Day or resulting legal
holidays when Christmas, New Year's or
Independence Day legal holidays fall on
dates other than December 25, January 1,
and July 4, respectively.
- b. In cases where a call begins in one rate
period and ends in another, the rate in
effect at the time the connection is
established applies to the entire message.

ISSUED: November 07, 1994 EFFECTIVE: November 08, 1994

IN ACCORDANCE WITH ORDER NO. 94-1795-TP-NFP
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

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TARIFF DIVISION

PUBLIC UTILITIES COMMISSION OF OHIO

P.U.C.O. NO. 4
GENERAL EXCHANGE TARIFFS

CUSTOM LOCAL AREA SIGNALLING SERVICES (CLASS)

A. General:

1. *The Sherwood Mutual Telephone Association, Inc. offers Custom Local Area Signalling Services (CLASS) which includes one or more of the following:*

a. **Repeat Dialing**

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.

b. **Automatic Call Back (formerly known as Call Return)**

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 Automatic Call Back service status. Up to ten calls may be held in equipment memory for the customer's Automatic Call Back activation. To deactivate Automatic Call Back, the customer would dial * 89 from a touch-tone phone, or 1189 from a rotary dial phone. The callbacks may be to areas where a toll charge would be applicable.

(T)

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(T)

P.U.C.O. NO. 4
GENERAL EXCHANGE TARIFFS

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

A. General: (cont'd)

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 identified 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.

d. Selective Call Reject

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.

e. Selective Call Forwarding

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 predetermined remote station (destination number).

f. Selective Call Acceptance

Provides the customer with a method to accept calls from certain numbers only. Up to six (6) numbers may be added to the screening list through an interactive dialing sequence. The customer dials *64 from a touch-tone phone, or 1164 from a rotary-dial phone, to activate the service. Each incoming call is then checked against the customer's Selective Call Acceptance screening list.

(N)
|
(N)

P.U.C.O. NO. 4
GENERAL EXCHANGE TARIFFS

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

A. General: (cont'd)

g. 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.

h. 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 service 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.

i. Caller ID with Call Waiting (Includes Cancel Call Waiting)

Allows the customer to receive information about a calling party while on another call. Calling party information is provided after the customer is alerted of the new call. This feature includes Cancel Call Waiting, which permits a customer to disable Call Waiting for the duration of one call by dialing an access code. Call Waiting features are re-established as soon as the call is terminated.

(N)

(N)

j. Anonymous Call Rejection

Allows the customer to reject those calls from which a privacy indicator is received (meaning the calling party chose to keep his number private). The customer activates the service by dialing *77 from a touch tone phone or 1177 from a rotary dial phone. The calling party will receive a recorded announcement indicating that the person they are calling does not wish to receive calls from callers who choose to block their number. The customer deactivates the service by dialing *87 from a touch tone phone or 1187 from a rotary dial phone.

(N)

(N)

k. Customer Originated Call Trace

Customer Originated Call Trace allows customers to request an automatic trace of the last call received by dialing *57 from a touch-tone phone or 1157 from a rotary dial phone immediately following termination of the last incoming call. If the call can be traced, the customer will be instructed to press "1" to continue. If the call cannot be traced, the customer will be so informed. An announcement will also inform the customer if the trace has been successful and offers a number to call for further instructions. The Customer Originated Call Trace feature must be activated before receiving another call so that the correct number will be recorded. If the customer subscribes to Call Waiting and the customer gets a Call Waiting signal while an annoying call is in progress, the annoyance call cannot be traced using this feature. The results of a successful trace will only be released outside the Company to legally constituted authorities with proper authorization. Customer Originated Call Trace will be offered on both a flat monthly rate basis and a per use basis. Customers choosing the first monthly rate may activate Customer Originated Call Trace at any time without additional charges. Customers choosing the per use basis will incur a \$3.00 charge for each successful trace.

(M)

(M)(T)

ISSUED: July 6, 2007

EFFECTIVE: September 1, 2007

In Accordance with Case No. 07-783-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE TARIFFS

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

(M)

B. Custom Local Area Signalling Services

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 Sherwood Mutual Telephone Association, Inc. central office.

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.

C. Rates and Charges

The following monthly rates and non-recurring charges apply to Custom Local Area Signalling Services (CLASS), and are in 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. Automatic Call Back	3.00	(T)(R)
c. Distinctive Ringing/Call Waiting	3.00	(R)
d. Selective Call Reject	3.00	(R)
e. Selective Call Forwarding	3.00	(R)
f. Selective Call Acceptance	3.00	(N)
g. Caller ID	5.00	
h. Caller ID with Name	7.00	(M)
i. Caller ID with Call Waiting	3.00	(N)
j. Anonymous Call Rejection	3.00	(M)
k. Customer Originated Call Trace	5.00	(M)

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EFFECTIVE: September 1, 2007

In Accordance with Case No. 07-783-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE TARIFFS

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

(M)

2. Discounts

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

2nd feature	Discount	\$2.00 per Month
3rd feature	Discount	\$3.00 per Month
Each Additional feature after <u>three (3)</u>		\$1.50 per Month

Discounts do not apply to per use activations of Customer Originated Call Trace.

3. Per Use Feature Charge

The Customer Originated Call Trace feature may be accessed by and billed on either a flat rate basis, as specified in Section C.1. or on a per use basis as specified below:

	Rate per <u>Successful Trace</u>	Monthly <u>Cap</u>
Customer Originated Call Trace	\$3.00	\$25.00

Customers choosing the flat monthly rate may activate Call Trace at any time without additional charges. Customers choosing the per use basis will incur a \$3.00 charge for each successful trace.

The per use Customer Originated Call Trace charge will be incurred when the attempt to trace and record the calling telephone number is successful.

ISSUED: July 6, 2007

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In Accordance with Case No. 07-783-TP-NFP
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Mike Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE TARIFFS

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

4. Connection Charge

Only one connection charge will be made for each service order written for Custom Local Area Signalling Services (CLASS) features, regardless of the number requested. The charge will be waived if the request for (CLASS) is made in conjunction with an initial service order.

(M)

Non-recurring charge----- * \$6.00

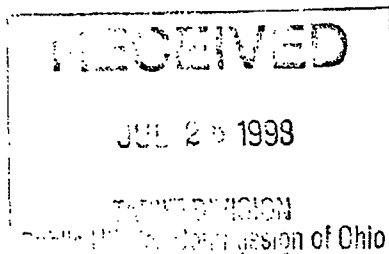
* Ref: Tariff 4, Sec. 2, Sheet 4, Para. 1(c2)

5. Promotions

Custom Local Area Signalling Services (CLASS) Features 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 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. Customer requests for CLASS Feature trial-use will be subject to availability of facilities.

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

(M)



Issued: July 28, 1998

Effective: July 28, 1998

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Michael J. Woodring, General Manager
Sherwood, Ohio 43556

P.U.C.O. NO. 4
GENERAL EXCHANGE TARIFFS

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

PER CALL NUMBER PRIVACY/PER LINE NUMBER PRIVACY

A. General:

1. 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 a preassigned access code 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.

2. Per Line Blocking

Enables customers to prevent the disclosure of their telephone number on all outgoing calls, without the necessity of an activation code. If the called party has display device, a privacy indication will appear instead of the calling party's telephone number. Per Line Blocking will be provided at no monthly charge on an optional basis to non-published customers. The service is also available for subscription to published customers at a monthly charge of \$2.00. Law Enforcement, Domestic Shelters and other special agencies will be offered free per Line Blocking. Per Line Blocking will not be available to public, semi-public, and two-party service customers.

(1)

- B. Custom Local Area Signalling Services (CLASS) cannot be functional unless both 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.**

P.U.C.O. NO. 4
GENERAL EXCHANGE TARIFFS

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

PER CALL NUMBER PRIVACY/PER LINE NUMBER PRIVACY (Cont'd)

B. (Cont'd)

Telemarketers are prohibited from blocking the disclosure of their telephone number when placing calls. Upon receiving complaints that a telemarketer is blocking the disclosure of its telephone number, the Company will investigate the complaints and terminate the number blocking service where appropriate.

C. Rates and Charges

1. Recurring Charges

	Monthly Rate per Line	
	<u>Residential</u>	<u>Business</u>
Per Call Blocking*	N/C	N/C
Per Line Blocking		
– Nonpublished Customers	N/C	N/C
– Published Customers	\$2.00	\$2.00

(1)

* Provided automatically to each line.

2. Non-Recurring Charges

A non-recurring connection charge will apply for each request to add Custom Local Area Signalling Services (CLASS)

Per Call Blocking	<u>None</u>
Per Line Blocking	<u>\$6.00</u> **

** Central Office Connection Charge \$6.00 – Tariff 4, Section No. 2, Sheet No. 4, paragraph 1 (c2).

* Waived for non-published customers for within 90 days of the introduction of the service. After the 90-day period has expired, the non-recurring connection charge will apply.

GENERAL EXCHANGE SERVICE TARIFFS
P.U.C.O. No. 4

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

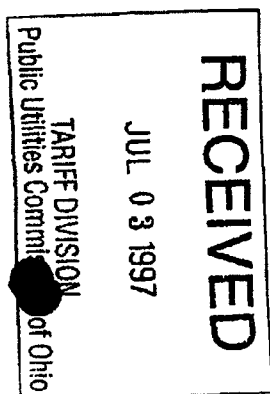
Subscribers of record on the effective date of this tariff will retain their current dialing arrangements until they request that their dialing arrangements be changed. Until an affirmative choice is made, all subscribers will be assigned to the Telephone Company's intraLATA carrier.

(N)

ISSUED: July 3, 1997

EFFECTIVE: August 8, 1997

IN ACCORDANCE WITH CASE NO. 96-1313-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Michael J. Woodring, General Manager
Sherwood, Ohio



GENERAL EXCHANGE SERVICE TARIFFS
P.U.C.O. No. 4

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

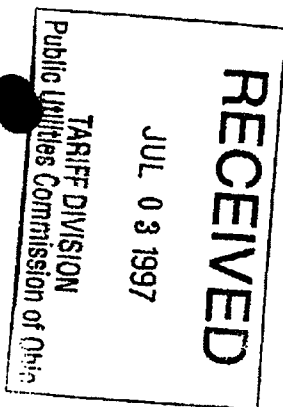
The Telephone Company will notify subscribers that intraLATA Presubscription is available no longer than sixty (60) days following the effective date of this tariff. The notice will contain a description of intraLATA toll presubscription, how to make an intraLATA toll presubscription carrier selection,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



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EFFECTIVE: August 8, 1997

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Michael J. Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFFS

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)

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE 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 101XXXXX 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. 07-459-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE 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. If the 811 Provider desires to change the telephone number into which the 811 abbreviated dialing code is translated, the 811 Provider must pay a number change charge as set forth in Section F. below.
 - 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. 4
GENERAL EXCHANGE SERVICE 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. 4
GENERAL EXCHANGE SERVICE 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. 4
GENERAL EXCHANGE SERVICE 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.

(N)

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFFS

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

(N)

F. RATES & CHARGES

1. A Switch Translation Charge applies for each Company host central office out of which the 811 Provider orders 811 Service, as follows:
 - a. When a Company exchange is served by more than one host central office, a Switch Translation Charge is applicable for each host central office in that exchange.
 - b. If the 811 Provider establishes 811 Service in multiple Company exchanges serviced by the same host central office, only one Switch Translation Charge applies.
2. A Number Change Charge applies when the 811 Provider establishes service or applies to change the telephone number into which the 811 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
3. When translating the seven or ten digit number to the 811 abbreviated dialing code, applicable Service Connection and Central Office Charges will apply.
4. Rates:

	Nonrecurring Charge
Switch Translation Charge *	\$115.00
Number Change Charge (per Telephone Number)	\$115.00
Service Connection Charge	\$10.00
Central Office Charge	\$10.00

* The Switch Translation Charge is applied at the host central office only, and covers all offices that are part of that host complex with a single translated number. This charge applies for each translated number if multiple numbers are required.

(N)

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFFS

211 SERVICE FOR INFORMATION AND REFERRAL SERVICES

(N)

A. GENERAL

1. In Order No. 93-1799-TP-COI, the Public Utilities Commission of Ohio ("P.U.C.O.") locally assigned the three digit 211 abbreviated dialing code to the Approved Information and Referral Service Provider for use in providing community information and referral services to the public by way of voice grade facilities. The P.U.C.O. ordered incumbent local exchange carriers in each local calling area to make the 211 abbreviated dialing code available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "211 Service").
2. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
3. All 211 abbreviated dialing code calls shall be local in nature and shall not result in any expanded local calling area ("ELCA"), intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers. However, 211 Service calls may result in local measured service charges where Company subscribers' service plans include such charges as part of home and EAS exchange calling.
4. The 211 Service is not available for the following classes of service:
 - a. Hotel/motel/hospital service
 - b. Inmate service
 - c. 1+ and 0+ calling
 - d. O-operator assisted calling
 - e. 101XXXXX calling

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

1. The Approved Information and Referral Service Provider shall make written application for 211 Service to the Company at the local exchange level. The Approved Information and Referral Service Provider may establish 211 Service in all, part or none of the Company's local exchanges.

(N)

ISSUED: July 6, 2007

EFFECTIVE: September 1, 2007

In Accordance with Case No. 07-783-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFFS

211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

(N)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER
(Cont'd)

2. The Approved Information and Referral Service Provider's written application to establish 211 Service in a Company local exchange shall include the following:
 - a. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated in an exchange, then the Approved Information and Referral Service Provider shall make a new application.
 - b. A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.
 - c. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
 - d. An acknowledgment of the possibility that the Commission's assignment of the 211 abbreviated dialing code may be recalled at any time.
3. Local Calling for Company Subscribers
 - a. The Company, in cooperation with the Approved Information and Referral Service Provider, shall assure that all 211 Service calls are local in nature and do not generate ELCA, intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - b. When the Approved Information and Referral Service Provider makes application for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider shall supply the Company with a seven (7) or ten (10) digit telephone number that terminates within the Company local exchange or one of the local exchange's EAS exchanges. The Company's exchange facilities will translate the dialed 211 dialing code into the telephone number the Approved Information and Referral Service Provider provides once 211 Service is established in the local exchange.

(N)

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EFFECTIVE: September 1, 2007

In Accordance with Case No. 07-783-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFFS

211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

(N)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER
(Cont'd)

3. Local Calling for Company Subscribers (Cont'd)
 - c. When the Approved Information and Referral Service Provider makes application for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange or one of the local exchange's EAS exchanges, then the Approved Information and Referral Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls remain local in nature.
4. The liability language in Section 3 of this Tariff applies to 211 Service.
5. The Approved Information and Referral Service Provider shall develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
6. The Approved Information and Referral Service Provider must be prepared to receive all calls to the 211 Service during normal business hours. To this end, the Approved Information and Referral Service Provider agrees to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
7. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any service offered by the Company. For each line subscribed to by the Approved Information and Referral Service Provider, there will be one path available.

(N)

ISSUED: July 6, 2007

EFFECTIVE: September 1, 2007

In Accordance with Case No. 07-783-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFFS

211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

(N)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER
(Cont'd)

8. The Approved Information and Referral Service Provider shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 211 abbreviated dialing code in the event of a national assignment contrary to that made by the P.U.C.O.
9. The Approved Information and Referral Service 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 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
10. If requested by the Company, the Approved Information and Referral Service Provider shall assist the Company in responding to complaints made to the Company concerning the 211 Service.
11. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.
12. The Company can only make 211 Service available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
13. The Approved Information and Referral Service Provider should work separately with competitive local exchange carriers ("CLEC") operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

(N)

ISSUED: July 6, 2007

EFFECTIVE: September 1, 2007

In Accordance with Case No. 07-783-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFFS

211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

C. OBLIGATIONS OF THE COMPANY

1. The Company shall provision 211 Service no later than thirty (30) days after the effective date of its tariff.
2. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
3. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.

D. LIABILITY

The Company's entire liability to any person or entity for interruption or failure of the 211 Service shall be limited to the terms set forth in Section 3 of this Tariff.

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFFS

211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

(N)

E. OTHER TERMS AND CONDITIONS

1. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service.
2. The 211 Service is provided solely for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 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 Approved Information and Referral Service Provider.
3. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 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 notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service 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.

(N)

ISSUED: July 6, 2007

EFFECTIVE: September 1, 2007

In Accordance with Case No. 07-783-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFFS

211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

(N)

F. RATES AND CHARGES

1. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
2. The Approved Information and Referral Service Provider shall pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at The Approved Information and Referral Service Provider's designated premises.
3. The Approved Information and Referral Service Provider shall pay a nonrecurring Central Office Charge for each Company host central office out of which 211 Service is established.

(N)

ISSUED: July 6, 2007

EFFECTIVE: September 1, 2007

In Accordance with Case No. 07-783-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE SERVICE TARIFFS

211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

(N)

F. RATES AND CHARGES (Cont'd)

4. The Approved Information and Referral Service Provider shall pay a nonrecurring Number Change Charge of \$115.00 when it makes application to change the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge shall be applied on a per telephone number, per host central office basis.

5. Applicable Service Connection and Central Office charges will apply.

6. Rates

	Non-Recurring Charge
Switch Translation Charge *	\$115.00
Number Change Charge (per telephone number)	\$115.00
Service Connection Charge	\$10.00
Central Office Charge	\$10.00

* The Switch Translation Charge is applied at the host central office only, and covers all offices that are part of that host complex with a single translated number. This charge applies for each translated number if multiple numbers are required.

7. The Company reserves the right to waive any of the above charges.

(N)

ISSUED: July 6, 2007

EFFECTIVE: September 1, 2007

In Accordance with Case No. 07-783-TP-NFP
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

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

The Sherwood Mutual Telephone Association, Inc. will comply with all of the Commission's Minimum Telephone Service Standards set forth in Chapter 4901:1-5 of 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 Sherwood Mutual Telephone Association, Inc., in the Sherwood 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 in O.A.C. 4901:1-5-16, and found in Section 8 of this Tariff.

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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 8 of this Tariff.

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RECEIVED

JAN 18 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: January 18, 2002

EFFECTIVE: January 18, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

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

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

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.

The Company will comply with the Commission's Minimum Telephone Service Standards regarding omission of a subscriber's listing from the white pages of the telephone directory or the listing of an incorrect telephone number, set forth in O.A.C. 4901:1-5-16, and found in Section 8 of this Tariff.

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5. Transmitting Messages

The 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 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 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 Company is not responsible for any action of the Connecting Company.

RECEIVED

JAN 18 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: January 18, 2002

EFFECTIVE: January 18, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

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

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

7. Defacement of Premises

The Company shall exercise due care in connection with all work done on the subscriber's premises. No liability shall attach to the Company by reason of any defacement or damage to the subscriber's premises resulting from the existence of the 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 Company.

8. Adjustment of Charges

The Company will comply with the Commission's Minimum Telephone Service Standards regarding overbilling and underbilling, set forth in O.A.C. 4901:1-5-16, and found in Section 8 of this Tariff.

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9. Handling of Consumer Complaints

(N)

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 8 of this Tariff.

RECEIVED

JAN 18 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: January 18, 2002

EFFECTIVE: January 18, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

P. U. C. O. NO. 4
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 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. (T)

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 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1544-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987

Lynn Bergman, President
Sherwood, Ohio 43556

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

C. USE OF SERVICE AND FACILITIES (Continued)

3. Use of Subscriber Service

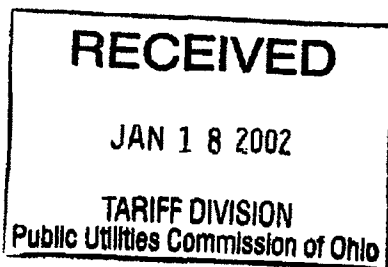
Subscriber telephone service, as distinguished from public and semi-public telephone service, is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, except as the use of the service may be extended to persons temporarily 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;



ISSUED: January 18, 2002

EFFECTIVE: January 18, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

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

C. USE OF SERVICE AND FACILITIES (Continued)

4. Misuse of Facilities (Continued)

- e. causing or allowing Telephone Company equipment to be tampered with, damaged or destroyed through negligence.

When service is restored after denial, the Telephone Company will make a pro rata allowance at the scheduled rate for the service 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 8 of this Tariff.

(N)

(D)

D. ESTABLISHMENT AND FURNISHING 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 8 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)

(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 8 of this Tariff.

(T)

(T)

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JAN 18 2002

ISSUED: JANUARY 18, 2002
Public Utilities Commission of Ohio

EFFECTIVE: January 18, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

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

D. ESTABLISHMENT AND FURNISHING 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 Service Tariff, Section 2.

6. Alterations

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

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TARIFF DIVISION

Public Utilities Commission of Ohio

EFFECTIVE: January 18, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

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

D. ESTABLISHMENT AND FURNISHING 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 8 of this Tariff.

(N)

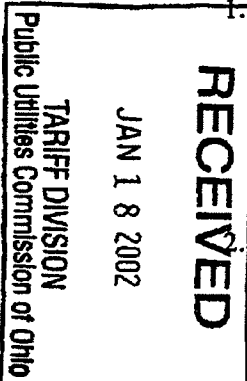
E. TELEPHONE DIRECTORIES

1. Distribution

The Telephone Company will furnish to its subscriber 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.

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.



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EFFECTIVE: January 18, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

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

E. TELEPHONE DIRECTORIES (continued)

2. Ownership and Use (continued)

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.

(D)

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APR - 8 1997

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: April 8, 1997

EFFECTIVE: April 15, 1997

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

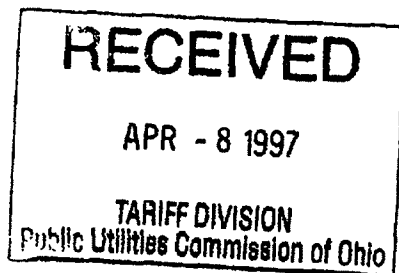
Mike Woodring, Manager
Sherwood, Ohio 43556

THE SHERWOOD MUTUAL TELEPHONE ASSOCIATION, INC.

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

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

(D)



(D)

ISSUED: April 8, 1997

EFFECTIVE: April 15, 1997

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

Mike Woodring, Manager
Sherwood, Ohio 43556

P. U. C. O. NO. 4
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 college, 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.
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. (D)

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 subscribers'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: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1544-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Lynn Bergman, President
Sherwood, Ohio 43556

P. U. C. O. NO. 4
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.

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,

ISSUED: June 1, 1985EFFECTIVE: July 1, 1985

IN ACCORDANCE WITH ORDER NO. 84-796-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Alan Culler, President
Sherwood, Ohio

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

CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES (continued)

B. SPECIAL TYPE OF CONSTRUCTION (continued)

1. (continued) 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.

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 300 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.

ISSUED: June 1, 1985EFFECTIVE: July 1, 1985IN ACCORDANCE WITH ORDER NO. 84-796-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIOAlan Culler, President
Sherwood, Ohio

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

CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES (continued)

D. LINE EXTENSIONS

1. Line extensions will be made pursuant to P.U.C.O. Administrative Order 4901:1-3-13 (1/2 mile construction cost at Company expense, all excess construction cost to be borne by prospective subscriber or subscribers).
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.

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 purpose 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

ISSUED: June 1, 1985EFFECTIVE: July 1, 1985IN ACCORDANCE WITH ORDER NO. 84-796-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIOAlan Culler, President
Sherwood, Ohio

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

- 3.,b,(3) (continued) 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 for public reference.
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 Company shall require the subscriber to secure from the owner of such name, written authority to use it, addressed to the Telephone Company for for the acceptance for insertion or for the continuance of such listings; and shall refuse to accept or to delete such listings where (1) such written authority is not furnished or (2) such authority is withdrawn by the owner in writing to the Telephone Company.
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

ISSUED: June 1, 1985EFFECTIVE: July 1, 1985IN ACCORDANCE WITH ORDER NO. 84-796-TP-AIR
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Sherwood, Ohio

P. U. C. O. NO 4
GENERAL RULES AND REGULATIONS**B. REGULAR EXTRA LISTINGS (continued)**

4. (continued) 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 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, other than those covered under paragraph 5-a "Office Hour Listings" of this Tariff, 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.

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ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIOAlan Culler, President
Sherwood, Ohio

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

C. SPECIAL TYPES OF EXTRA LISTINGS (continued)

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.

D. DUAL NAME LISTINGS

A dual name listings is comprised of a surname, two first names, an address and telephone number. This listings 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: June 1, 1985EFFECTIVE: July 1, 1985

IN ACCORDANCE WITH ORDER NO. 84-796-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Alan Culler, President
Sherwood, Ohio

THE SHERWOOD MUTUAL TELEPHONE ASSOCIATION, INC.

SECTION NO. 3
ORIGINAL SHEET NO. 17

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

THIS SHEET RESERVED FOR
FUTURE USE

ISSUED: June 1, 1985

EFFECTIVE: July 1, 1985

IN ACCORDANCE WITH ORDER NO. 84796-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Alan Culler, President
Sherwood, Ohio

THE SHERWOOD MUTUAL TELEPHONE ASSOC. INC.

SECTION NO. 3
SECOND REVISED SHEET NO. 18
CANCELS
FIRST REVISED SHEET NO. 18

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

EXTENSION STATIONS

A. EXTENSIONS

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.

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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.
- 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.

11.

(D)

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO.87-1544-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Lynn Bergman, President
Sherwood, Ohio 43556

P. U. C. O. NO. 4
GENERAL RULES AND REGULATIONS**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. 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.
 - 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; or (4) The listed party dies.
 - c. 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.

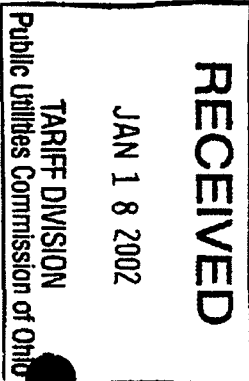
ISSUED: June 1, 1985EFFECTIVE: July 1, 1985IN ACCORDANCE WITH ORDER NO. 84-796-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIOAlan Culler, President
Sherwood, Ohio

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

PAYMENT FOR SERVICES AND FACILITIES

A. PAYMENT FOR SERVICES 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, and found in Section 8 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)
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. (D)
4. Failure to receive a bill will not exempt a subscriber from payment of any sum or sums due the Company. (T)
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. (M)



ISSUED: January 18, 2002

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In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

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

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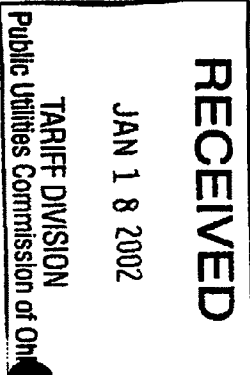
SPECIAL SERVICE AND FACILITIES

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 two years, 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 made 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 further that the Commission may terminate such contract whenever, in its opinion, public interest requires 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 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.
- 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.



ISSUED: January 18, 2002

EFFECTIVE: January 18, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

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

TEMPORARY SUSPENSION OF SERVICE (Continued)

- 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.

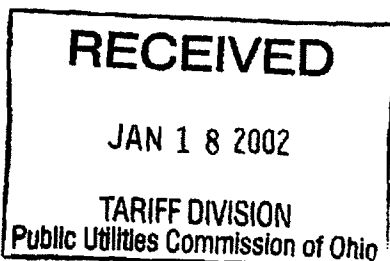
GENERAL REGULATIONS

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 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 paragraph 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.
3. 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.
4. 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 8 of this Tariff. (N)

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 18, 2002

EFFECTIVE: January 18, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

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(D)

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

GENERAL REGULATIONS (Continued)

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

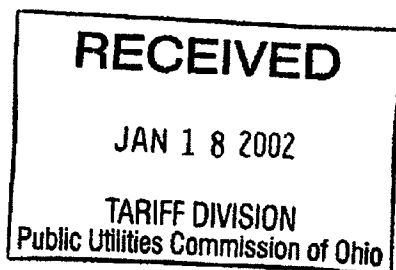
- A. The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service, set forth in O.A.C. 4901:1-5-17, and found in Section 8 of this Tariff.

(T)

(T)

(D)

(D)



ISSUED: January 18, 2002

EFFECTIVE: January 18, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

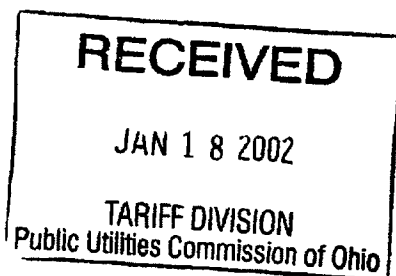
P.U.C.O. NO. 4
GENERAL RULES AND REGULATIONS

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)

(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.



ISSUED: January 18, 2002

EFFECTIVE: January 18, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

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

DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE (Continued)

Toll Blocking Policy

The Sherwood Mutual Telephone Association, Inc., when providing toll service, 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.

Under the terms of the Selective Access Policy, The Sherwood Mutual Telephone Association, Inc., when providing toll service, may not deny establishment of 1+ presubscribed toll service on the grounds that the customer has failed to establish creditworthiness, if:

- (a) the customer is able to establish creditworthiness using one of the means for doing so available under the Public Utilities Commission of Ohio's (PUCO) rules, or
- (b) The Sherwood Mutual Telephone Association, Inc., when providing toll service, exercising its own discretion, does not require the customer to establish creditworthiness (through any of the means available for doing so under the PUCO's rules), or
- (c) The Sherwood Mutual Telephone Association, Inc., when providing toll service, attempts to require the customer to establish creditworthiness using credit establishment procedures which do not comport with the PUCO's credit establishment policies and/or are not set forth within a PUCO approved tariff.

When a prospective customer, who has previously been universally blocked for nonpayment of toll charges by another carrier, seeks to select The Sherwood Mutual Telephone Association, Inc. as his or her 1+ carrier of choice, The Sherwood Mutual Telephone Association, Inc. may, subject to our tariffed toll deposit policies and the Commission's rules on establishment of service (See Rule 4901:1-5-13, Ohio Administrative Code, [O.A.C.]), require a deposit for toll service. This deposit shall be in accordance with Rule 4901:1-5-13(B), O.A.C., but The Sherwood Mutual Telephone Association, Inc. may negotiate a lower deposit. (T)

The Sherwood Mutual Telephone Association, Inc. 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. (T)

Upon payment by the customer of all past due toll debt to The Sherwood Mutual Telephone Association, Inc., the Company will remove the block and all 1+ dialing capabilities, including 10-XXX, will be restored.

Toll disconnection service shall be provided as follows:

RECEIVED

Universal Toll Blocking

JAN 18 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

Non-Recurring Charge

\$5.00/Customer Disconnected, plus the service order and central office connection charges set forth in Section No. 2, Sheet no. 4 of this tariff.

ISSUED: January 18, 2002

EFFECTIVE: January 18, 2002

In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

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

EMERGENCY SERVICES CALLING PLAN (ESCP)

(M)

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.

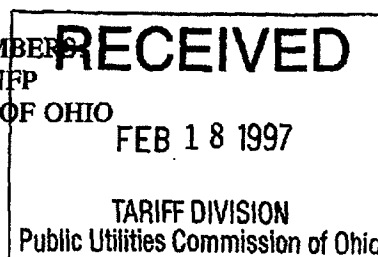
(M)

ISSUED: February 18, 1997

EFFECTIVE: February 18, 1997

IN ACCORDANCE WITH ENTRY FOR CASE NUMBER
85-1466-TP-COI, 89-54-TP-COI and 97-166-TP-NFP
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Mike Woodring, Manager
Sherwood, Ohio 43556



THE SHERWOOD MUTUAL TELEPHONE ASSOC., INC. SECTION NO. 4
SECOND REVISED SHEET NO. 1
CANCELS
FIRST REVISED SHEET NO. 1

CONCURRING TARIFF
P.U.C.O. NO. 4

GENERAL REGULATIONS

CONCURRENCE WITH TARIFFS OF
UNITED TELEPHONE COMPANY OF OHIO

The Sherwood Mutual Telephone Association, Inc. (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 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)

RECEIVED

JUL 31 1990

DOCKETING DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

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

Lynn Bergman, President
Sherwood, Ohio 43556

THE SHERWOOD MUTUAL TELEPHONE ASSOC., INC. SECTION NO. 4
ORIGINAL SHEET NO. 2

CONCURRING TARIFF
P.U.C.O. NO. 4

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 Sherwood Mutual Telephone Assoc., Inc. (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: DEC. 02, 1990

EFFECTIVE: SEPT. 10, 1990

IN ACCORDANCE WITH ORDER NO. 90-1514-TP-UNC
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO 11-19-90

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DEC - 6 1990

Lynn Bergman, President
Sherwood, Ohio 43556

P. U. C. O. NO. 4
DEFINITIONSBASE RATE

A Scheduled rate for any form of exchange service or equipment which does not include zone or mileage charges.

BASE RATE AREA

A specific section of an exchange area within which primary classes of service are available without extra zone or exchange line mileage charges.

CENTRAL OFFICE

A "Central Office" is a local operating unit by means of which intercommunication is provided for subscribers within a specified area under contract for exchange service. An essential characteristic of a "Central Office" is switching equipment to which telephone stations are connected by means of circuits defined as "Central Office Line".

CHANNEL

The "Channel" designates the electrical path provided by the Telephone Company between two or more locations.

CIRCUIT

The term applies to a channel used for the transmission of electrical energy in the furnishing of telephone service.

COMPANY

Whenever used in this Tariff "Company" refers to the Sherwood Mutual Telephone Association, Inc. unless the content clearly indicates otherwise.

CONNECTING COMPANY

A corporation, association, partnership or individual owning or operating one or more exchange: and with whom traffic is interchanged.

CONTRACT

The term "Contract" refers to the Service agreement between a subscriber and the Telephone Company under which service and facilities are furnished in accordance with the provisions of Tariffs applicable.

ISSUED: June 1, 1985EFFECTIVE: July 1, 1985

IN ACCORDANCE WITH ORDER NO. 84-796-TP-AIR
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

Alan Culler, President
Sherwood, Ohio

P. U. C. O. NO. 4
DEFINITIONS

EXCHANGE

The term "Exchange" means a unit established for the administration of telephone service in a specified area which usually embraces a city, town or village and its environs. It consists of a central office, together with the associated plant used in furnishing communication service within that area.

EXCHANGE AREA

The territory served by an Exchange.

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EXTENDED AREA SERVICE

A type of telephone service furnished under Tariff provisions whereby subscribers of a given exchange may complete calls to and or may receive calls from one or more exchanges without the application of long distance message telecommunications charges.

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EXTRA LISTING

An extra listing is any listing of a name or information in connection with a subscriber's telephone number beyond that to which he is entitled in connection with his regular service.

INDIVIDUAL LINE

An exchange line designed for the connection of only one main station. (Not a private branch exchange trunk line).

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO.87-1544-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Lynn Bergman, President
Sherwood, Ohio 43556

THE SHERWOOD MUTUAL TELEPHONE ASSOC., INC.

SECTION NO. 5
SECOND REVISED SHEET NO. 3
CANCELS
FIRST REVISED SHEET NO. 3

P. U. C. O. NO. 4
DEFINITIONS

INTERCEPT SERVICE

A service arrangement whereby a person calling a disconnected or discontinued number is informed that the called telephone number has been disconnected or discontinued.

(D)

LOCAL CHANNELS

The term "Local Channel" applies to that portion of channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

LOCAL EXCHANGE SERVICE

Local Exchange Service provides for telephone communications within an Exchange Area in accordance with the provision of the Telephone Company's tariff, including the use of exchange facilities as required to establish connections between an exchange station and the toll board or between an exchange station and toll trunks when such trunks are employed to effect connection with the toll board.

LOCAL MESSAGES

A local message is a communication between subscriber's stations within the same Exchange Area.

LOCAL SERVICE

The term used to designate the privilege allowed a subscriber of sending messages from his telephone station to other telephone stations within a specified area without the payment of a toll charge.

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO.87-1544-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Lynn Bergman, President
Sherwood, Ohio 43556

P. U. C. O. NO. 4
DEFINITIONS

LOCAL SERVICE AREA

That area throughout which a subscriber to local exchange service, at a given rate, obtains telephone service without the payment of a toll charge.

NON-PUBLISHED TELEPHONE NUMBERS

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

OFF PREMISE

Buildings, being used for business and or residency and not connected under the same roof. Either located on the same continuous property, or intersected by a public thoroughfare, or by land occupied by others.

ON PREMISE

The buildings, or portion or partition of the buildings, all connected under the same roof, used and occupied at one time by the subscriber in the conduct of his business or as a residence.

PLANT

The facilities between a Telephone Company central office and a protector on a subscriber's premises which provides each subscriber access to the telecommunications network.

PREMISES

All of the buildings or the adjoining portions of a building occupied and used by the subscriber; or all of the buildings occupied and used by the subscriber as a place of business or residence, which are located on the continuous plot of ground not intersected by a public highway.

(D)

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1544-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Lynn Bergman, President
Sherwood, Ohio 43556

THE SHERWOOD MUTUAL TELEPHONE ASSOC., INC.

SECTION NO. 5
FIRST REVISED SHEET NO. 5
CANCELS
ORIGINAL SHEET NO. 5

P. U. C. O. NO. 5
DEFINITIONS

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PRIVATE BRANCH EXCHANGE TRUNKS

An Access Line Connecting a PBX System with the Central Office.

(T)

PUBLIC TELEPHONE

An exchange station, either attended or equipped with a coin collecting device which is installed for the convenience of the public at a location chosen or accepted by the Telephone Company.

RURAL AREA

The sparsely populated area outside of the base rate area and suburban area.

RURAL LINE

A Rural Line is a Company-owned station line serving subscribers outside the base rate area.

RURAL LINE SERVICE

Rural Line Service is a service provided to customers outside the base rate area by means of rural lines.

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1544-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987

Lynn Bergman, President
Sherwood, Ohio 43556

THE SHERWOOD MUTUAL TELEPHONE ASSOC., INC.

SECTION NO. 5
FIRST REVISED SHEET NO. 6
CANCELS
ORIGINAL SHEET NO. 6

P. U. C. O. NO. 4
DEFINITIONS

SEMI-PUBLIC TELEPHONE SERVICE

A classification of coin box exchange service for use at locations more or less public in character, but not, in the opinion of the Company, generally accessible nor suitable for the installation of public telephone service.

SERVICE CONNECTION CHARGE

A nonrecurring charge applying to the establishment of service for a subscriber and certain subsequent additions to that service.

SUBSCRIBER

As used in this Tariff, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers even in the same Exchange. The privileges, restrictions and rates established for a subscriber to any class of service are limited to the service at one location; and no group treatment of service at separate locations, furnished to one individual or firm is contemplated or to be implied, except when definitely provided for in the schedules.

SUSPENSION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of tariff regulations by the subscriber, for temporarily interrupting service. During the period of suspension the Company's equipment remains at the customer's location; the service is rendered inoperable. Facilities are reserved in anticipation that normal service will be resumed at some future date.

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ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1544-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Lynn Bergman, President
Sherwood, Ohio 43556

THE SHERWOOD MUTUAL TELEPHONE ASSOC., INC.

SECTION NO. 5
FIRST REVISED SHEET NO. 7
CANCELS
ORIGINAL SHEET NO. 7

P. U. C. O. NO. 4
DEFINITIONS

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TOLL MESSAGE

A message from a calling station to a station located in a different local service area.

(D)

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1544-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Lynn Bergman, President
Sherwood, Ohio 43556

THE SHERWOOD MUTUAL TELEPHONE ASSOCIATION, INC.
TARIFF SPECIFIC INDEX
SECTION NO. 6
ORIGINAL SHEET NO. 1

P.U.C.O. NO. 4
CONNECTIONS WITH CERTAIN FACILITIES
PROVIDED BY CUSTOMERS

<u>SUBJECT</u>	<u>SHEET NO.</u>
FCC RULES and REGULATIONS	1
INSIDE WIRE (DEFINED)	1
INSTALLATION and MAINTENANCE	1
INTERFACE	1
NETWORK INTERFACE	1
RESPONSIBILITY OF COMPANY	2
RESPONSIBILITY OF CUSTOMER	2
TERMINAL EQUIPMENT	4
VIOLATION OF REGULATIONS	3
VISITATION OR MAINTENANCE	4

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JUL 29 1991

TARIFF DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

P. U. C. O. NO. 4
CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERSI. CUSTOMER PREMISES INSIDE WIREA. General

1. Installation and maintenance of customer premises 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. (T)
2. Customer premises inside wire is defined as wire (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 or protector 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 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. (T)

The Telephone Company will not charge for the network 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 contained in Section 2 of this tariff [1 (b) and (d)].
4. Customer premises inside wiring must be installed in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.
5. (D)

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
Lynn Bergman, President
Sherwood, Ohio

P. U. C. O. NO. 4
CONNECTIONS WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

I. CUSTOMER PREMISES INSIDE WIRE (continued)

A. General (continued)

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|-----|-----|
| 5. | (D) |
| 6. | (D) |
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| 8. | (D) |
| 9. | (D) |
| 10. | (D) |

B. Responsibility of the Customer

1. In the event that the customer provides, installs and 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.

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
Lynn Bergman, President
Sherwood, Ohio

P. U. C. O. NO. 4
CONNECTIONS WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERSI. CUSTOMER PREMISES INSIDE WIRE (continued)B. Responsibility of the Customer (continued)

2. In those instances where the Telephone Company makes a (T) 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 as specified in Section 2 Paragraph 1 of this tariff.

C. Responsibility of the Telephone Company

1. The Telephone Company will make available to customers 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 Regulations, Section 3 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. (T)

D. Violation of Regulations

Where customer premises inside wire provided, installed, or 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

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
Lynn Bergman, President
Sherwood, Ohio

P. U. C. O. NO. 4
CONNECTIONS WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERSI. CUSTOMER PREMISES INSIDE WIRE (continued)D. Violation of Regulations (continued)

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.

II. CUSTOMER OWNED AND PROVIDED EQUIPMENT

- A. Subscriber-provided terminal equipment and communications 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 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. (T)
- C. Terminal equipment which is not in conformance with the FCC 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 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
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
Lynn Bergman, President
Sherwood, Ohio

THE SHERWOOD MUTUAL TELEPHONE ASSOCIATION, INC.
SHERWOOD, OHIO

SECTION 7
TARIFF SPECIFIC INDEX
1ST REVISED SHEET NO. 1
REPLACES ORIGINAL SHEET NO. 1

P.U.C.O. NO. 4
BASIC TELEPHONE ASSISTANCE

<u>SUBJECT</u>	<u>SHEET NO.</u>	
Service Connection Assistance	1	
Link Up	4	(T)
Lifeline Assistance	6	(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
Michael J. Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE

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;

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- (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.

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THE SHERWOOD MUTUAL TELEPHONE ASSOCIATION, INC.

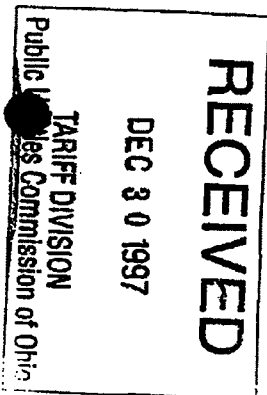
SECTION 7
FIRST REVISED SHEET NO. 3

P.U.C.O. NO. 4
GENERAL EXCHANGE

BASIC TELEPHONE ASSISTANCE

II. TELEPHONE SERVICE ASSISTANCE

[RESERVED FUTURE USE]



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

Michael J. Woodring, General Manager
Sherwood, Ohio

P.U.C.O. NO. 4
GENERAL EXCHANGE

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)

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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)
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. (N)
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)

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GENERAL EXCHANGE

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)

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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)
(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)

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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 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.
- (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.

(N)

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GENERAL EXCHANGE

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.

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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)

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P.U.C.O. NO. 4
MINIMUM TELEPHONE SERVICE STANDARDS

The Sherwood Mutual Telephone Association, Inc. 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)

RECEIVED

JAN 18 2002

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: January 18, 2002

EFFECTIVE: January 18, 2002

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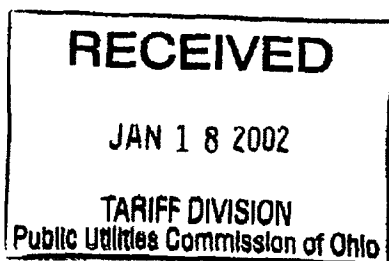
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MINIMUM TELEPHONE SERVICE STANDARDS

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.

(N)



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P.U.C.O. NO. 4
MINIMUM TELEPHONE SERVICE STANDARDS

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

(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)

(N)

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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.

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MINIMUM TELEPHONE SERVICE STANDARDS

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

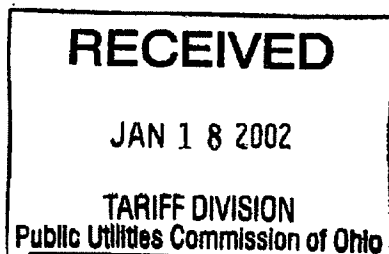
(N)

- (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)



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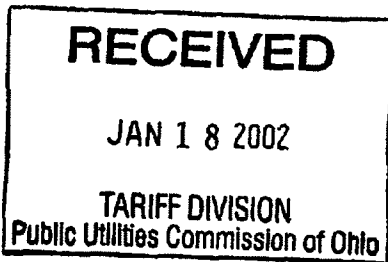
P.U.C.O. NO. 4
MINIMUM TELEPHONE SERVICE STANDARDS

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.

(N)



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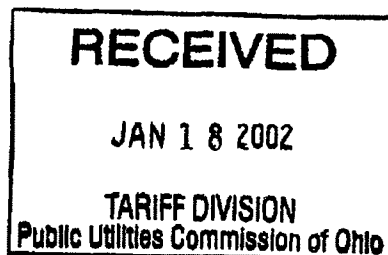
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MINIMUM TELEPHONE SERVICE STANDARDS

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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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.

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TARIFF DIVISION
Public Utilities Commission of Ohio

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In Accordance with Case No. 00-1265-TP-ORD,
Issued by the Public Utilities Commission of Ohio
Mike Woodring, General Manager
Sherwood, Ohio

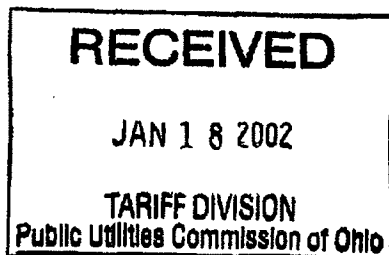
P.U.C.O. NO. 4
MINIMUM TELEPHONE SERVICE STANDARDS

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.

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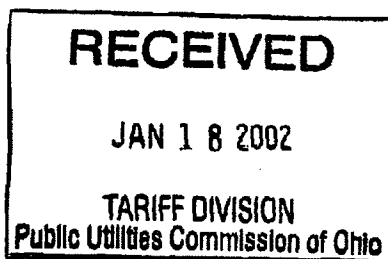
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P.U.C.O. NO. 4
MINIMUM TELEPHONE SERVICE STANDARDS

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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P.U.C.O. NO. 4
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:

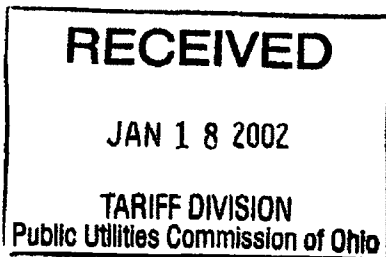
- (1) occurs as a result of a negligent or willful act on the part of the subscriber;
- (2) occurs as a result of a malfunction of subscriber-owned telephone equipment or inside wire;
- (3) occurs as a result of a military action, war, insurrection, riot, or strike; or
- (4) cannot be repaired due to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

(N)



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P.U.C.O. NO. 4
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:

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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.

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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.

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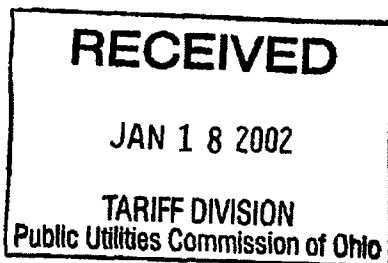
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SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE (Continued)
(O.A.C. 4901:1-5-16)

(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.

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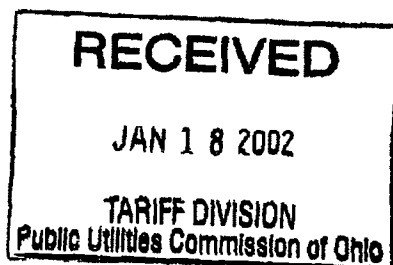
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MINIMUM TELEPHONE SERVICE STANDARDS

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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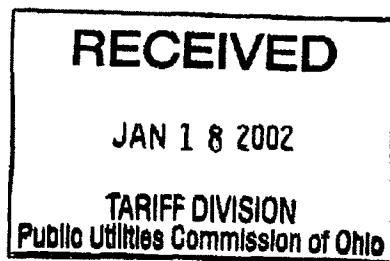
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MINIMUM TELEPHONE SERVICE STANDARDS

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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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.

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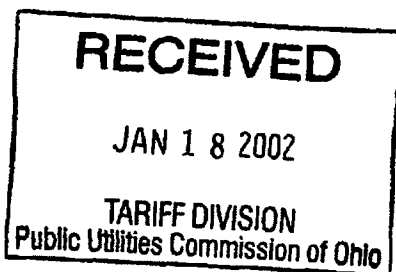
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MINIMUM TELEPHONE SERVICE STANDARDS

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.

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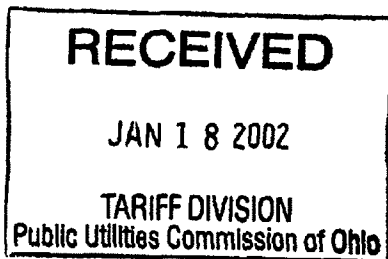
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MINIMUM TELEPHONE SERVICE STANDARDS

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;

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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.

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TELEPHONE SERVICE REQUIREMENTS FORM

Pursuant to Case Nos. 95-845-TP-COI, 99-998-TP-COI, 99-563-TP-COI, and 04-1785-TP-ORD

The provider affirms that it is in compliance with Commission directives concerning the following checked items, and that this represents an up-to-date listing of applicable "generic" service requirements. The provider understands that this in no way supersedes the context of the applicable Commission orders described below. Unless otherwise specified, this language replaces the need for related language to be contained in the provider's tariff.

A. MANDATORY REQUIREMENTS FOR BASIC LOCAL EXCHANGE AND CTS PROVIDERS (unless otherwise noted):

☒ 1. **SALES TAX** (*See also Case No. 87-1010-TP-UNC*)

Certain telecommunication services, as defined in the Ohio Revised Code, are subject to state sales tax at the prevailing tax rates, if the services originate, or terminate in Ohio, or both, and are charged to a subscriber's telephone number or account in Ohio.

☒ 2. **MTSS TARIFF REQUIREMENTS**

☒ The provider attests that its tariffs include:

- ☐ provider-specific language addressing the deposit method (as cited in 4901:1-5-13) adopted by the company and approved by the Commission;
- ☐ Toll Caps (choose one):
 - ☐ language addressing the provider-specific parameters of toll caps approved by the Commission, OR
 - ☒ not applicable since the provider has not chosen to incorporate toll caps.
- ☐ language regarding establishment of service, including requirements to establish creditworthiness, as cited in 4901:1-5-13;
- ☐ language regarding residential service guarantors, as cited in 4901:1-5-14;

- language regarding subscriber bills, as cited in 4901:1-5-15;
- language regarding subscriber billing adjustments for local exchange service, as cited in 4901:1-5-16; and,
- language regarding denial or disconnection of local and/or toll service, including the requirements for the reconnection of local and/or toll service, as cited in 4901:1-5-17.

Check the boxes below to attest that the provider shall adhere to the following criteria when the provider implements cancellation of service policies and/or requests an advance payment:

☒ Cancellation of Service:

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

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

☒ Advance Payment:

Advance Payment means a payment that may be required by the company as a means of being compensated for extraordinary expenses, including, but not limited to, special construction costs associated with a particular service installation.

Provider's Name: Sherwood Mutual Telephone Association, Inc.

Case No. 06 - 183 - TP - ZTA

Case No. 90 - 5037 - TP - TRF

Issued: _____
(Date Filed)

[x] 3. SURCHARGES

The company shall not assess separately any taxes, fees or surcharges, other than government-approved sales taxes imposed directly on the end users, without seeking Commission approval under the appropriate procedures required by the Commission. Generally, the Commission will not grant the inclusion of gross receipts tax as a separate item on the bill unless special circumstances so warrant and the Commission specifically approves same. The company shall not place a separate line item on a customer's bill without sending notice to all customers informing them of the new line item charges in accordance with Commission-adopted notice procedures.

The customer is responsible for the payment of all state, local and E9-1-1 taxes, surcharges, utility fees, or other similar fees for which the end user is directly responsible and that may be levied by a governing body or bodies in conjunction with or as a result of a service furnished under a tariff on file with the Public Utilities Commission of Ohio. These charges may appear as separate line items on the customer's bill, as opposed to being included in the rates contained in a tariff. Any such line item charges will be reflected in the company's tariff.

[x] 4. 1+ INTRALATA PRESUBSCRIPTION - Basic Local Exchange Providers Only (See Also Case No. 95-845-TP-COI, Guideline X.)**a. 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 call 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 upon the initial offering of certified local exchange service.

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b. IntraLATA Presubscription Options

Option A: Subscriber may select the Telephone Company 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 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 toll calls to the carrier of choice for each call.

c. Rules and Regulations

Subscribers of record will retain their current dialing arrangements until they request that their dialing arrangements be changed.

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 E, below.

d. IntraLATA Presubscription Procedures

New subscribers will be asked to select an intraLATA toll carrier(s) at the time the subscriber places an order to establish local exchange service with the Telephone Company. The Telephone Company will process the subscriber's order for intraLATA service. The selected carrier(s) will confirm their respective subscribers' verbal selection by third-party verification or return written confirmation notices. All new subscribers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

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If a new subscriber is unable to make a selection at the time the new subscriber places an order to establish local exchange service, the Telephone Company will read a random listing of all available intraLATA carriers to aid the subscriber in selection. If selection is still not possible, the Telephone Company will inform the subscriber that he/she will be given 90 calendar days in which to inform the Telephone Company of an intraLATA toll carrier presubscription selection free of charge. Until the subscriber informs the Telephone Company of his/her choice for intraLATA toll carrier, the subscriber will not have a presubscribed intraLATA toll carrier, but rather will be required to dial a carrier access code to route all intraLATA toll calls to the carrier(s) of choice. Subscribers who inform the Telephone Company of a choice for intraLATA toll presubscription within the 90-day period will not be assessed a service charge for the initial subscriber request.

Subscribers of record may initiate an intraLATA presubscription change at any time subject to the charges specified in e.ii. below. If a customer of record inquires of the Telephone Company of the carriers available for intraLATA toll presubscription, the Telephone Company will read a random listing of all available intraLATA carriers to aid the subscriber in selection.

e. IntraLATA Presubscription Charges

i. Application of Charges

After a subscriber's initial selection for a presubscribed intraLATA toll carrier and as detailed in Paragraph D above, for any change thereafter, an IntraLATA Presubscription Change Charge will apply. The IntraLATA Presubscription Change Charge shall be applied as follows:

- a. The charge shall be no greater than those set forth in Paragraph (e)(ii), unless modified by a company-specific Commission-approved tariff.
- b. 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.

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ii. Nonrecurring Charges IntraLATA Presubscription Change Charge

Per business or residence line, trunk, or port:

- Manual Process	\$5.50
- Electronic Process	\$1.25

B. REQUIREMENTS FOR PROVISION OF CERTAIN SERVICES, OR WHERE CERTAIN CONDITIONS OF SERVICE ARE UTILIZED (check all applicable):☐ 1. **DISCOUNTS FOR PERSONS WITH COMMUNICATION DISABILITIES AND THE TELECOMMUNICATION RELAY SERVICE**

Applicable to all telephone companies offering message toll service (MTS) (See also Case Nos. 87-206-TP-COI and 91-113-TP-COI):

- a. For purposes of these requirements, the definition of disabled refers to those persons with communication disabilities, including those hearing-disabled, deaf, deaf/blind, and speech-disabled persons who have a disability that prevents them from communicating over the telephone without the aid of a telecommunications device for the communicatively disabled.
- b. Residential disabled customers or disabled members of a customer's household, upon written application and upon certification of their disabled status, which is evidenced by either a certificate from a physician, health care official, state agency, or a diploma from an accredited educational institution for the disabled, are eligible to receive a discount off their MTS rates, and, if they utilize telebraille devices, they are eligible to receive free access to local and intrastate long distance directory assistance. Additionally, TDD lines maintained by non-profit organizations and governmental agencies, upon written application and verification that such lines are maintained for the benefit of the disabled, are eligible to receive a discount off their MTS rates.
- c. Upon receipt of the appropriate application, and certification or verification of a person with a communication disability, one of the following discounts shall be made available for the benefit of the disabled person:

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- i. Off the basic MTS, current, price list day rates: a 40 percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 8:00 a.m. and 4:59 p.m. Monday through Friday; a 60 percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 5:00 p.m. and 10:59 p.m. Sunday through Friday, and New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas; and a 70 percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 11:00 p.m. and 7:59 a.m. any day, 8:00 a.m. and 4:59 p.m. Sunday, and all day Saturday; or
 - ii. Off the basic MTS, current, price list day rates: no less than a straight 70 percent discount shall be made available on a 24 hour a day basis; or
 - iii. For MTS which is offered similar to the mileage-banded rate structure established in the Commission's April 9, 1985 Opinion and Order in Case No. 84-944-TP-COI, with the traditional day, evening, and night/weekend discounts: the "evening" discount off the intrastate, interexchange, customer-dialed, station-to-station calls placed during the "day" period Monday through Friday; and the "night/ weekend" discount off the intrastate, interexchange, customer-dialed, station-to-station calls placed during the "evening" period Sunday through Friday, and on New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas. Furthermore, the "night/ weekend" discount plus an additional discount equivalent to no less than ten percent of the company's current, price list, "day" rates for basic MTS shall be made available for intrastate, interexchange, customer-dialed, station-to-station calls placed during the "night/weekend" period any day, the "day" period Sunday, and all day Saturday.
- d. All MTS calls placed through the telecommunication relay service (TRS) are eligible to receive a discount off the MTS rates. The rate discounts are the same as those set forth in paragraph 1.c. preceding. The discount shall not apply to sponsor charges associated with calls placed to pay-per-call services, such as 900, 976, or 900-like calls.

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☐ **2. EMERGENCY SERVICES CALLING PLAN**

Applicable to all CLECs and CTSs offering MTS (See also Case Nos. 85-1466-TP-COI and 89-54-TP-COI):

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, Ohio 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) 24-hour basis, 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, property, or both, 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.

☐ **3. ALTERNATIVE OPERATOR SERVICES**

By checking this box, the provider attests that it will provide alternative operator services (AOS) as defined in Rule 4901:1-6-01(A) of the Ohio Administrative Code (O.A.C.) in compliance with all of the AOS service parameters set forth in Rule 4901:1-6-23, O.A.C.

☒ **4. LIMITATION OF LIABILITY**

The following is applicable to all telephone companies that choose to include in their tariffs language which may limit their liability (See also Case No. 85-1406-AU-COI):

Approval of limitation of liability language by the PUCO does not constitute a determination by the Commission that the limitation of liability imposed by the company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a

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courts responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

☐ 5. **TERMINATION LIABILITY**

The following is applicable to all telephone companies who choose to include in their tariffs language which imposes early termination liability on a customer for termination of service prior to the designated term of service:

Inclusion of early termination liability by the company in its tariff or a contract does not constitute a determination by the Commission that the termination liability imposed by the company is approved or sanctioned by the Commission. Customers shall be free to pursue whatever legal remedies they may have should a dispute arise.

☒ 6. **SERVICE CONNECTION ASSISTANCE (SCA)**

The following is applicable to all LECs that offer local service to residential customers:

SCA is targeted to help defray the one-time, up-front costs of connecting to the local exchange network for qualified customers. It provides a waiver of the deposit requirement, full or partial waiver of the service connection charges.

☒ 7. **LOCAL NUMBER PORTABILITY and NUMBER POOLING**

See Case No. 95-845-TP-COI Guideline XIV, FCC Dockets 95-116 and 99-200. NOTE: LNP and number pooling are required of all facilities-based LECs, regardless of size, and CMRS where currently rolled-out by the FCC or as a result of a bona fide request unless granted an extension, exemption, or waiver by the Commission or the FCC.

☐ 8. **TARIFFING AND DISCONNECTION PROCEDURES FOR SERVICE PACKAGES OR BUNDLES**

Applicable to all LECs packaging or bundling regulated local services with toll service and/or unregulated services. See Rule 4901:1-6-21(C), Ohio Administrative Code.

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☐ **Option 1****Tariffing**

Under option 1, LECs that package or bundle regulated local services with toll and/or unregulated services shall tariff only the regulated components of a package or bundle of services either as a package at a separate, single rate for the regulated components or individually at individual tarified rates. The unregulated services and any rate(s) associated with the unregulated service components of any package or bundle of services shall not be tarified.

Disconnection Procedures

Under option 1, if a customer fails to submit timely payment sufficient to cover the amount of the regulated charges, the LEC may discontinue the provision of the regulated services in compliance with Rule 4901:1-5-17, Ohio Administrative Code.

Staff Notice

Under option 1, LECs shall keep the Director of the Consumer Services Division and the Chief of Telecommunications of the Utilities Department informed and up-to-date on all current offers to consumers that bundle regulated local services with unregulated services at a single packaged rate, different from the rate shown in the tariff for the regulated components of the package. The notice to staff shall identify the regulated and unregulated services included and the packaged rate (the combined tarified and untarified rate).

☐ **Option 2****Tariffing**

Under option 2, LECs shall tariff the entire package or bundle of services including both regulated local services and toll and/or unregulated services for a single combined packaged rate (including any amount attributable to the unregulated components). The LEC shall clearly identify the services within the package and denote which services are unregulated.

Disconnection Procedures

Under option 2, if a customer fails to submit timely payment sufficient to cover the entire amount of the regulated and unregulated bundled packaged rate, the LEC may discontinue the provision of any regulated and unregulated services, other than basic local exchange

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service, if payment is sufficient to cover the rate for basic local exchange service. For purposes of this rule, the rate for basic local exchange service shall be the tariffed rate for stand-alone basic local exchange service. In the event a CLEC does not offer basic local exchange service on a stand-alone basis, the CLEC shall identify an amount in the tariff for the basic local exchange service component of the package. In no event shall this amount exceed the packaged rate. Further, if the customer loses services included in the package due to non-payment or partial payment pursuant to this rule, the customer shall be entitled to add, change, or discontinue any regulated services provided according to the LEC's normal procedures for adding, changing or discontinuing such services.

Disconnection Notice

Under option 2, the LEC shall, in its notice of disconnection for non-payment, state the total amount due to avoid discontinuance of the package, as well as the total amount due to avoid discontinuance of the basic local exchange service component of the package.

☐ **9. INMATE OPERATOR SERVICES**

By checking this box, the provider attests that it will provide inmate operator services (IOS) as defined in Rule 4901:1-6-01(A) of the Ohio Administrative Code (O.A.C.) in compliance with all of the IOS service parameters set forth in Rule 4901:1-6-23, O.A.C.

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EXHIBIT B
(Proposed Revised Tariff Pages)

EXHIBIT B
(Proposed Revised Tariff Pages)

SHERWOOD MUTUAL TELEPHONE ASSOCIATION, INC.
BASIC LOCAL EXCHANGE SERVICE TARIFF

NOTE: This Tariff P.U.C.O. No. 5 cancels and supersedes Sherwood Mutual Telephone Association, Inc. Tariff P.U.C.O. No. 4.

Issued: April 27, 2011

Effective: April 27, 2011

In Accordance with Case No. 10-1010-TP-ORD and 11-2689-TP-ATA

Issued by the Public Utilities Commission of Ohio

Mike Woodring, General Manager

Sherwood, Ohio

P.U.C.O. NO. 5

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

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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 Sherwood Mutual Telephone Association, Inc. (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.

EXCHANGE RATES

The following identified service rates entitle subscribers of telephone service to call, without additional charge, the subscribers of the Paulding Exchange of Windstream Ohio, in addition to the other subscribers of the Sherwood Exchange.

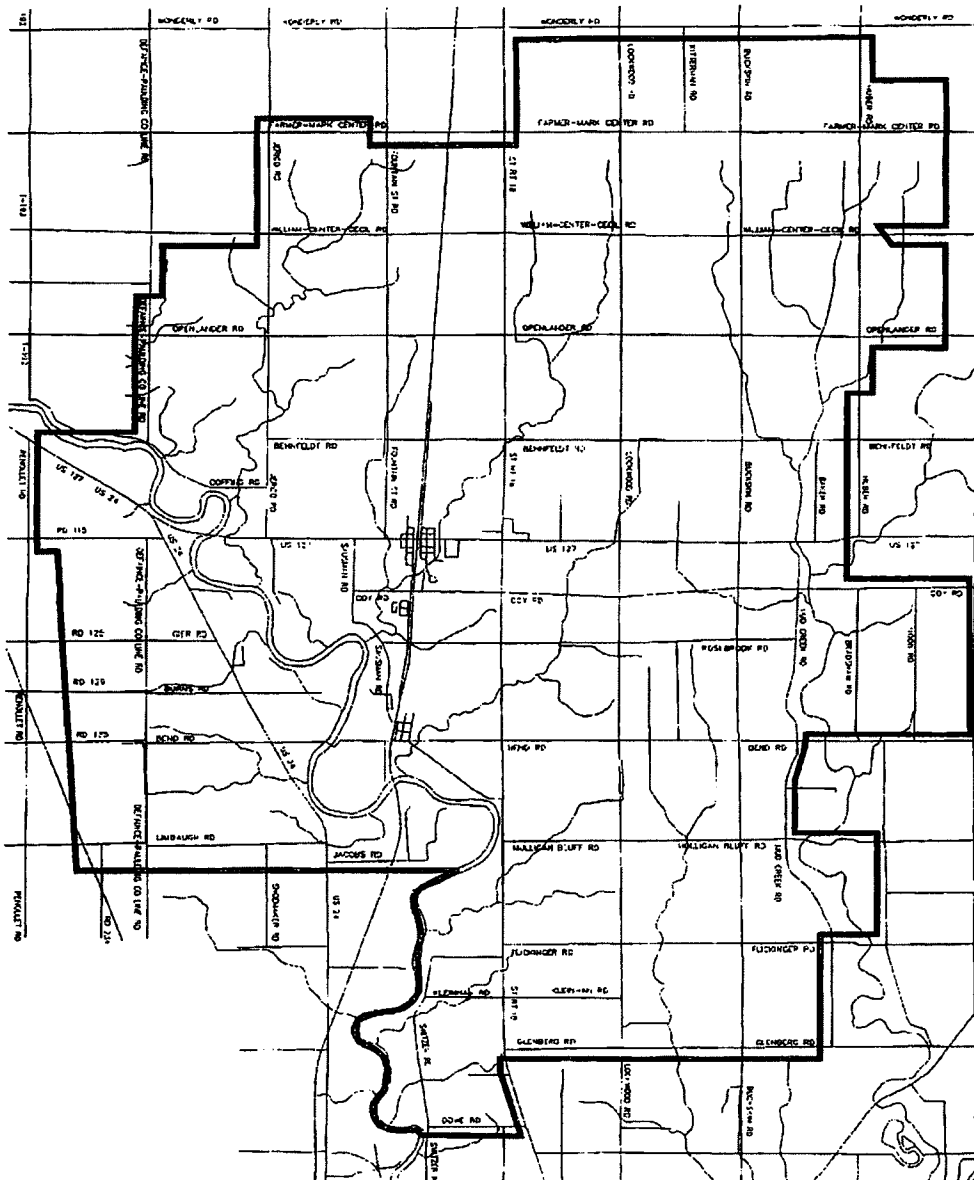
The following listed rates for local exchange telephone service shall apply throughout the exchange area as depicted on the Sherwood Exchange Map herein.

<u>CLASS OF SERVICE</u>	<u>EXCHANGE ACCESS SERVICE *</u>	<u>COIN SUPERVISION ADDITIVE</u>
Business		
One Party	\$10.95	---
Residence		
One Party	\$9.95	---
Payphone		
Coin Operated Telephone Access Line	\$10.95	\$7.20

* Includes touch tone service.

MEMBERSHIP

A non-recurring initial charge of \$5.00 is made for each membership in the association; which is a requirement for connection of one main station and supplemental equipment on premises located within the exchange area of the Company, and occupied by such member. Membership is redeemable but not transferable.



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NON-RECURRING SERVICE & EQUIPMENT OFFERINGS

Charges for Service Connections and Restoral of Service

	<u>CHARGE</u>
1. <u>Service Connection – Non Complex</u>	
(a) <u>Service Order Charge</u>	\$10.00
Receiving, recording and processing information necessary to execute a customer' initial request for service	
(b) <u>Central Office Connection Charge</u>	\$10.00
Performing all or part of the work associated with the connection of a central office line, including connection or changes in the central office, cable, or drop wire up to house protector.	
2. <u>Reconnection Charge</u>	\$30.00
A Reconnection Charge will be assessed to customers whose service has been disconnected for nonpayment.	
3. <u>Re-establishment of Suspended Service</u>	
Re-establishment of service previously suspended as a result of non-payment.	
(a) When disconnected at the Main Frame	\$12.00
(b) When Disconnected at the Subscriber Terminal	\$16.00
4. <u>Service Connection - Complex</u>	
For any Service Connection request, other than the Residential non-complex (Single Line Telephone and/or extension).	

An estimate, utilizing the following applicable components, will be prepared for the Complex Installations.

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NON-RECURRING SERVICE & EQUIPMENT OFFERINGS (Continued)

Charges for Service Connections and Restoral of Service (Continued)

4. Service Connection – Complex (Continued)

(1) Service Order Charge	
(a) Initial	\$10.00
(b) Subsequent	\$ 6.00
(2) Central Office Charge (per access line)	\$20.00

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MISCELLANEOUS SERVICE OFFERINGS

1. 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 a preassigned access code 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.

2. Delayed Payment Charge

A 1 1/2% late payment (1 1/2% of the total monthly bill) will apply if payment is not received by the due date shown on the monthly bill. 1 1/2%
amount due

3. Extension Service

Off Premise Extension Charge (per 1/4 mile) \$3.00/month

4. Duplicate Bills

A charge will apply to each customer request for a previous bill to be reprinted. \$2.00

5. 9-1-1 Subscriber Charge:

\$.38/month

APPLICATION OF BUSINESS AND RESIDENCE RATES

1. Business rates apply at the following locations:
 - a. In 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. 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. 5

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 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.

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:

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In Accordance with Case No. 10-1010-TP-ORD and 11-2689-TP-ATA

Issued by the Public Utilities Commission of Ohio

Mike Woodring, General Manager

Sherwood, Ohio

P.U.C.O. NO. 5

CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES (Continued)

B. Special Type of Construction (Continued)

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.

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 300 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.

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CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES (Continued)

D. Line Extensions

1. Construction costs for one-half mile will be at Company expense. All excess construction costs must be borne by prospective subscriber or subscribers.
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.

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N11 SERVICE
211 SERVICE FOR INFORMATION AND REFERRAL SERVICES

A. GENERAL

1. In Order No. 93-1799-TP-COI, the Public Utilities Commission of Ohio ("P.U.C.O.") locally assigned the three digit 211 abbreviated dialing code to the Approved Information and Referral Service Provider for use in providing community information and referral services to the public by way of voice grade facilities. The P.U.C.O. ordered incumbent local exchange carriers in each local calling area to make the 211 abbreviated dialing code available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "211 Service").
2. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
3. All 211 abbreviated dialing code calls shall be local in nature and shall not result in any expanded local calling area ("ELCA"), intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers. However, 211 Service calls may result in local measured service charges where Company subscribers' service plans include such charges as part of home and EAS exchange calling.
4. The 211 Service is not available for the following classes of service:
 - a. Hotel/motel/hospital service
 - b. Inmate service
 - c. 1+ and 0+ calling
 - d. O-operator assisted calling
 - e. 101XXXXX calling

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

1. The Approved Information and Referral Service Provider shall make written application for 211 Service to the Company at the local exchange level. The Approved Information and Referral Service Provider may establish 211 Service in all, part or none of the Company's local exchanges.

N11 SERVICE (Continued)

211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER (Continued)

2. The Approved Information and Referral Service Provider's written application to establish 211 Service in a Company local exchange shall include the following:
 - a. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated in an exchange, then the Approved Information and Referral Service Provider shall make a new application.
 - b. A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.
 - c. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
 - d. An acknowledgment of the possibility that the Commission's assignment of the 211 abbreviated dialing code may be recalled at any time.
3. Local Calling for Company Subscribers
 - a. The Company, in cooperation with the Approved Information and Referral Service Provider, shall assure that all 211 Service calls are local in nature and do not generate ELCA, intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - b. When the Approved Information and Referral Service Provider makes application for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider shall supply the Company with a seven (7) or ten (10) digit telephone number that terminates within the Company local exchange or one of the local exchange's EAS exchanges. The Company's exchange facilities will translate the dialed 211 dialing code into the telephone number the Approved Information and Referral Service Provider provides once 211 Service is established in the local exchange.

N11 SERVICE (Continued)
211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE
PROVIDER (Continued)

3. Local Calling for Company Subscribers (Continued)
 - c. When the Approved Information and Referral Service Provider makes application for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange or one of the local exchange's EAS exchanges, then the Approved Information and Referral Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls remain local in nature.
4. The liability in Section 3 of this Tariff applies to 211 Service.
5. The Approved Information and Referral Service Provider shall develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
6. The Approved Information and Referral Service Provider must be prepared to receive all calls to the 211 Service during normal business hours. To this end, the Approved Information and Referral Service Provider agrees to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
7. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any service offered by the Company. For each line subscribed to by the Approved Information and Referral Service Provider, there will be one path available.
8. The Approved Information and Referral Service Provider shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 211 abbreviated dialing code in the event of a national assignment contrary to that made by the P.U.C.O.

N11 SERVICE (Continued)
211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER (Continued)

9. The Approved Information and Referral Service 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 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
10. If requested by the Company, the Approved Information and Referral Service Provider shall assist the Company in responding to complaints made to the Company concerning the 211 Service.
11. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.
12. The Company can only make 211 Service available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
13. The Approved Information and Referral Service Provider should work separately with competitive local exchange carriers ("CLEC") operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

C. OBLIGATIONS OF THE COMPANY

1. The Company shall provision 211 Service no later than thirty (30) days after the effective date of its tariff.
2. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.

N11 SERVICE (Continued)
211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

C. OBLIGATIONS OF THE COMPANY (Continued)

3. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.

D. LIABILITY

The Company's entire liability to any person or entity for interruption or failure of the 211 Service shall be limited to the terms set forth in Section 3.

E. OTHER TERMS AND CONDITIONS

1. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service.
2. The 211 Service is provided solely for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 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 Approved Information and Referral Service Provider.
3. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 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 notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service 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.

N11 SERVICE (Continued)
211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

F. RATES AND CHARGES

1. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
2. The Approved Information and Referral Service Provider shall pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the Approved Information and Referral Service Provider's designated premises.
3. The Approved Information and Referral Service Provider shall pay a nonrecurring Central Office Charge for each Company host central office out of which 211 Service is established.
4. The Approved Information and Referral Service Provider shall pay a nonrecurring Number Change Charge of \$115.00 when it makes application to change the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge shall be applied on a per telephone number, per host central office basis.
5. Applicable Service Connection and Central Office charges will apply.
6. Rates

	Non-Recurring Charge
Switch Translation Charge *	\$115.00
Number Change Charge (per telephone number)	\$115.00
Service Connection Charge	\$10.00
Central Office Charge	\$10.00

* The Switch Translation Charge is applied at the host central office only, and covers all offices that are part of that host complex with a single translated number. This charge applies for each translated number if multiple numbers are required.

7. The Company reserves the right to waive any of the above charges.

N11 SERVICE (Continued)
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. If the 811 Provider desires to change the telephone number into which the 811 abbreviated dialing code is translated, the 811 Provider must pay a Number Change Charge as set forth in Section F. below.
 - 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

1. A Switch Translation Charge applies for each Company host central office out of which the 811 Provider orders 811 Service, as follows:
 - a. When a Company exchange is served by more than one host central office, a Switch Translation Charge is applicable for each host central office in that exchange.
 - b. If the 811 Provider establishes 811 Service in multiple Company exchanges serviced by the same host central office, only one Switch Translation Charge applies.
2. A Number Change Charge applies when the 811 Provider establishes service or applies to change the telephone number into which the 811 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
3. When translating the seven or ten digit number to the 811 abbreviated dialing code, applicable Service Connection and Central Office Charges will apply.

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

F. RATES & CHARGES (Continued)

4. Rates:

	Nonrecurring <u>Charge</u>
Switch Translation Charge *	\$115.00
Number Change Charge (per Telephone Number)	\$115.00
Service Connection Charge	\$ 10.00
Central Office Charge	\$ 10.00

* The Switch Translation Charge is applied at the host central office only, and covers all offices that are part of that host complex with a single translated number. This charge applies for each translated number if multiple numbers are required.

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 for the construction and maintenance of the necessary facilities to provide service.

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 communication 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 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 Company is not responsible for any action of the Connecting Company.

5. Defacement of Premises

The Company shall exercise due care in connection with all work done on subscriber's premises. No liability shall attach to the Company by reason of any defacement or damage to the subscriber's premises resulting from the existence of the 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 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 such 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 AND FURNISHING 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) month from the date 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 AND FURNISHING 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 of 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.

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.

GENERAL RULES AND REGULATIONS (Continued)

E. INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE (Continued)

2. TERMINATION OF SERVICE BY SUBSCRIBERS

- a. Service may be terminated prior to the expiration of the initial contract period upon noticed 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 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.
- 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 two years, provided such special 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 such special service or facility or the use made 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 further that the Commission may terminate such contract whenever, in its opinion, public interest requires 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.

GENERAL RULES AND REGULATIONS (Continued)

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.

K. SPECIAL ASSEMBLAGES OF EQUIPMENT OR EXTRA EQUIPMENT

Where Special Assemblages of Equipment or Extra Equipment installations are desired, which are not established under the rates which are listed in other sections of this tariff, such rates will be charged for the equipment, wired and installed, as will produce an annual revenue to equal thirty-three and one-third ($33 \frac{1}{3}$) percent of the total cost of the equipment, wired and installed including labor, materials and supervision, and the minimum term will be such as will justify the installation. Special Assemblages of equipment or Extra Equipment installations will only be made at the discretion of the Telephone Company.

L. EXTENSION NOT UNDER SAME ROOF

1. 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.
2. 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.

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. 4 in its entirety. The Applicant currently has four additional tariffs that appear on the Commission's website:

- 1) Intrastate Access Service Tariff, PUCO No. 1: This tariff **remains in effect and does not change**.
- 2) Intrastate Long Distance Services Tariff: This tariff is hereby deleted in its entirety.
- 3) Resale and Sharing Tariff, PUCO No. 1: This tariff is hereby deleted in its entirety.
- 4) COCOT Tariff, PUCO No. 1: 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 April 7, 2011. In addition, on April 1, 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, Michael Woodring, am an authorized agent of the applicant corporation, Sherwood Mutual Telephone Association, Inc., 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 direct mail on April 7, 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 25, 2011 Sherwood, Ohio
(Date) (Location)



RESIDENTIAL CUSTOMER NOTICE

Friday April 1, 2011

Dear Customer,

Beginning on April 27, 2011, the prices, service descriptions, and the terms and conditions for services other than local flat rate service that you are provided by Sherwood Mutual Telephone Association, Inc. ("SMTA") 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. SMTA 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 can request a copy of the Company's service offerings by contacting:

Sherwood Mutual Telephone Association, Inc.
P.O. Box 4572
Sherwood, OH 43556
(419) 899-2121

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 SMTA at (419) 899-2121 or visit us at www.smta.cc. You may also visit the consumer information page on the PUCO's website at puco.ohio.gov for further information.

Sincerely,

Sherwood Mutual Telephone Association, Inc.



NON-RESIDENTIAL CUSTOMER NOTICE

Friday April 1, 2011

Dear Customer,

Beginning on April 27, 2011, the prices, service descriptions, and the terms and conditions for services other than a primary line provided by Sherwood Mutual Telephone Association, Inc. ("SMTA") 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. SMTA 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 can request a copy of the Company's service offerings by contacting:

Sherwood Mutual Telephone Association, Inc.
P.O. Box 4572
Sherwood, OH 43556
(419) 899-2121

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 SMTA at (419) 899-2121 or visit us at www.smta.cc.

Sincerely,

Sherwood Mutual Telephone Association, Inc.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

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in

Case No(s). 90-5037-TP-TRF, 11-2689-TP-ATA

Summary: Application to Detariff Services electronically filed by Carolyn S Flahive on behalf of Sherwood Mutual Telephone Association, Inc.