

**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 GoldStar )  
 Communications, LLC to Detariff Services and make other )  
 changes related to the Implementation of Case No. 10-1010- )  
 TP-ORD )

TRF Docket No. 90-9193 – TP - TRF

Case No. 11 - 2890 - **TP - ATA**

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

Name of Registrant(s) GoldStar Communications, LLC

DBA(s) of Registrant(s) \_\_\_\_\_

Address of Registrant(s) 301 W. South St., New Knoxville, OH 45871

Company Web Address www.gldstr.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 Preston Meyer, General Manager

Phone: 419-753-4653

Address (if different from above) \_\_\_\_\_

Consumer Contact Information Preston Meyer

Phone: 419-753-4653

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.*

<b>Carrier Type</b>	<input type="checkbox"/> ILEC	<input checked="" 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 type="checkbox"/>	<input checked="" 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, GoldStar Communications, LLC, 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 28, 2011

at (Location) New Knoxville, Ohio

\*(Signature and Title) /s/ Preston Meyer, General Manager

(Date) April 28, 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) May 9, 2011

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\*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)**

GoldStar Communications, LLC

PUCO Tariff No. 1  
First Revised Page 1  
Replaces Original Page 1

**Competitive Local Communications Services Tariff**

**Regulations, Schedule of Rates and Changes  
Applicable to Communication Services Furnished by  
GoldStar Communications, LLC  
Within the State of Ohio**

**TRF No. 90-9193-TP-TRF**

Service is provided by GoldStar Communications, LLC with principal offices at 301 West South Street,  
New Knoxville, Ohio 45871. This Tariff is on file with the Public Utilities Commission of Ohio and copies  
may be inspected during normal business hours at the Company's principal place of business.

(T)

Issued: March 28, 2008

Effective: March 28, 2008

In Accordance with Case No. 08-0342-TP-ATA  
Issued by the Public Utilities Commission of Ohio  
By: Preston A. Meyer, General Manager  
GoldStar Communications, LLC  
301 West South Street  
New Knoxville, Ohio 45871

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Issued: April 24, 2009

Effective: April 24, 2009

In Accordance with Case No. 09- 352 -TP-ZTA  
Issued by the Public Utilities Commission of Ohio  
By: Preston A. Meyer, General Manager  
GoldStar Communications, LLC  
301 West South Street  
New Knoxville, Ohio 45871

## DESCRIPTION AND AREA OF OPERATIONS

Customers have certain rights and responsibilities under the Minimum Telephone Service Standards (Ohio Adm.Code 4901:1-5) (the "MTSS"). These safeguards can be found in the Appendix to Ohio Adm.Code 4901:1-5-03, which is entitled "Telephone Customer Rights and Responsibilities." These rights and responsibilities include complaint handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of service. (N)

As of the Effective Date below, the rates, service descriptions, and the terms and conditions for all residential and business long distance services, as well as certain business telecommunications services will no longer be included in this tariff, which is on file with the Public Utilities Commission of Ohio. You may view or receive a paper copy of such information for those services by visiting our office at 301 West South Street, New Knoxville, Ohio 45871 or by calling toll free 866-TRY-GOLD. (N)

GoldStar Communications, LLC is a public utility certified by the Public Utilities Commission of Ohio to provide telecommunications service in the State of Ohio. GoldStar Communications, LLC provides services in areas where appropriate interconnection agreements and/or facilities exist as indicated on the attached map and descriptions contained within this tariff.

GoldStar will provide service in the following counties and exchanges:

<u>County</u>	<u>Exchanges</u>
Allen	Delphos, Spencerville
Auglaize	Minster, New Bremen, Cridersville St. Marys, Wapakoneta, Buckland
Mercer	Celina, Coldwater, New Bremen, St. Henry, St. Marys, Maria Stein Rockford, Chickasaw, Montezuma
Shelby	Minster, New Bremen, Botkins, Anna, Ft. Loramie, Sidney, Jackson Center
Van Wert	Van Wert, Ohio City

Headquarters for the Company are located at:

301 West South Street  
New Knoxville, Ohio 45871

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Issued: March 28, 2008

Effective: March 28, 2008

In Accordance with Case No. 08-0342-TP-ATA  
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New Knoxville, Ohio 45871

## SECTION 1. DEFINITIONS

### 1.1 Definitions of Terms

#### **ACCESS LINE**

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

#### **AIR LINE MEASUREMENT**

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

#### **ANCILLARY DEVICES**

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

#### **APPLICANT**

Any person, partnership, corporation, or any combination thereof requesting service or action from the Company.

#### **AUTHORIZED PROTECTIVE CONNECTING MODULE**

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

#### **AUTHORIZED USER**

A person, firm or corporation (other than the customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the Tariff.

#### **BUILDING (Same)**

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

#### **BUSINESS SERVICE**

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

#### **CALL**

An attempted communication, whether completed or not.

#### **CALLING AREA**

See "Local Service Area."

#### **CANCELLATION CHARGES**

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

Issued: April 24, 2001

Effective: June 12, 2001

In Accordance with Case No. 01-0769-TP-ACE issued by the Public Utilities Commission of Ohio

By: Preston A. Meyer, General Manager  
GoldStar Communications, LLC  
301 West South Street  
New Knoxville, Ohio 45871

**1.1 Definition of Terms (Cont'd)**

**CENTRAL OFFICE**

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

**CHANNEL**

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

**CIRCUIT**

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

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

**CLASS OF SERVICE**

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

**COMMISSION**

The Public Utilities Commission of Ohio or PUCO.

**COMMUNICATIONS SYSTEMS**

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

**COMPANY**

GoldStar Communications, LLC.

**COMPLEX SERVICE**

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

**CONDUIT**

A runway for cable facilities.

**CONNECTION**

Denotes the establishment of telephone service, LLC including the move of existing service to a different premise.

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**1.1 Definition of Terms (Cont'd)**

**CONNECTION CHARGE**

See "Service Charges."

**CONTINUOUS PROPERTY**

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

**CONTRACT**

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

**CONTRACT PERIOD**

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

**COST OR COST BASIS**

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

**CUSTOM CALLING SERVICES**

Custom Calling Services provide for call features like Call Waiting and Call Forwarding and furnished in connection with individual line service (private line).

**CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)**

Custom Local Area Signaling Services (CLASS) are enhanced services associated with Signal System Seven (SS7) technology. CLASS is furnished in connection with individual line service (private line).

**CUSTOMER**

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

**CUSTOMER PREMISES INSIDE WIRE**

All wire within a Customer's premise, LLC including connectors, jacks and miscellaneous materials associated with the wire installation. Premise inside wire is located on the Customer's side of the Company's premised protector.

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GoldStar Communications, LLC  
301 West South Street  
New Knoxville, Ohio 45871

1.1 Definition of Terms (Cont'd)

**CUSTOMER-PROVIDED TERMINAL EQUIPMENT**

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

**CUSTOMER TROUBLE REPORT**

Any oral or written report from a Customer received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities. One report shall be counted for each oral or written report received even though several items are reported by one Customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

**DEMARICATION POINT**

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

**DETACHED ACCESS LINE**

An additional circuit connected to an access line either directly or through a switching device that uses Company facilities.

**DIRECT BURIAL**

The installation of cables or conductors directly in the earth and not in conduit or duct.

**DIRECT CONNECTION**

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

**DIRECTORY**

A book that typically lists each local published number and telephone customer name alphabetically.

**DIRECTORY ASSISTANCE SERVICE**

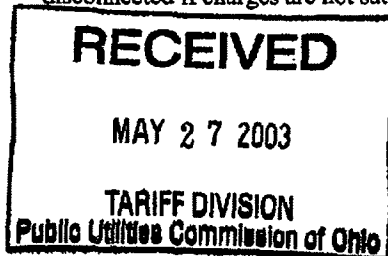
Provides for identification of telephone directory numbers for local calling or national calling via an operator or automated platform.

**DIRECTORY LISTING**

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

**DISCONNECT NOTICE**

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



Issued: APRIL 15, 2003

Effective: MAY 15, 2003

In Accordance with Case No. 01-0769-TP-ACE issued by the Public Utilities Commission of Ohio

By: Preston A. Meyer, President  
GoldStar Communications, LLC  
301 West South Street  
New Knoxville, Ohio 45871

**1.1 Definition of Terms (Cont'd)**

**DISCONNECTION OF SERVICE**

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

**DROP WIRE**

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

**EMERGENCY NUMBER SERVICE**

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

**ENTRANCE FACILITIES**

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

**EXCHANGE**

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

**EXCHANGE AREA**

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

**EXCHANGE SERVICE**

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

- (a) Flat rate service: A classification of exchange service furnished a Customer for which a stipulated charge is made regardless of the amount of use.
- (b) Message Service: Service provided based on a per month service charge and the number of messages completed within that month.
- (c) Measured Service: Service provided based on a per month service charge and per call charged based on time and distance to the called party.

**FACILITIES**

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

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**1.1 Definition of Terms (Cont'd)**

**GENERAL EXCHANGE SERVICES**

Services furnished by the Company connected to or associated with primary local exchange service.

**HARM**

Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user as well as the calling or called party.

**HIGH CAPACITY CIRCUIT (HI CAP)**

Digital-data transmission service equal to, or in excess of T1 data rates (1.544 Mbps).

**HOUSEHOLD**

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

**IDENTIFICATION NUMBER**

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

**INDIVIDUAL LINE SERVICE**

A classification of exchange service furnished under Tariff provisions which provides that only one exchange access line shall be served by the circuit connected.

**INITIAL NONRECURRING CHARGE**

A one time charge made for the furnishing of telephone services, which may apply in addition to recurring service charges.

**INITIAL SERVICE PERIOD**

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

**INTEREXCHANGE PRIVATE LINE**

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

**INTERFACE**

- (a) The junction or point of interconnection between two systems or equipment having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.
- (b) The point of interconnection between Company equipment and communications facilities on the premise of the Customer. Also referred to as demarcation point.

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301 West South Street  
New Knoxville, Ohio 45871

**1.1 Definition of Terms (Cont'd)**

**INTERFACE EQUIPMENT**

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

**INTERLATA**

Telecommunications service where locations are in a different local access and transport area (LATA).

**INTRALATA**

Telecommunications service where service point locations are within the same local access and transport area (LATA).

**INTRAEXCHANGE CHANNEL SERVICE**

Channel connecting two or more "primary terminations" in the same exchange.

**INTRAEXCHANGE SERVICE**

Telecommunications service confined wholly within a single exchange.

**JACK**

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

**KEY EQUIPMENT**

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

**KEY SYSTEM LINE**

A circuit connecting key system equipment with a central office.

**KEY TELEPHONE SET**

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

**KEY TELEPHONE SYSTEM**

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

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

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

**LOCAL CALLING AREA**

See "Local Service Area."

**LOCAL CHANNEL**

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

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**1.1 Definition of Terms (Cont'd)**

**LOCAL EXCHANGE SERVICE**

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

**LOCAL MESSAGE**

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

**LOCAL MESSAGE CHARGE**

The charge that applies for a completed message that is made when the calling exchange access line and the called exchange access line are both within the same local calling area where a local message charge is applicable.

**LOCAL SERVICE**

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

**LOCAL SERVICE AREA (LOCAL CALLING AREA)**

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

**LOCAL SERVICE CHARGE**

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

**MESSAGE TELECOMMUNICATION SERVICE**

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

**MAINTENANCE SERVICE CHARGE**

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

**MESSAGE**

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

**MILEAGE**

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

**MINIMUM CONTRACT PERIOD**

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

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GoldStar Communications, LLC

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New Knoxville, Ohio 45871

**1.1 Definition of Terms (Cont'd)**

**NETWORK CONTROL SIGNALING**

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

**NONPUBLISHED TELEPHONE NUMBER**

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

**NONRECURRING CHARGE**

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

**OFF PREMISE EXTENSION (OPX)**

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

**ONE PARTY SERVICE**

Any exchange access line designed for the provision of exchange service to one premise.

**PERMANENT DISCONNECT**

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

**PERSON**

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

**PREMISE**

The same premise consists of:

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

**PREMISE WIRING**

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

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GoldStar Communications, LLC  
301 West South Street  
New Knoxville, Ohio 45871

**1.1 Definition of Terms (Cont'd)**

**PREASSIGNED NUMBER**

A telephone number pre-assigned before service is actually established.

**PREWIRING**

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

**PRIMARY SERVICE**

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

**PRIMARY TERMINATION**

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

**PRIVATE BRANCH EXCHANGE**

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

**PRIVATE BRANCH EXCHANGE LINE**

A channel connecting the Private Branch Exchange (PBX) station or other terminal equipment with the PBX switching equipment.

**PRIVATE BRANCH EXCHANGE TRUNKS**

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

**PRIVATE LINE**

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

**PUBLIC THOROUGHFARE**

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

**PUBLISHED TELEPHONE NUMBER**

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

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By: Preston A. Meyer, General Manager  
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301 West South Street  
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1.1 Definition of Terms (Cont'd)

**RATE CENTER**

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

**REFERENCE LISTING**

The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

**REGISTERED TERMINAL EQUIPMENT**

Terminal equipment which is registered in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

**RESIDENTIAL SERVICE**

Service is classified and charged for as residence service where the primary and major use of the service is of a domestic nature and where the business use if any is merely incidental.

C

**ROTARY HUNTING SERVICE**

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

**SERVICE ORDER OR CHANGE CHARGE**

A nonrecurring nonrefundable charge for work required to establish new service or to make subsequent additions to, moves, or changes in service for existing customers.

T

T

**SERVICE DROP**

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

**SERVING CENTRAL OFFICE**

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

**SIGNAL CONDITIONING EQUIPMENT**

That equipment connected to a channel to condition signals generated by data terminal equipment.

**SINGLE CHANNEL (Half Duplex)**

A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

**SPECIALIZED CUSTOMER PREMISE EQUIPMENT**

Terminal equipment required by persons with impaired hearing, speech, vision or mobility.

**STATION EQUIPMENT**

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

**RECEIVED**

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TARIFF DIVISION

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GoldStar Communications, LLC  
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**1.1 Definition of Terms (Cont'd)**

**SUPERSEDURE OF SERVICE**

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

**SUPPLEMENTAL CONTRACT**

A contract for service, equipment or facilities in addition to that provided for under the original contract.

**SUPSPENSION OF SERVICE**

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

**TARIFF**

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

**TELECOMMUNICATION SERVICES**

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

**TELEPHONE COMPANY**

See "Company."

**TELEPHONE NUMBER**

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

**TELEPHONE SOLICITATION**

An unsolicited telephone call.

**TEMPORARY DISCONNECTION**

See "Suspension of Service"

**TEMPORARY SERVICE**

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

**TERMINATION AGREEMENT**

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

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**1.1 Definition of Terms (Cont'd)**

**TERMINATION CHARGE**

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

**TERMINATION OF SERVICE**

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

**TIE LINE**

A circuit connecting two switching systems (e.g., Private Branch Exchange and/or Automatic Call Distribution Systems) for the purpose of intercommunicating between the stations connected.

**TOLL MESSAGE**

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

**TOLL RATE**

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

**TOLL SERVICE**

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

**TRUNK LINE**

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

**UNDERGROUND SERVICE CONNECTION**

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

**VOICE GRADE FACILITY**

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

**WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

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

**WIRE CENTER**

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

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SECTION 1. DEFINITIONS (Cont'd)

**1.2 Definition of Symbols**

**General**

The following symbols will be utilized for all changes of material within the General Exchange Tariff:

- C** -Change in Regulation
- D** -Discontinued Rate, Regulation or Text
- E** -Correction of an error made prior to current revision of Tariff
- I** -Increase in Rate
- M** -Moved Rate, Regulation or Text from one page to another with no change in Rate, Regulation or Text
- N** -New Rate, Regulation or Text
- R** -Reduction in Rate
- T** -Text Change, but no change in Rate or Regulation

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SECTION 2. GENERAL RULES AND REGULATIONS

**2.2     General Application**

- 2.1.1     The rules and regulations set out in this Tariff apply to the services and associated facilities furnished by the Company within its operating territory within the State of Ohio.
- 2.1.2     Complete Tariffs containing all rates for Local Exchange Service will be kept at all times in the Company's local business office where they will be available for public inspection during regular business hours. Copies may be obtained at reproduction cost.
- 2.1.4     Failure on the part of any customer to observe the rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.

**2.2     Establishing Service**

**2.2.4     Availability of Facilities**

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

**2.2.5     Application for Service**

- C.       Applications for service or requests or orders by the Customer for additional services or facilities may be made orally, or in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.
- D.       An applicant may be required to make a deposit, at the time the application is accepted.   (T)  
See Section 2.6.3 herein.

**2.2.6     Cancellation or Change in Application for Service**

- B.       Where the Customer cancels an application for service prior to the start of installation of service or of special construction no charge applies.

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**2.2 Establishing Service (Cont'd)**

- B. Where installation of service has been started prior to the cancellation, a Cancellation Charge equal to the Minimum Service Charge may apply.
- C. When a Customer requests a change in location of all or part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service prior to completion of the work involved, the Customer is also required to pay the amount of additional costs and expenses incurred by the Company in completion of the work as changed.

**2.2.4 Refusal of Service**

**A. Grounds for Refusal of Service**

- 1. The Company may refuse to serve an Applicant for any one of the following reasons:
  - a. The Applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be given.
  - b. In extraordinary circumstances where an Applicant's unlimited access to the network may result in substantial loss of revenue to the Company.
  - c. For refusal to make a deposit if the Applicant/Customer is required to make a deposit under the requirements outlined in this Tariff.

**B. Applicant's Recourse**

In the event the Company refuses to serve an Applicant, the Company will inform the Applicant of the reasons for its refusal.

**2.2.5 Transfer, Assignment, or Supercedure of Service**

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

**2.2.6 Minimum Service Periods**

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

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**2.2 Establishing Service (Cont'd)**

**2.2.7 Priority of Establishment of Service**

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

**2.3 Furnishing Of Service**

**2.3.1 Provision and Ownership of Service and Facilities**

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

**2.3.2 Company Facilities at Hazardous or Inaccessible Locations**

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

**2.3.3 Protective Equipment**

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

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**2.3 Furnishing Of Service (Cont'd)**

- C. All equipment connected to the Company's facilities and the telecommunications network shall meet the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

**2.3.4 Telephone Numbers**

- A. Telephone numbers are the property of the Company and are assigned to the service furnished the Customer. The Company reserves the right to change such numbers and/or the central office name associated with such numbers assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.
- B. The Company shall list each Customer with directory assistance except those numbers not listed at the Customer's request. A charge may be associated with a request for Directory Assistance Exclusion.

**2.3.5 Classifications of Service**

**A. Basis for Classification**

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

**B. Application of Business Rates**

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

**C. Application of Residence Rates**

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

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**2.3 Furnishing Of Service (Cont'd)**

**2.3.5 Classification of Service (Cont'd)**

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

**2.3.6 Installation, Maintenance, and Repair of Facilities**

- A. All ordinary expense of installation, maintenance, and repairs of Company equipment and facilities, unless otherwise specified in this Tariff, is borne by the Company. Where special conditions or requirements of the Customer involve unusual construction or installation costs, the Customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the Customer or other persons authorized to use the service and not due to ordinary wear and tear, the Customer shall be required to pay the actual expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- B. The Customer shall not, install, disconnect, rearrange, remove, or attempt to repair any facilities owned and furnished by the Company or permit others to do so, except upon the written consent of the Company or as otherwise specified in the Company's applicable Tariffs. The Company shall have the right to charge the Customer for losses experienced as a result of unauthorized tampering.
- C. The Customer may be billed the applicable Minimum Service Charge for each service call to the Customer's premise where off-hook condition is found.

**2.3.7 Work Performed Outside Regular Working Hours**

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

Services performed outside of the company's regular work hours per customer's request, will be charged as follows:

Initial Hour:	\$75.00
Each additional 15 minutes	\$18.75

Minimum charge will be for one (1) hour

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**2.4 Use Of Service And Facilities**

**2.4.1 Use of Service**

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

**2.4.2 Accessories Provided by the Customer**

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

**2.4.3 Limit On Communication**

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

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**2.3 Furnishing Of Service (Cont'd)**

**2.4.4 Unlawful, Abusive, or Fraudulent Use of Service**

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

**2.5 Disconnection, Termination Or Suspension Of Service**

**2.5.1 Discontinuance of Service**

- A. Payment schedule and disconnection procedures for non-payment

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

- 1. A subscriber's bill shall not be due earlier than fourteen days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes delinquent.
- 2. Should the LEC or IXC decide to pursue disconnection procedures for nonpayment, 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, which must be postmarked at least seven days prior to the date of disconnection of service. The reason for the disconnection, including the unpaid balance due;
  - c. A telephone number which the Customer may call for information about the proposed disconnection; and

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**2.5 Disconnection, Termination Or Suspension Of Service (Cont'd)**

**2.5.1 Discontinuance of Service (Cont'd)**

d. The procedure for medical emergencies, as hereinafter described.

3. If contact with the Customer was not previously made and notice of the disconnection was by mail or by leaving it at the premise, the utility must make a good faith effort to contact the Customer at least two (2) days before the proposed disconnection.

4. If a Customer's check is returned for insufficient funds or dishonored by the bank, this constitutes an automatic waiver of the written notice requirements.

**B. Disconnection With Notice**

Telephone service may be disconnected after proper notice for any of the following reasons:

1. A statement that failure to pay the amount required at the company's office or to one of its authorized agents by the date specified on the notice may result in the disconnection of local or toll or optional 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 exchange service as defined in paragraph in this rule;

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 address and telephone number of the office of the LEC or IXC that the subscriber may contact in reference to his/her account;

7. A statement that the Commission staff is available to render assistance with unresolved complaints, and the then current address and local/toll-free telephone numbers and TDD/TTY numbers of the Commission's Public Interest Center, and;

8. A statement that an additional charge for reconnection may apply if service 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.

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**2.5 Disconnection, Termination or Suspension of Service (Cont'd)**

**2.6.1 Discontinuance of Service (Cont'd)**

- D. Telephone service may be disconnected without notice under either of the following conditions:
1. Where a known dangerous condition exists for as long as the condition exists. Where reasonable, given the nature of the hazardous condition, a written statement providing notice of disconnection and the reason therefore shall be posted at the place of common entry or upon the front door of each affected residential unit as soon as possible after service has been disconnected.
  2. Where service is connected without authority by a person who has not made application for service, or who has reconnected service without authority following termination of service for nonpayment, or in instances of tampering with the Company's equipment or bypassing the same.

**2.5.2 Termination of Service**

- H. Upon nonpayment of any amounts owing to the Company, the Company may, by giving seven (7) business days prior written notice to the Customer or suspend service without incurring any liability.
- I. Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving ten (10) days prior written notice to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.
- J. Upon condemnation of any material portion of the facilities used by the Company to provide service to a customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
- K. Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- L. Upon any governmental prohibition or governmental required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.
- M. In the event of fraudulent use of the Company's network, the Company may without notice suspend or discontinue service. The customer will be liable for all related costs. The Customer will also be responsible for payment of any reconnection charges.

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**2.5.3 Restoration of Service**

- A. For restoration of a Customer's Telecommunications Service when service has been disconnected the following conditions are applicable. Service Charges are discussed in Section 3 of this Tariff.
- B. If the Customer's service has been terminated the Customer must reapply for telephone service as a new applicant before having service restored. Such application will be subject to applicable Service Charges.
- C. At its discretion, the Company may restore or re-establish service, which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

**2.6 Customer Relations**

**2.6.1 General**

- A. The Company will maintain a current set of maps showing the physical locations of its facilities and telephone exchange locations. Each central location will have available up-to-date maps or records of its immediate area, with such other information as may be necessary to enable the Company to advise applicants and others entitled to the information, as to the facilities available for serving that locality.
- B. Upon request for service by an Applicant or upon request for transfer of service by a Customer, the Company shall inform the applicant or Customer of the Company's lowest priced alternatives available at the Customer's location. The Company shall provide this information beginning with the lowest priced alternative and giving full consideration to applicable service or equipment options and Installation Charges.
- C. The Company will post a notice in a conspicuous place in each business office of the Company where applications for service are received informing the public that copies of the rate schedules and rules relating to the services of the Company, as filed with the Commission, are available for inspection.

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**2.6 Customer Relations (Cont'd)**

**2.6.1 General (Cont'd)**

- B. The Company will provided to all new telephone utility Customers, at the time service is initiated, a pamphlet or information packet advising the Applicant of his or her rights as a Customer. This information shall inform the Customers concerning their right to request information relating to rates and services; bill payment policies; regulations in regard to termination of service; billing disputes; information about alternative payment plans; reconnection of service after involuntary termination; Customer complaints, supervisory review by the Company and registering a complaint with the Commission; Company business office hours, addresses and telephone numbers; deposits; statement of nondiscrimination; and availability of any special services such as readers or notices in Braille, as well as the telephone number of the teletypewriter for the deaf, at the Commission.

**2.6.3 Customer Complaints**

- D. Upon complaint to the Company by a Customer either at the Company's office by letter or by telephone, the Company shall promptly make suitable investigation and advise the complainant of the results thereof.
- E. In the event the complainant is dissatisfied with the Company's report, the Company will advise the complainant of the Commission complaint process, and inform the complainant that they may contact the Division at the Commission which is responsible for handling complaints.
- F. Upon receipt of a complaint, whether by letter or by telephone, from the Commission on behalf of a Customer, the Company shall make a suitable investigation and advise the Commission within thirty (30) days of the results thereof.
- E. The Company shall keep a record of all complaints that shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof, for a period of two years subsequent to the final settlement of the complaint. Complaints with reference to rates or charges, which require no further action by the Company, will not be recorded.

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**2.6     Customer Relations (Cont'd)**

**2.6.4     Applicant or Customer Deposit**

**E.        Definition of Applicant and Customer**

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

**F.        Establishment of Credit**

1.        The Company may require an Applicant, a presently disconnected Customer, or a former Customer to satisfactorily establish credit for the purpose of guaranteeing final payment for service. Such establishment of credit will not relieve the Customer from prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared telephone service. Credit history applies equally to both, without modifications.

**G.        Interests on Deposits**

1.        The Company shall pay interest on deposits at a rate not to exceed the rate established by the Commission. Interest on deposits shall accrue annually and shall be credited annually, calculated to December 1 of each year for the time such deposit was held by the Company.

(D)

**H.        Deposit Required**

1.        The Company currently does not collect deposits, but reserves its right to do so in accordance with the MTSS. (T)
2.        An additional deposit may be required from a Customer when excessive toll occurs and there is known credit risk, either upon written notice or verbal notification subsequently confirmed in writing. If the deposit requirement is not met, toll restriction may be applied where technically available.



**2.6 Customer Relations (Cont'd)**

**2.6.3 Applicant or Customer Deposit (Cont'd)**

**E. Information Provided With Deposit**

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

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

**F. Records of Deposits**

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

**G. Refund of Deposit:**

If service is not connected or after disconnection of service, the Company will promptly and automatically refund the Customer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premise to another within the service area of the Company shall not be deemed a disconnection where refund of the deposit is concerned. Deposits will also be refunded after one year of satisfactory payment history.

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By: Preston A. Meyer, General Manager

GoldStar Communications, LLC

301 West South Street

New Knoxville, Ohio 45871

**2.6 Customer Relations (Cont'd)**

**2.6.4 Payment for Service**

*A Customer shall be responsible for the payment of all charges for services and equipment furnished the Customer, including charges for services originated and/or charges accepted at the Customer telephone. Failure to receive a bill or disconnect notice does not relieve the Customer of the responsibility for payment provided the Company has followed procedures for proper Customer notification. The services or equipment furnished by the Company may be suspended for failure of the Customer to pay any sum due as set forth under Sections concerning discontinuance of service.*

**A. Billing Period and Charges**

1. Bills for telephone service will normally be rendered monthly. Bills may be rendered more frequently, however, when it is considered necessary or advisable by the Company. Bills shall show the Company name, toll free contact telephone number, period of time covered by the billings, and shall show a clear listing of all charges due and payable, including outstanding amounts in the same Customer class that the Company may have chosen to transfer from a Customer's prior delinquent account(s). Payment of charges for moves and changes and other Nonrecurring charges may be required prior to completion.
2. Charges for local services and facilities are payable monthly in advance.
3. The customer is responsible for the payment of all state, local and 9-1-1 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 the 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. 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 local competition procedures required by the Commission. The company shall comply with Commission procedures by sending notice to all customers informing them of the new line item charges.
4. The Company will provide the Customer with a breakdown of Local Service Charges at the time service is initially installed or modified, or if requested by the Customer, at a reasonable charge. The Customer may also choose to receive an itemized breakdown of Local Service Charges monthly or annually which will be provided by the Company at a reasonable charge. All customers will receive at least 1 itemized bill breaking down the charges free of charge.

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**2.6 Customer Relations (Cont'd)**

**2.6.4 Payment for Services (Cont'd)**

**E. Pro Rating of Charges**

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

**F. Suspended or Disconnected Service**

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

**G. Payment Arrangements**

The Company may agree to a payment arrangement, whereby an outstanding bill if a customer so requests. If the Customer does not fulfill the terms of such payment arrangements the Company shall have the right to disconnect service. A disconnect notice must be issued prior to termination of service, if one had not been issued before the payment arrangement was executed.

(D)

**2.6.5 Allowance for Interruptions**

In the event a Customer's service is interrupted other than by the negligence or willful act of the Customer or for mechanical problems past the Company's facility connection point with the Customer, and it remains out of order for twenty-four (24) hours or longer after being reported to be out of order and after access to the premise is made available, appropriate adjustments or refunds shall be determined on the basis of the known period of interruption is first reported. The refund to the customer shall be the pro-rata part of the month's flat rate charges for the period of days and that portion of the service facilities rendered useless or inoperative. The refund is calculated as follows:

$$\text{Amount of Refund} = \frac{\text{Total number of Days Interrupted}}{\text{Total number of Days in Billing Period}} \times \text{Monthly Rate}$$

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**2.6 Customer Relations (Cont'd)**

(D)

**2.6.8 Adjustment of Charges for Over-billing and Under-billing**

When the LEC 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 in any billing month, based on the appropriate rates, shall be determined by dividing the amount of the undercharge by the number of months of undercharged or unbilled service, unless the customer agrees to alternative payment arrangements; (2) the total overcharged and accrued interest shall be reimbursed to the customer within two billing periods after such reimbursement is determined to be justified. The interest rate and terms shall be the same as those for deposits pursuant to rule 4901:1-17-05(c) of the Administrative Code; (3) Each LEC shall state the total amount to be collected or refund is determined to be justified. This rule shall not affect the LEC's recover of regular monthly charges.

- a. No LEC shall recover any service or billing fee pursuant to this rule; and
- b. No LEC shall disconnect service to any customer to collect an undercharge under this rule, except for nonpayment of the amount lawfully billed under this rule.

The adjustment 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. If the subscriber's account is current, such subscriber may opt for either a credit or a direct payment.

**2.6.9 Disputed Bills**

- E. In the event of a dispute between a Customer and the Company regarding any bill for utility service, the Company shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the Customer and, in the event the dispute is not resolved, shall inform the Customer of the complaint procedures of the Commission.
- F. A Customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute, but in no event to exceed thirty (30) days. The Customer is obligated to pay any billings not disputed. Undisputed amounts are subject to discontinuance of service.

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**2.6 Customer Relations (Cont'd)**

**2.6.7 Disputed Bills (Cont'd)**

- G. Any Customer or Applicant for service requesting the opportunity to dispute any action or determination of the Company under the Customer service rules as set out in the Company's Tariff shall be given an opportunity for a supervisory review immediately following the Customer's request for such review, arrangements for the review shall be made for the earliest possible date. Service shall not be disconnected pending completion of the review. If the Customer chooses not to participate in such review or to make arrangements for such review to take place after requesting it, the Company may disconnect service providing notice has been issued under standard disconnect procedures. Any customer who is dissatisfied with the review by the Company will be informed of their right to file a complaint and/or request a hearing before the Commission. The results of the supervisory review must be provided in writing to the Customer within thirty (30) days of the review, if possible.

(D)

**2.7 Liability of the Company**

**2.7.5 Service Irregularities**

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

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

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**2.7 Liability of the Company Cont'd**

**2.7.6 Use of Facilities of Other Connecting Carriers**

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

**2.7.7 Indemnifying Agreement**

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

**2.7.8 Defacement of Premise**

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

**2.8 Individual Case Basis (ICB) Arrangements**

**2.8.2 General**

Arrangements will be developed on a case-by-case basis in response to bona fide request from a Customer or Applicant to develop a competitive bid for a service offered under this Tariff. Rates quoted in response to such competitive request may be different than those specified for the services in this Tariff. ICB rates will be offered to the Customer or Applicant in writing and on a non-discriminatory basis. All ICBs will be filed with and approved by the PUCO.

**2.9 Temporary Promotional Programs**

**2.9.2 General**

The Company may from time to time engage in special promotions of limited duration of its service offerings designed to attract new customers or to increase existing customer awareness of a particular tariff offering. Waiver of any charges other than a nonrecurring charge shall be limited to 90 calendar days on a per customer basis during a 12-month period. Requests for promotional offerings will be presented to the Commission for its review in accordance with the Commission's rules and regulations. (T)

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2.10 Method of Service Provision

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- 2.10.1 Gold-Net Service describes a product offering whereby the Company can provide services to the customer using coaxial cable facilities interconnected with a customer-provided network compatible interface device. Gold-Net service is limited to areas where the Company has access to such facilities. Gold-Net service is only an additional line service and cannot be used as the primary basic local telephone service. A subscriber must have basic local exchange service from GoldStar Communications or another local service provider before adding Gold-Net service.
- 2.10.2 Gold-Net Plus is a product offering whereby the Company can provide services to the customers using its own deployed fiber or copper facilities.

2.11 Term and Volume Discount Plan

Term and Volume discounts are available to Customers who agree via contract to minimum monthly service volumes, *minimum term of service or a combination of the two*. Discounts are available based on the service purchased and the level of term or volume commitment from the subscriber.

2.11.1 Change in Rates

In the event that the PUCO authorizes the Company to increase rates for particular services, customers under a Term and Volume Discount Plan(s) for those services, upon the conclusion of the initial term of the service contract may renew or renegotiations the service contract at the then prevailing tariff rates. Even if there is an increase in the approved tariff rate for a service under a Term and Volume Discount Plan, the subscriber's original contract rate will remain the same for the term of the contract.

2.11.2 Upgrades in Service Commitment and Additions to Service

Term and Volume Discount Plan Subscribers may upgrade their service to a longer term or volume commitment without penalty. Such upgrades and any associated additional discounts will be applied on a going-forward basis only. Term and volume commitments met to date will be applied to the new plan. For example, if a customer to a 12-month term plan upgrades to a 24-month plan after the 10<sup>th</sup> month of service, the customer will be deemed to have completed 10 months of a 24-month commitment and all lines in the 11<sup>th</sup> month will be billed at the 24-month commitment rate.

Customers who choose to add services to their existing service may do so at their current discount rate or may upgrade their service, if eligible, to a higher service commitment. For example, a customer who commits to a 7-line volume and chooses to add 3 additional lines may chose to either maintain those lines on a month-to-month basis at the 7-line rate or may choose to upgrade all 10-lines to a 10-line volume discount. Upgrading an existing contract to a higher volume service commitment will not affect the term of the contract.

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N

**2.11 Term and Volume Discount Plan (Continued)****2.11.3 Early Termination**

Customers who terminate a commitment for any reason other than a change in rates will pay an early termination fee based on lines disconnected. For term commitment customers, the termination fee will be the lesser of the remaining term of the commitment plan or the difference between the then current cost savings for the next lowest actual commitment level met versus the discount rate received applied retroactively for the period in which the service was actually purchased. For example, if a customer terminates service in the 13<sup>th</sup> month of a 24-month term, the customer will pay the difference between the currently effective rates for a 12 and 24-month discount plan times the 13 months that the customer actually received service. In addition, any nonrecurring or constructions charges waived as a condition as part of the term or volume commitment will be due upon early termination.

N

**2.12 Calculation of Usage Charges**

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The billing elements to determine message charges are as follows: length of time of call, time of day, day of week, and applicable operator service charge.

C

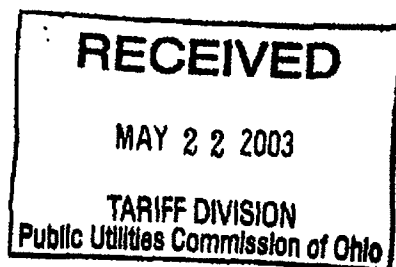
Charges for the time portion of the billing element are applied on the basis of whole minute intervals. The billing interval for this element is determined by rounding up partial minutes to the next whole minute.

Discounts apply as found in this tariff.

T

Chargeable time begins when connection is established between the calling party and the desired telephone, communications system attendant, or directly dialed station.

M



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**SECTION 3. SERVICE CHARGES**

**3.1 Definitions**

**3.1.1 Account**

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

D

**3.2 Application Of Charges**

**3.2.1 General**

- A. Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the Customer as indicated throughout the tariff.
- B. The Service Charges specified in this Tariff are intended to cover costs Incurred by the Company to establish, add to, or to rearrange service as requested by the Customer.
- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the Customer requests that work be performed at hours outside of the normal business hours (8:00 a.m. to 5:00 p.m.) or business week (Monday - Friday), or interrupts work once begun, an additional charge applies based on the additional costs Incurred by the Company.
- D. Except as otherwise provided in this Section, all changes in location of Customer's equipment or service from one (1) premise to another are treated as new service connections and the appropriate Service Charges will be applied.

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Public Utilities Commission of Ohio

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**3.2 Application Of Charges (Cont'd)**

**3.2.1 General (Cont'd)**

- E. Payment of Service Charges may be required at the time of application for service, or upon presentation of a bill.
- F. Service Charges are not applicable for:
  - 1. Moves or changes required for normal maintenance and repair of the Company's service.
  - 2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
  - 3. An upgrade or re-grade of service for Company reasons.
  - 4. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
  - 5. Telephone number changes for Company reasons.
  - 6. When existing Customers disconnect their Local Exchange Access Service.
  - 7. Blocking access to 976 or like service, provided that the blocking is requested either at the time the telephone service is established at a new number or within sixty (60) days of the establishment of the service.

**3.2.2 Specific Application of Service Charges**

**A. Service Order Charges**

- 1. Service Order Charges are applicable:
  - a. For requests to establish an account for initial connection of service.
  - b. For connection of additional local exchange access lines, private lines or detached access lines to an established service.
  - c. For changes and transfers of service involving a change in name and responsibility, except in the case of a surviving spouse who has established service.
  - d. For restoration of service disconnected for non-payment of telephone bills.

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**3.2 Application Of Charges (Cont'd)**

**3.2.2 Specific Application of Charges (Cont'd)**

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

**B. Customer Premise Visit Charge**

- 1. A Premise Visit Charge is applicable when a trip to the Customer's premise is required to complete work requested by a Customer, as shown on the related Service Order.
- 2. Only one (1) Premise Visit Charge will apply in connection with the same service order.
- 3. A Premise Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.

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**Section 3**      **SERVICE CHARGES (Cont'd)**

**3.2.3**    **Definition of Rate Groups**

A.      Rate Group A \*

1.      Celina
2.      Minster
3.      New Bremen
4.      St. Marys
5.      Wapakoneta
6.      Coldwater / St Henry
7.      Maria Stein/Chickasaw/Montezuma

B.      Rate Group B

1.      Minster
2.      New Bremen
3.      St. Marys
4.      Wapakoneta

C.      Rate Group C

1.      Anna
2.      Botkins
3.      Ft. Loramie
4.      Sidney
5.      Delphos
6.      Spencerville
7.      Rockford
8.      Jackson Center
9.      Van Wert
10.     Ohio City
11.     Marion

(N)

\*      Residential customers in exchanges (2) through (5) who establish service after April 1, 2010 must purchase services as Rate Group 2.

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**3.5 Schedule of Service Charges**

		<u>Business</u> Maximum	<u>Residence</u> Maximum
A.	Service Ordering Charge:		
1.	For connection new or additional central office lines, per Service Order		
	Initial Order	\$25.00	\$12.00
	Subsequent Orders	\$10.00	\$ 8.00
2.	For moving or changing existing service and equipment or adding new or additional service and equipment other than central office lines, per Service Order	\$45.00	\$30.00
B.	Premise Visit Charge		
	For premise visit associated with Installation of service.	First 15 minutes	\$25.00
		Per Additional 15min	\$10.00
C.	Restoration of Service	\$25.00	\$25.00

**3.6 Termination Charge****General**

When a Customer cancels an order for service prior to the establishment of service a Termination Charge may be applicable.

Termination Charge Maximum  
\$50.00

**3.7 Returned Check Charge****General**

The Company will assess a charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.

The charge will not exceed \$25.00 per occurrence.

**3.8 Late Payment Charge**

The Company will render monthly subscriber bills for local charges that will include the date of the bill, the beginning and ending dates and the due date of the bill. Further, the bill will include the current month's charges, and, all credits applied to the account during the current billing period. The Company will also include information regarding all unpaid charges from previous bills, and all applicable late payment charges.

If any portion of the payment is received by the Company nineteen days after the postmark on the bill or later, or if any portion of (T) the payment is received by the Company in funds that are not immediately available upon presentation, then a late payment charge of 1.5% per month with a minimum of \$0.50 per month shall be due to the Company. The Late Payment Charge is not applicable to any portion of the bill that is in bona fide dispute, any previous late payment fees included in the amount due, or to service establishment charges for lifeline services. Late payment charges are to be applied without discrimination.

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**Section 3**      **SERVICE CHARGES (Cont'd)**

**3.8**      **Late Payment Charge (Cont'd)**

The customer should notify the Company of any disputed items on an invoice. If the customer and the Company are unable to resolve the dispute to their mutual satisfaction, the customer may file a complaint with the Public Utilities Commission of Ohio in accordance with the Commission's rules and procedures. The address of the Public Utilities Commission is as follows:

Public Utilities Commission of Ohio  
18      0 East Broad Street  
Co      Columbus, OH 43215-3793

If service is disconnected by the Company and later re-installed, re-installation of service will be subject to all applicable installation charges. If service is suspended by the Company and later restored, restoration of service will be subject to advanced payment and deposits as described within this tariff.

**Section 4**      **LOCAL CALLING AREA**

4.1      Local Calls may be completed from the Originating Exchanges listed below to the respective Terminating Exchanges. Calls made from within an Originating Exchange to another number within that same exchange are also local calls. All other calls are toll calls.

(M) \*

| |

(M) \*

4.2      **Application of Tariff**      (T)

This tariff sets forth the service offerings, terms and conditions applicable to the furnishing of local intrastate communications services by GoldStar Communications, LLC to customers within the State of Ohio. Service will be provided only in those areas in which facilities and/or interconnection agreements so permit. Please see attached map for current market areas being served.

\*      Material previously appearing on this page has been moved to Original Page 40A

**Section 4      LOCAL CALLING AREA (Cont'd)****4.3      Local Calling Areas**

<b>Originating Exchange</b>	<b>Terminating Exchange(s)</b>	
Anna	Botkins, Ft. Loramie, Jackson Center, Sidney, Versailles	
Celina	Coldwater, Ft. Recovery, Maria Stein, Mendon, Rockford, St. Marys, Wabash, West Wabash, IN	
St. Marys - RGA	Celina, Mendon, New Bremen, New Knoxville	
New Bremen - RGA	New Knoxville, Minster, St. Marys	
Minster - RGA	New Bremen, Maria Stein	
Wapakoneta - RGA	Buckland, Cridersville, Waynesfield	
Ft. Loramie	Anna, Botkins, Jackson Center, Sidney, Versailles	
Botkins	Anna, Ft. Loramie, Jackson Center, Sidney, Wapakoneta	
St. Marys - RGB	Buckland, Celina, Cridersville, Mendon, Minster, New Bremen, New Knoxville, Wapakoneta, Waynesfield	
New Bremen - RGB	Buckland, Cridersville, Minster, New Knoxville, St. Marys, Wapakoneta, Waynesfield	
Minster - RGB	Buckland, Cridersville, New Bremen, Maria Stein, New Knoxville, St. Marys, Wapakoneta, Waynesfield	
Wapakoneta - RGB	Botkins, Buckland, Cridersville, Minster, New Bremen, New Knoxville, St. Marys, Waynesfield	
Marion	Caledonia, Green Camp, Harpster, La Rue, Morral, Prospect, Richwood, Waldo	(N) (N)

\*      Material appearing on this page previously appeared on Original Page 38A.

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New Knoxville, Ohio 45871

**5.3 Service Order or Change Charges**

The Company's charge associated with the receipt, recording and processing of information in connection with an existing customer's request for service to be provided to the same account, at the same time and on the same premise or continuous property. Some services in the tariff are subject to service order or change charges where the Customer requests new services or changes in existing services, as well as indicated Non-recurring and Monthly Recurring Charges.

**5.2 Individual Business Line Services**

1. A standard business line provides a customer with a single, voice-grade communications channel that can be used to place or receive calls. Standard business lines are provided for connection to customer-provided equipment.
2. (D)
3. (D)
4. Service connection charges, per Schedule of Rates, will apply in conjunction with business service.
5. (D)
6. (D)

**5.2.1 Business Class/Flat Rate Service**

Business Flat-rate service provides subscribers to a flat-rate business line service with unrestricted local calling within an exchange's toll-free calling area for no additional local service charge.

<u>Non-Recurring Charges</u>	<u>Maximum</u>
1 <sup>st</sup> Trunk	\$50.00
Each additional Trunk	\$50.00

<u>Monthly Recurring Charges</u>	<u>Maximum</u>
Month to Month	\$50.00
12 month term	\$50.00
18 month term	\$50.00
24 month term	\$50.00
36 month term	\$50.00

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5.4 Individual Business Line Services (continued)

5.2.2

(D)

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5.2 Individual Business Line Services (continued)

5.2.3 (D)

5.3 (D)

5.4 (D)

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5.4

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5.5

(D)

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5.6

(D)

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5.8

(D)

Reserved for future use

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M,T

5.8

Traditional Operator Services

Provides for live or automated operator treatment when customers dial "0". The service includes, but is not limited to, billing for originating telephone number, calling card, collect or to a third party.

The per call surcharges are as follows:

	<u>Maximum</u>
Calling Card	\$ 10.00
Credit Card	\$ 10.00
Station to Station (customer dialed)	\$ 10.00
Operator dialed (collect, billed to 3 <sup>rd</sup> party)	\$ 10.00
Person to Person	\$ 10.00

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**5.9 CLASS Features****5.8.1 CLASS Features Definitions**

**Anonymous Call Rejection:** Automatically rejects all calls from callers who have withheld their number.

**Automatic Callback on Busy:** Allows the user to be called back automatically when a busy subscriber to whom they attempted to return a call using Automatic Recall or Automatic Callback becomes free.

**Automatic Callback:** Automatically redials the last outgoing call made by a subscriber.

**Automatic Recall on Busy:** Allows the user to be called back automatically when a busy subscriber to whom they attempted to return a call using Automatic Recall or Automatic Callback becomes free.

**Automatic Recall:** Allows the subscriber to return the most recent incoming call. A switch option determines whether the number of the last caller is read back to the subscriber before they are given the option of returning the call, or the call is returned directly.

**Busy Call Forwarding:** Forwards incoming calls to a different number when the dialed number is busy

**Call Forwarding Unconditional:** Forwards all incoming calls to a different number

**Call Hold:** Allows the subscriber to put any call in progress on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to a previously held call. If a second call is established, the subscriber who initiates the call (the controlling party, or controller) may alternate between calls. The two calls may not be joined as a type call, and only one call may be held at a time.

**Call Park:** Allows a call to be parked for retrieval from another BBG line within the same subscriber group.

**Call Transfer:** Allows the subscriber to transfer a call to another number.

**Call Waiting Ring Back:** Allows the subscriber who has been informed (by Call Waiting) of a second call to hang up the phone and receive an immediate ring back with the second call.

**Call Waiting With Calling Name Delivery:** Displays the name of the waiting caller to a busy subscriber line.

**Call Waiting with calling number delivery:** Informs the subscriber on a busy line that there is another incoming call, and displays the number of the new caller.

**Call Waiting:** Informs the subscriber on a busy line that there is another incoming call. The subscriber is then able to put the first call on hold to answer the second call, and then switch between the two calls.

**Calling Name Delivery Blocking:** Allows a subscriber to block delivery of the calling name on a call-by-call basis.

**Calling Name Delivery:** Displays the name of the incoming caller before the subscriber answers the call.

**Calling Number Delivery Blocking:** If the subscriber number is configured to be delivered to the called party, the subscriber can override this configuration on a call-by-call basis by dialing a code before dialing the number.

**Calling Number Delivery:** Displays the incoming caller's number before the customer answers the call.

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**5.9 CLASS Features (Cont'd)**

**5.8.1 CLASS Features Definitions (Cont'd)**

**Cancel Call Waiting:** Allows the subscriber to disable call waiting for the next outgoing call (usually a fax or data call).

**CLID Presentation Restriction:** CLID Presentation Restriction is a permanent blocking service applied on customer request by the network operator.

**Code Restriction:** Allows calls to only a specific set of local area codes. This service is usually used in the US where overlapping area codes are used within a LATA.

**Customer Originated Trace:** Traces an offending incoming call immediately after it is received. The subscriber invokes the service by dialing a code, and the Service Provider traces the call and passes the originating number to the law enforcement agency handling the complaint.

**Delay Call Forwarding:** Forwards incoming calls to a different number if the call is not answered within a specified length of time or number of rings.

**Direct Dial Out:** Enables a user of a private phone network to dial numbers outside the private network.

**Distinctive Ringing on Call Waiting:** Provides distinctive tones on Call Waiting for numbers selected for Distinctive Ringing.

**Distinctive Ringing:** Enables the subscriber to have a distinctive ring tone for incoming calls from selected numbers.

**Ground Start:** This feature works with a PBX system and requires a ground on one side of the line before a subscriber obtains dial tone.

**IVR Access To Call Forwarding:** Allows the subscriber to change their call forwarding settings from their own phone.

**Line Hunting:** Allows the subscriber to specify a list of numbers to which calls may be forwarded. If the subscriber's line is busy when a call comes in, these numbers are called in sequence until one is not busy and can accept the call.

**Message Center:** Forwards calls to an external voicemail service if they are unanswered or if the subscriber line is busy.

**Message Waiting Indication:** Provides an audible indication (stutter dial-tone) to the subscriber when there is a voicemail message(s) waiting at an external voicemail service.

**Outgoing Call Blocking:** Enables the subscriber to prevent access to specific numbers or groups of numbers from their line.

**PIN Change:** Allows a subscriber to alter the Personal Identification Number they use to secure access to some services, such as Remote Access To Call Forwarding.

**Recorded Announcement on Hold:** This gives basic subscribers and business group subscribers the ability to send music and/or a Recorded Announcement (RCAN) to parties placed on hold.



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**5.9 CLASS Features (Cont'd)****5.9.1 CLASS Features Definitions (Cont'd)**

Reminder Call Cancel: Allows the subscriber to cancel scheduled reminder calls.

Reminder Call: Allows the subscriber to schedule reminder calls.

Remote Access to Call Forwarding: Allows the subscriber to change their call forwarding settings from any location (not just from their own phone).

Screening List Editing: Allows a subscriber to manage the list of directory numbers to which a particular call treatment is applied, for example Selective Call Rejection.

Select Call Forwarding: Forwards incoming calls from numbers selected by the subscriber. The circumstances in which incoming calls from these numbers are forwarded depend on the configuration of unconditional, busy and delay call forwarding.

Selective Call Rejection: Rejects calls from specified numbers.

Speed Calling (1 Digit): Allows the subscriber to call frequently used numbers by dialing a one-digit code.

Speed Calling (2 Digit): Allows the subscriber to call frequently used numbers by dialing a two-digit code.

Three-Way Calling Ring Back: If the subscriber hangs up after setting up the second leg of a 3-way call, they receive and immediate ring back and are connected to the first party (still on hold).

Three-Way Calling: Allows the subscriber to talk to two people in different locations at the same time.

Toll Restriction: Disallows long distance calls from a subscriber line.

Visual Message Waiting Indication: Provides a visual indication to the subscriber when there is a voicemail message(s) waiting at an external voicemail service.

**5.9.2 CLASS Features Minimum and Maximum Charges:**

The following CLASS features can be provided at the specified monthly rates:

<b><u>FEATURE:</u></b>	<b>(D)</b>	<b>(D)</b>
Anonymous Call Rejection		
Automatic Callback		
Automatic Callback on Busy		
Automatic Recall		
Automatic Recall on Busy		
Busy Call Forwarding		
Call Forwarding Unconditional		
Call Hold		

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**5.9.2 CLASS Features Minimum and Maximum Charges: (cont'd)**

The following CLASS features can be provided at the specified monthly rates:

	<u>Business</u>		<u>Residential</u>	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
Call Park		(D)	(D)	
Call Transfer			(D)	
Call Waiting			\$10.00	
Call Waiting Ring Back			(D)	
Call Waiting with Calling Name Delivery				
Call Waiting with Calling Number Delivery				
Calling Name Delivery (includes number)				
Calling Name Delivery Blocking		(D)	(D)	
Calling Number Delivery		\$10.00	\$10.00	
Calling Number Delivery Blocking		\$10.00	\$10.00	
Cancel Call Waiting		(D)	(D)	
CLID Presentation Restriction			(D)	
Code Restriction		(D)	(D)	
Customer Originated Trace – Per Use		(D)	\$10.00	
Delay Call Forwarding		(D)	(D)	
Direct Dial Out				
Distinctive Ringing				
Distinctive Ringing on Call Waiting				
Ground Start				
IVR Access to Call Forwarding				
Line Hunting				
Message Center				
Message Waiting Indication				
Outgoing Call Blocking				
PIN Change				
Queue Call When All Members Are Busy				
Recorded Announcement on Hold				
Reminder Call				
Reminder Call Cancel				
Remote Access to Call Forwarding				
Screening List Editing				
Select Call Forwarding				
Selective Call Rejection				
Speed Calling (1 digit)				
Speed Calling (2 digit)				
Three-Way Calling				
Three-Way Calling Ring Back				
Toll Restriction				
Visual Message Waiting Indication \$10.00		(D)	(D)	

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Toll Restriction

\$ 10.00

\$ 10.00

Visual Message Waiting Indication

\$ 10.00

\$ 10.00

N

First Revised Page 53  
Replaces Original Page 53**5.10 Local Number Portability (LNP)**

N

Allows a customer to retain their existing telephone number when switching from another telephone service provider to the Company within the same exchange service area. To be offered in accordance with rules and regulations promulgated by the Federal Communications Commission and guidelines of the Public Utilities Commission of Ohio.

**LNP Charges**

Monthly Charges	Maximum
Per line	\$10.00
Per PBX trunk	\$100.00

N

**5.11 IntraLATA Presubscription**

Offered in accordance with rules, regulations and guidelines and promulgated by the Public Utilities Commission of Ohio.

**A. Presubscription with New local service**

For 30 calendar days following the initiation of new service a subscriber's initial request for either intraLATA or interLATA interexchange service shall be provided free of charge. If a subscriber is unable to make a selection at the time of initiation of local service, the company will read a random listing of all available toll providers to aid in the selection. If selection is still not possible, the company will inform the subscriber that the subscriber has 30 calendar days in which to inform the company of a toll carrier selection. Until the subscriber informs the company of a choice for a toll provider(s), the subscriber will not have a presubscribed toll carrier, but rather will be required to dial a carrier access code to route a toll call to the carrier of the subscriber's choice.

**B. Presubscription and removal of presubscription (De-PICing) line change charges****Non Recurring Charges**

Initial line, trunk or port

\$ 5.00

Additional line, trunk or port

1.50

When a customer switches both the customer's intraLATA and interLATA carrier at the same time and when the customer selects the same carrier for both interLATA and intraLATA service, the Company will waive the intraLATA presubscription charge.

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**5.13    Telecommunications Relay Services (TRS)**

(N)

Customers may be assessed an annual charge per line to fund the Telecommunications Relay Services for the State of Ohio in accordance with section 4905.84 of the Revised Code. This charge shall in no event exceed the per end user line (or equivalent) assessment of the Public Utilities Commission of Ohio levied upon the Company.

**5.14    9-1-1**

A 9-1-1 Service Charge will be charged each month, per line, in addition to any Line Charge and/or Service Option Charges.

**5.15    Directory Assistance**

Provides for identification of telephone directory numbers for local calling or national calling via an operator or automated platform. Customer dials 411 and connects to directory assistance database. The request for a telephone number within the customer's local calling area in Local Directory Assistance (LDA). The request for a telephone number outside of the customer's local calling area is National Directory Assistance. Each customer receives two LDA lookups per billing cycle included in the local service charge. National Directory Assistance is charged per call.

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**5.16 Residential Services**

Service is classified and charged for as residence service where the primary and major use of the service is of a domestic nature and where the business use if any is merely incidental.

1. Residence rates apply at the following locations:
  - a. In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all stations are in locations which are a part of the customer's domestic establishment.
  - b. In churches when the station is located in the clergyman's study and listed in the clergyman's name, not in the name of the church.
2. When it is determine that a customer of residence service is using the service in such a manner that is should be classified and charged for as business service under the above provisions, the Telephone Company will reclassify the service and pay accordingly.

Line Charges:

<u>Monthly Recurring Charges</u>	<u>Maximum</u>
Month-Month	\$25.00

**5.17 Special Packages**

**5.17.1 Pot of Gold Feature Package**

The Pot of Gold Feature Package allows a subscriber to choose any of the Company's CLASS features described in Section 5.9 for a single bundled rate when the sum of the individual rates would exceed the Pot of Gold Feature Package Rate. Pot of Gold Feature Package rate applies per line or trunk and cannot be combined across multiple facilities or customer accounts. Terms of service and operation restrictions including potential conflicts between services as described in this tariff for the individual features apply. Not all services will work when combined on a single line. This rate applies in addition to line and trunk charges described elsewhere in this tariff.

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Subscribers of the Pot of Gold Feature Package will pay a single service order fee for all features ordered at the same time. Service order fees in this tariff apply to changes, additions or termination of features purchased under a feature package.

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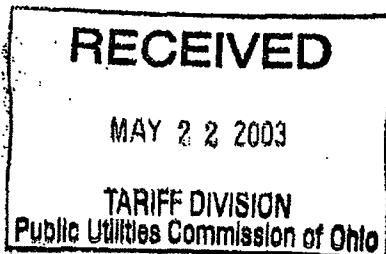
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5.18 Network Connectivity Charge

Network Connectivity Charges apply for each end user line type connected with the Company's network.

<u>Monthly Recurring Charges</u>	<u>Maximum</u>
Residential	\$15.00
Single Line Business	\$15.00
Multi-Line Business	\$15.00

N  
|  
N



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## Section 6. PRICE LISTS

6.1 Service Fees

6.1.1	Maintenance and Visit Charges		M
	First Hour	\$65.00	
	Each Additional half hour	\$35.00	
6.1.2	Returned Check Charge	\$20.00	
6.1.3	Restoration of Service Charge		M
	Residential	\$12.50	
	Business	\$12.50	
6.1.4	Cancellation Charge	Minimum Service Charge, pursuant to tariff	M
6.1.5	Minimum Service Charge		
	Residential	\$12.50	M
	Business	\$25.00	
6.1.6	Service Order Charge		N
			N

Residential	\$ 10.00
Business	\$ 10.00

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## Section 6 PRICE LISTS (Cont'd)

6.1 Service Fees

## 6.1.7 Service Installation Fees

Business Service  
All Services

		1-5 lines		6-10 lines		11 or more lines	
		Initial	Additional	Initial	Additional	Initial	Additional
Term	None	\$25.00	\$12.50	\$25.00	\$10.00	\$25.00	\$10.00
	12 months	\$25.00	\$12.50	\$25.00	\$10.00	\$25.00	\$10.00
	24 months	\$25.00	\$10.00	\$25.00	\$7.50	\$125.00	-
	36 months	\$25.00	\$7.50	\$25.00	\$7.50	\$100.0	-

## Residential Service

Gold-Net Plus

Not available at this time

Gold-Net

	Initial Line	Additional Line
Month-to-month	\$21.00	\$11.00

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**Section 6**      **PRICE LISTS Cont'd****6.2**      **Business Line Service****6.2.1**      **Business Class/Flat Rate Service**  
**All Services****Rate Group A:**

(D)

Term	1 line	
	none	\$ 23.65
	12 month	\$ 22.55
	24 month	\$ 21.45
	36 month	\$ 20.35

**Rate Group B:** Reserved for future use

(N)

**Rate Group C:**

(E)

# of Lines	Term	Rate
Single	No contract	\$33.65
Single	12 month contract	32.55
Single	24 month contract	31.45
Singled	36 month contract	30.35

(E)

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**Section 6**      **PRICE LISTS** Cont'd

6.2      **Business Line Service** Cont'd

6.2.2 (D)

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**Section 6**      **PRICE LISTS** Cont'd

6.2.4 (D)

6.2.3 (D)

6.3 (D)

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**Section 6**      **PRICE LISTS** (Cont'd)

6.5 (D)

6.6 (D)

**6.7**      **Operator Services Surcharges**

Calling Card	\$1.05
Credit Card	\$1.05
Station-to-Station (customer dialed)	\$1.05
Operator Dialed (collect/third party)	\$1.55
Person-to-person	\$3.00

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6.8	<u>Features</u>	<u>Business</u>	<u>Residential</u>
	Anonymous call rejection	(D)	\$1.00
	Automatic Callback		\$3.00
	Automatic Callback on Busy		\$3.50
	Automatic Recall		\$3.00
	Automatic Recall on Busy		\$3.50
	Busy call forwarding		\$1.00
	Call forwarding unconditional		\$1.00
	Call Hold		\$1.00
	Call Park		\$1.00
	Call transfer		\$2.00
	Call waiting		\$1.50
	Call waiting ring back		\$2.00
	Call waiting with Calling name delivery		\$7.00
	Call waiting with calling number delivery		\$6.00
	Calling name delivery (includes number)		\$6.00
	Calling name delivery blocking	(D)	\$1.00
	Calling number delivery	\$5.00	\$5.00
	Calling number delivery blocking	\$1.00	\$1.00
	Cancel call waiting	(D)	\$1.00
	CLID presentation restriction		\$2.50
	Code Restriction		\$2.50
	Customer originated trace – per use		\$3.00
	Delay call forwarding		\$1.00
	Direct dial out		\$4.00
	Distinctive ringing		\$4.50
	Distinctive Ringing on Call Waiting		\$2.00
	Ground Start		\$7.00
	IVR access to call forwarding		\$1.50
	Line hunting		\$2.00
	Message center		\$1.00
	Message Waiting Indication		\$0.50
	Outgoing Call Blocking		\$2.00
	PIN Change		\$0.50
	Recorded Announcement on Hold		\$5.00
	Reminder call		\$2.00
	Reminder call cancel		\$0.50
	Remote access to call forwarding		\$0.50
	Screening List Editing		\$1.00
	Select call forwarding		\$1.00
	Selective Call Rejection		\$2.00
	Speed calling (1 digit)		\$1.00
	Speed calling (2 digit)		\$1.50
	Three-way calling		\$2.00
	Three-way calling ring back		\$0.50
	Toll Restriction		\$2.00
	Visual Message Waiting Indication	(D)	\$0.50

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**Section 6**      **PRICE LISTS (Cont'd)****6.9**      Number Portability (Rate Groups A and C) (T)

## Monthly Rate

Per Line      \$0.36

Per PBX Trunk      \$3.24

**6.10**      IntraLATA Presubscription

## Change of Carrier

Nonrecurring Charge

Initial Line or Trunk

\$5.00

Additional Line or Trunk

\$1.50

**6.11** (D)**6.12** (D)**6.13**      911 Service Charge (Rate Groups A and C) (T)

Per line per month      \$0.38

**6.14**      Directory Services

## Directory Assistance – per call

Local Directory (first two per month at no charge)      \$0.50

National Directory Assistance      \$0.95

Directory ListingsMonthly Recurring

Additional Listing      \$2.25

Non-published/unlisted service      \$2.25

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301 West South Street  
New Knoxville, Ohio 45871



**Section 6      PRICE LISTS (Cont'd)****6.15      Residential Service**

- Rate per line per month (T)

	<u>Rate Group A</u>	<u>Rate Group B (N)</u>	<u>Rate Group C</u>
Gold-Net	\$ 8.00 (T)	\$ 11.00 (N) \$	11.00

(D)

**6.16      Special Packages**

## 6.16.1 Pot of Gold Feature Package

	<u>Residential</u>
Pot of Gold - per line per month	\$10.00
<i>all features and services subject to inter-operability restrictions</i>	

**6.17      Network Connectivity Charge**

- Rate per line per month (T)

	<u>Rate Group A</u>	<u>Rate Group B (N)</u>	<u>Rate Group C</u>
Residential	\$ 6.00	\$ 6.00 (N) \$	6.00
Single Line Business	\$ 6.00	not applicable	\$ 6.00

**6.17      State Connectivity Charge**

- Rate per line per month (T)

	<u>Rate Group A</u>	<u>Rate Group B (N)</u>	<u>Rate Group C</u>
Residential	\$ 3.00	\$ 4.00 (N) \$	4.00 (R)
Single Line Business	\$ 3.00	not applicable	\$ 4.00

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GoldStar Communications, LLC

301 West South Street

New Knoxville, Ohio 45871

**Section 7**      **DIRECTORY ASSISTANCE**

(T)

**I.      Directory Assistance Service**

- D. GoldStar Communications, LLC furnishes Directory Assistance Service whereby Customers may request assistance in determining telephone numbers.
- E. The rates set forth below apply when customers of GoldStar Communications, LLC request assistance in determining telephone numbers of customers who are located in the same local service area, or who are not located in the same local service area but who are located in the Plan Area of the State of Ohio.

**II.      Rates for Directory Assistance Service**

- C. Where the customer direct dials the Directory Assistance number, the flat charge for each call, business or residential, will apply:

**\$ .90**

- D. Charges for Directory Assistance Service are not applicable to calls placed from payphone lines\*, hospitals and skilled nursing homes to the Directory attendant. For the purpose of this tariff, the term "skilled nursing homes" applies to those nursing homes that provide 24 hour per day professional nursing care.

\* Charges for users of payphones, however, maybe assessed by the payphone provider after October 1997.

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**Section 7**      **DIRECTORY ASSISTANCE (Cont'd)**

(T)

**III.      Directory Assistance Charges for Handicapped**

- F. Charges for Directory Assistance Service are **not applicable to calls placed by visually or physically handicapped** subscribers to the Directory Assistance service. One residence service per handicapped person is designated by that handicapped person who is unable to use a directory due to a visual or other physical handicap. Such person must make application to GoldStar Communications, LLC for exemption and will be required to provide suitable proof of handicap. Such application shall be established by the following procedures:
- a. a letter to GoldStar Communications, LLC from a qualified professional familiar with the person's visual or physical impairment stating that the person qualifies for the exemption, or
  - b. the filling out of a prepared form, made available by GoldStar Communications, LLC, by a qualified professional familiar with the person's visual or physical impairment.
  - c. Exemption may be extended to one business service in lieu of a residence service where the handicapped person subscribes only to business service which is located in the residence of said person.
  - d. For purposes of this tariff, a visually handicapped person is defined as follows:
    - 1. Visual acuity of 20/60 or worse with best refractive correction with best eye, or
    - 2. Visual field of 20 degrees or less in diameter.

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LOCAL EXCHANGE TARIFF  
PUCO TARIFF NO. 1

811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS

(M)

**Section 8. 811**

(T)

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 25, 2007.
2. The three digit 811 abbreviated dialing One Call Notification code is assigned to the approved "811 Provider" for use in providing One Call notification services to the public by way of voice grade facilities.
3. 811 Service is available from the Company within its services area only. To provide access to 811 to end users in another company's service area or to Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 811 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 811 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.
4. All 811 abbreviated dialing code calls must be local in nature and will not result in any expanded local calling area (ELCA), intraLATA toll, interLATA long distance, or pay-per-call charges to Company subscribers. However, 811 Service calls may result in local measured service charges where Company subscribers' service plans include such charges.
5. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 811 Service is otherwise available wherever local service is accessible.

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LOCAL EXCHANGE TARIFF  
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811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (continued)

(M)

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. The Company will make switch translations on an exchange basis only. The Company has no obligation to translate 811 to different numbers within an exchange. 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.

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LOCAL EXCHANGE TARIFF  
PUCO TARIFF NO. 1

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

(M)

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.

(M)

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LOCAL EXCHANGE TARIFF  
PUCO TARIFF NO. 1

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

(M)

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.

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LOCAL EXCHANGE TARIFF  
PUCO TARIFF NO. 1

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

(M)

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.

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LOCAL EXCHANGE TARIFF  
PUCO TARIFF NO. 1

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

(M)

F. RATES & CHARGES

1. A Central Office 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 Central Office 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 Central Office 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 Order Charges will apply.
4. Rates:

	Nonrecurring Charge
Central Office Charge * (per host Central Office)	\$115.00
Number Change Charge (per Telephone Number)	\$20.00
Service Order Charge	\$10.00

\* The Central Office 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.

(M)

LOCAL EXCHANGE TARIFF  
PUCO TARIFF NO. 1

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**Section 9. 211**

**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. 101XXXXXX 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.

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LOCAL EXCHANGE TARIFF  
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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

(N)

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.

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PUCO Tariff No. 1  
Section 2  
Original Page No. 1  
(Moved to follow Original Sheet No. 72)

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INTRASTATE  
ACCESS SERVICE TARIFF  
REGULATIONS, RATES AND CHARGES

(M)

GoldStar Communications, LLC ("GoldStar") hereby adopts the access service charge benchmarks set by the FCC in its Seventh Report and Order released April 27, 2001, *In the Matter of Access Charge Reform*, CC Docket No. 96-262, and any future FCC decisions in its access proceeding as they may apply to rural CLEC's competing with non-rural ILECS.

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PUCO TARIFF NO. 1

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

(N)

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 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.
5. 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.
6. 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.

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LOCAL EXCHANGE TARIFF  
PUCO TARIFF NO. 1

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

(N)

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

7. 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.
8. 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.
9. 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.
10. 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.
11. 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.
12. The Approved Information and Referral Service Provider should work separately with other 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.

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PUCO TARIFF NO. 1

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

(N)

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

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 211 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 Approved Information and Referral Service Provider for the 211 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 Approved Information and Referral Service Provider.
3. The Company's entire liability to any person for interruption or failure of the Approved Information and Referral Service Provider is limited to the terms set forth in this and other sections of this Tariff.

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LOCAL EXCHANGE TARIFF  
PUCO TARIFF NO. 1

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

(N)

D. LIABILITY (Continued)

4. The Commission's local assignment and the Approved Information and Referral Service Provider's use of the 211 abbreviated dialing code are subject to preemption by the Federal Communications Commission. The Company shall not be liable to the Approved Information and Referral Service Provider for any damages the Approved Information and Referral Service Provider may incur that result from a national assignment of the 211 abbreviated dialing code.
5. The Company will make every effort to route 211 calls to the appropriate Approved Information and Referral Service Provider call center. However, the Company will not be held responsible for routing mistakes or errors.

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.

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New Knoxville, Ohio 45871



LOCAL EXCHANGE TARIFF  
PUCO TARIFF NO. 1

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

(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 the following nonrecurring charges upon establishment of 211 Service:

Non-Recurring Charges

Central Office Charge	\$115.00
Service Order Charge	\$ 10.00
Number Change Charge – applicable when the Approved Information and Referral Service Provider 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 basis.	\$ 20.00

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In Accordance with Case No. 09- 352 -TP-ZTA  
Issued by the Public Utilities Commission of Ohio  
By: Preston A. Meyer, General Manager  
GoldStar Communications, LLC  
301 West South Street  
New Knoxville, Ohio 45871

**EXHIBIT B**  
**(Proposed Revised Tariff Pages)**

PUCO No. 2

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**GoldStar Communications, LLC  
Basic Local Exchange Service Tariff**

**TRF No. 90-9193-TP-TRF**

Service is provided by GoldStar Communications, LLC with principal offices at 301 West South Street, New Knoxville, Ohio 45871. This Tariff is on file with the Public Utilities Commission of Ohio and copies may be inspected during normal business hours at the Company's principal place of business.

NOTE: This Tariff PUCO No. 2 cancels and supersedes GoldStar Communications, LLC Competitive Local Communications Services PUCO Tariff No. 1.

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Preston A. Meyer, General Manager

GoldStar Communications, LLC

New Knoxville, Ohio 45871

PUCO No. 2

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New Knoxville, Ohio 45871

PUCO No. 2

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PUCO No. 2

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New Knoxville, Ohio 45871

PUCO No. 2

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Preston A. Meyer, General Manager

GoldStar Communications, LLC

New Knoxville, Ohio 45871

PUCO No. 2

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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 GoldStar Communications, LLC (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.

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Preston A. Meyer, General Manager

GoldStar Communications, LLC

New Knoxville, Ohio 45871



PUCO No. 2

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DESCRIPTION AND AREA OF OPERATIONS

GoldStar Communications, LLC is a public utility certified by the Public Utilities Commission of Ohio to provide telecommunications service in the State of Ohio. GoldStar Communications, LLC provides services in areas where appropriate interconnection agreements and/or facilities exist as indicated on the attached map and descriptions contained within this tariff.

GoldStar will provide service in the following counties and exchanges:

<u>County</u>	<u>Exchanges</u>
Allen	Delphos, Spencerville
Auglaize	Minster, New Bremen, Cridersville St. Marys, Wapakoneta, Buckland
Mercer	Celina, Coldwater, New Bremen, St. Henry, St. Marys, Maria Stein Rockford, Chickasaw, Montezuma
Shelby	Minster, New Bremen, Botkins, Anna, Ft. Loramie, Sidney, Jackson Center
Van Wert	Van Wert, Ohio City

Headquarters for the Company are located at:

301 West South Street  
New Knoxville, Ohio 45871

Method of Service Provision

Gold-Net Service describes a product offering whereby the Company can provide services to the customer using coaxial cable facilities interconnected with a customer-provided network compatible interface device. Gold-Net service is limited to areas where the Company has access to such facilities. Gold-Net service is only an additional line service and cannot be used as the primary basic local telephone service. A subscriber must have basic local exchange service from GoldStar Communications or another local service provider before adding Gold-Net Service.

Gold-Net Plus is a product offering whereby the Company can provide services to the customers using its own deployed fiber or copper facilities.

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New Knoxville, Ohio 45871

PUCO No. 2

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GENERAL RULES AND REGULATIONS

A. General Application

1. The rules and regulations set out in this Tariff apply to the services and associated facilities furnished by the Company within its operating territory within the State of Ohio.
2. Failure on the part of any customer to observe the rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.

B. Establishing Service

1. Availability of Facilities

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

2. Application for Service

Applications for service or requests or orders by the Customer for additional services or facilities may be made orally, or in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.

3. Cancellation or Change in Application for Service

- a. Where the Customer cancels an application for service prior to the start of installation of service or of special construction no charge applies.

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New Knoxville, Ohio 45871

PUCO No. 2

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GENERAL RULES AND REGULATIONS (Continued)

B. Establishing Service (Continued)

3. Cancellation or Change in Application for Service (Continued)

- b. Where installation of service has been started prior to the cancellation, a cancellation charge equal to the minimum service charge may apply.
- c. When a Customer requests a change in location of all or part of the facilities covered by the application for service, or addition, rearrangements, or modifications of existing service prior to completion of the work involved, the Customer is also required to pay the amount of additional costs and expenses incurred by the Company in completion of the work as changed.

4. Transfer, Assignment, or Supercedure of Service

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

5. Minimum Service Periods

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

C. Furnishing of Service

1. Provision and Ownership of Service and Facilities

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

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New Knoxville, Ohio 45871

PUCO No. 2

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GENERAL RULES AND REGULATIONS (Continued)

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C. Furnishing of Service (Continued)

2. Company Facilities at Hazardous or Inaccessible Locations

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

3. Protective Equipment

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

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New Knoxville, Ohio 45871

PUCO No. 2

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GENERAL RULES AND REGULATIONS (Continued)

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C. Furnishing of Service (Continued)

4. Telephone Numbers

- a. Telephone numbers are the property of the Company and are assigned to the service furnished the Customer. The Company reserves the right to change such numbers and/or the central office name associated with such numbers assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.
- b. The Company shall list each Customer with directory assistance except those numbers not listed at the Customer's request. A charge may be associated with a request for Directory Assistance Exclusion.

5. Classifications of Service

a. Basis for Classification

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

b. Application of Business Rates

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

c. Application of Residence Rates

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

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New Knoxville, Ohio 45871

PUCO No. 2

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GENERAL RULES AND REGULATIONS (Continued)

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C. Furnishing of Service (Continued)

5. Classifications of Service (Continued)

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

6. Installation, Maintenance, and Repair of Facilities

- a. All ordinary expense of installation, maintenance, and repairs of Company equipment and facilities, unless otherwise specified in this Tariff, is borne by the Company. Where special conditions or requirements of the Customer involve unusual construction or installation costs, the Customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the Customer or other persons authorized to use the service and not due to ordinary wear and tear, the Customer shall be required to pay the actual expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- b. The Customer shall not, install, disconnect, rearrange, remove, or attempt to repair any facilities owned and furnished by the Company or permit others to do so, except upon the written consent of the Company or as otherwise specified in the Company's applicable Tariffs. The Company shall have the right to charge the Customer for losses experienced as a result of unauthorized tampering.
- c. The customer may be billed the applicable minimum service charge for each service call to the Customer's premise where off-hook condition is found.

7. Work Performed Outside Regular Working Hours

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

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GoldStar Communications, LLC

New Knoxville, Ohio 45871

PUCO No. 2

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GENERAL RULES AND REGULATIONS (Continued)

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D. Use of Service and Facilities

1. Use of Service

- a. The Company may refuse to install or may terminate a Customer's service if it is located on premise of a public or semi-public nature or in a business establishment, where the public in general or patrons of the Customer may make use of the service.
- b. Services provided by the Company may not be resold by the Customer or used in any manner for which the Customer receives compensation from the user except as provided herein:
  - i. Access services provided pursuant to Interstate or Intrastate Access Services Tariffs the Company issues or concur in.
  - ii. Services provided to hotels, motels, hospitals, and cellular and paging Customers when such services are resold to guests, patients, or Customers.
- c. The Customer is responsible for payment of all charges of the Company for all services ordered by the Customer, including those that are shared or resold as provided herein, regardless of whether such charges are associated with the Customer's usage or that of any Authorized Users and regardless of whether such Authorized Users have paid the Customer for their share of the Company's charges.

2. Accessories Provided by the Customer

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

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GoldStar Communications, LLC

New Knoxville, Ohio 45871

PUCO No. 2

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GENERAL RULES AND REGULATIONS (Continued)

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E. Liability of the Company

1. Service Irregularities

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

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

2. Use of Facilities of Other Connecting Carriers

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

3. Indemnifying Agreement

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

4. Defacement of Premise

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

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GoldStar Communications, LLC

New Knoxville, Ohio 45871



PUCO No. 2

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GENERAL RULES AND REGULATIONS (Continued)

F. Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to bona fide request from a Customer or Applicant to develop a competitive bid for a service offered under this Tariff. Rates quoted in response to such competitive request may be different than those specified for the services in this Tariff. ICB rates will be offered to the Customer or Applicant in writing and on a non-discriminatory basis. All ICBs will be filed with and approved by the PUCO.

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New Knoxville, Ohio 45871

PUCO No. 2

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SERVICE CHARGES

A. Definitions

Account

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

B. Application of Charges

1. General

- a. Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the Customer as indicated throughout the tariff.
- b. The Service Charges specified in this Tariff are intended to cover costs incurred by the Company to establish, add to, or to rearrange service as requested by the Customer.
- c. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the Customer requests that work be performed at hours outside of the normal business hours (8:00 a.m. to 5:00 p.m.) or business week (Monday – Friday), or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company
- d. Except as otherwise provided in this Section, all changes in location of Customer's equipment or service from one (1) premise to another are treated as new service connections and the appropriate Service Charges will be applied.

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New Knoxville, Ohio 45871

PUCO No. 2

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SERVICE CHARGES (Continued)

B. Applications of Charges (Continued)

1. General (Continued)

- e. Payment of Service Charges may be required at the time of application for service, or upon presentation of a bill.
- f. Service Charges are not applicable for:
  - i. Moves or changes required for normal maintenance and repair of the Company's service.
  - ii. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in service.
  - iii. An upgrade or re-grade of service for Company reasons.
  - iv. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
  - v. Telephone number changes for Company reasons.
  - vi. When existing Customers disconnect their local exchange access service.
  - vii. Blocking access to 976 or like service, provided that the blocking is requested either at the time the telephone service is established at a new number or within sixty (60) days of the establishment of the service.

2. Specific Application of Service Charges

a. Service Order Charges

- i. Service Order Charges are applicable:
  - a. For requests to establish an account for initial connection of service.

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PUCO No. 2

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SERVICE CHARGES (Continued)

B. Applications of Charges (Continued)

2. Specific Application of Service Charges (Continued)

a. Service Order Charges (Continued)

i. Service Order Charges are applicable: (Continued)

- b. For connection of additional local exchange access lines, private lines or detached access lines to an established service.
- c. For changes and transfers of service involving a change in name and responsibility, except in the case of a surviving spouse who has established service.
- d. For restoration of service disconnected for non-payment of telephone bills.
- e. For subsequent requests for service, for restoration of service at the Customer's request, and for requests for change in class or grade of service.
- f. For service ordered while that Customer has a pending service order and which requests services that cannot be included on the pending service order.
- g. For additions, moves or changes of lines in the same building or in different buildings on the same premise.
- h. When two (2) or more segments of a local private line or detached access line are bridged in the central office. In this event, a Service Order Charge will apply for each segment of the affected line.

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PUCO No. 2

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SERVICE CHARGES (Continued)

B. Applications of Charges (Continued)

2. Specific Application of Service Charges (Continued)

b. Customer Premise Visit Charge

- i. A Premise Visit Charge is applicable when a trip to the Customer's premise is required to complete work requested by a Customer, as shown on the related Service Order.
- ii. Only one (1) Premise Visit Charge will apply in connection with the same service order.
- iii. A Premise Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.

C. Definition of Rate Groups

1. Rate Group A \*

- a. Celina
- b. Minster
- c. New Bremen
- d. St Marys
- e. Wapakoneta
- f. Coldwater/St. Henry
- g. Maria Stein/Chickasaw/Montezuma

2. Rate Group B

- a. Minster
- b. New Bremen
- c. St. Marys
- d. Wapakoneta

\* Residential customers in exchanges (2) through (5) who establish service after April 1, 2010 must purchase services as Rate Group B.

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PUCO No. 2

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SERVICE CHARGES (Continued)

C. Definition of Rate Groups (Continued)

3. Rate Group C

- a. Anna
- b. Botkins
- c. Ft. Loramie
- d. Sidney
- e. Delphos
- f. Spencerville
- g. Rockford
- h. Jackson Center
- i. Van Wert
- j. Ohio City
- k. Marion

D. Schedule of Service Charges: See Section 5 Price Lists herein.

1. Service Ordering Charge:

- a. For connection new or additional central office lines (Initial Order and Subsequent Orders)
- b. For moving or changing existing service and equipment or adding new or additional service and equipment other than central office lines (per Service Order)

2. Premise Visit Charge

For premise visit associated with installation of service.

3. Restoration of Service

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SERVICE CHARGES (Continued)

E. Termination Charge

When a Customer cancels an order for service prior to the establishment of service a Termination Charge may be applicable.

F. Late Payment Charge

The Company will render monthly subscriber bills for local charges that will include the date of the bill, the beginning and ending dates and the due date of the bill. Further, the bill will include the current month's charges, and, all credits applied to the account during the current billing period. The Company will also include information regarding all unpaid charges from previous bills, and all applicable late payment charges.

If any portion of the payment is received by the Company nineteen days after the postmark on the bill or later, or if any portion of the payment is received by the Company in funds that are not immediately available upon presentation, then a late payment charge of 1.5% per month with a minimum of \$0.50 per month shall be due to the Company. The Late Payment Charge is not applicable to any portion of the bill that is in bona fide dispute, any previous late payment fees included in the amount due, or to service establishment charges for lifeline services. Late payment charges are to be applied without discrimination.

If service is disconnected by the Company and later re-installed, re-installation of service will be subject to all applicable installation charges. If service is suspended by the Company and later restored, restoration of service will be subject to advanced payment and deposits as described within this tariff.

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LOCAL CALLING AREA

Local Calls may be completed from the Originating Exchanges listed below to the respective Terminating Exchanges. Calls made from within an Originating Exchange to another number within that same exchange are also local calls. All other calls are toll calls.

<b>Originating Exchange</b>	<b>Terminating Exchange</b>
Anna	Botkins, Ft. Loramie, Jackson Center, Sidney, Versailles
Celina	Coldwater, Fort Recovery, Maria Stein, Mendon, Rockford, St. Marys, Wabash, West Wabash, IN
St. Marys - RGA	Celina, Mendon, New Bremen, New Knoxville
New Bremen - RGA	New Knoxville, Minster, St. Marys
Minster - RGA	New Bremen, Maria Stein
Wapakoneta -RGA	Buckland, Cridersville, Waynesfield
Ft. Loramie	Anna, Botkins, Jackson Center, Sidney, Versailles
Botkins	Anna, Ft. Loramie, Jackson Center, Sidney, Wapakoneta
St. Marys – RGB	Buckland, Celina, Cridersville, Mendon, Minster, New Bremen, New Knoxville, Wapakoneta, Waynesfield
New Bremen – RGB	Buckland, Cridersville, Minster, New Knoxville, St. Marys, Wapakoneta, Waynesfield
Minster – RGB	Buckland, Cridersville, New Bremen, Maria Stein, New Knoxville, St. Marys, Wapakoneta, Waynesfield
Wapakoneta -RGB	Botkins, Buckland, Cridersville, Minster, New Bremen, New Knoxville, St. Marys, Waynesfield
Marion	Caledonia, Green Camp, Harpster, La Rue, Morral, Prospect, Richwood, Waldo

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SERVICES AND CHARGES

A.. Service Order or Change Charges

The Company's charge associated with the receipt, recording and processing of information in connection with an existing customer's request for service to be provided to the same account, at the same time and on the same premise or continuous property. Some services in the tariff are subject to service order or change charges where the Customer requests new services or changes in existing services, as well as indicated Non-recurring and Monthly Recurring Charges.

B. Individual Business Line Services

1. A standard business line provides a customer with a single, voice-grade communications channel that can be used to place or receive calls. Standard business lines are provided for connection to customer-provided equipment.
2. Service connection charges, per Schedule of Rates, will apply in conjunction with business service.

Business Class/Flat Rate Service

Business Flat-rate service provides subscribers to a flat-rate business line service with unrestricted local calling within an exchange's toll-free calling area for no additional local service charge.

C. Traditional Operator Services

Provides for live or automated operator treatment when customers dial "0". The service includes, but is not limited to, billing for originating telephone number, calling card, collect or to a third party.

D. Calling Number Delivery Blocking

If the subscriber number is configured to be delivered to the called party, the subscriber can override this configuration on a call-by-call basis by dialing a code before dialing the number.

Rate: \$1.00/month

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SERVICES AND CHARGES (Continued)

E. IntraLATA Presubscription

Offered in accordance with rules, regulations and guidelines and promulgated by the Public Utilities Commission of Ohio.

1. Presubscription with New Local Service

For 30 calendar days following the initiation of new service a subscriber's initial request for either IntraLATA or InterLATA interexchange service shall be provided free of charge. If a subscriber is unable to make a selection at the time of initiation of local service, the company will read a random listing of all available toll providers to aid in the selection. If selection is still not possible, the company will inform the subscriber that the subscriber has 30 calendar days in which to inform the company of a toll carrier selection. Until the subscriber informs the company of a choice for a toll provider(s), the subscriber will not have a presubscribed toll carrier, but rather will be required to dial a carrier access code to route a toll call to the carrier of the subscriber's choice.

2. Presubscription and removal of presubscription (De-PICing) line change charges

	Non Recurring Charges
Initial line, trunk or port	\$5.00
Additional line, trunk or port	\$1.50

When a customer switches both the customer's IntraLATA and InterLATA carrier at the same time and when the customer selects the same carrier for both InterLATA and IntraLATA service, the Company will waive the IntraLATA presubscription charge.

F. Telecommunications Relay Services (TRS)

Customers may be assessed an annual charge per line to fund the Telecommunications Relay Services for the State of Ohio in accordance with section 4905.84 of the Revised Code. This charge shall in no event exceed the per end user line (or equivalent) assessment of the Public Utilities Commission of Ohio levied upon the Company.

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SERVICES AND CHARGES (Continued)

G. 9-1-1

A 9-1-1 Service Charge will be charged each month, per line, in addition to any Line Charge and/or Service Option Charges.

H. Directory Assistance

Provides for identification of telephone directory numbers for local calling or national calling via an operator or automated platform. Customer dials 411 and connects to directory assistance database. The request for a telephone number within the customer's local calling area is Local Directory Assistance (LDA). The request for a telephone number outside of the customer's local calling area is National Directory Assistance.

I. Residential Services

Service is classified and charged for as residence service where the primary and major use of the service is of a domestic nature and where the business use if any is merely incidental.

1. Residence rates apply at the following locations:

- a. In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all stations are in locations which are a part of the customer's domestic establishment.
- b. In churches when the station is located in the clergyman's study and listed in the clergyman's name, not in the name of the church.

2. When it is determined that a customer of residence service is using the service in such a manner that it should be classified and charged for as business service under the above provisions, the Telephone Company will reclassify the service to business status and begin billing the business rate, which the customer shall pay accordingly.

J. Network Connectivity Charge

Network Connectivity Charges apply for each end user line type connected with the Company's network.

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PRICE LISTS

A. Service Fees

1. Maintenance and Visit Charges
  - First Hour \$65.00
  - Each Additional half hour \$35.00
2. Restoration of Service Charge
  - Residential \$12.50
  - Business \$12.50
3. Cancellation Charge Minimum Service Charge, pursuant to tariff
4. Minimum Service Charge
  - Residential \$12.50
  - Business \$25.00
5. Service Order Charge
  - Residential \$10.00
  - Business \$10.00
6. Service Installation Fees
  - Business Service
  - All Services

		Primary access line
Term	none	\$ 25.00
	12 month	\$ 25.00
	24 month	\$ 25.00
	36 month	\$ 25.00

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PRICE LISTS (Continued)

A. Service Fees (Continued)

6. Service Installation Fees (Continued)

Residential Service

Gold-Net Plus                      Not available at this time

Gold-Net

<u>Initial Line</u>	
Month-to-Month	\$21.00

B. Business Line Service

Business Class/Flat Rate Service  
All Services

Rate Group A:

Term	Primary line	
	none	\$ 23.65
	12 month	\$ 22.55
	24 month	\$ 21.45
	36 month	\$ 20.35

Rate Group B: Reserved for future use

Rate Group C:

# of Lines	Term	Rate
Single	No contract	\$33.65
Single	12 month contract	32.55
Single	24 month contract	31.45
Single	36 month contract	30.35

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PRICE LISTS (Continued)

C. IntraLATA Presubscription

<u>Change of Carrier</u>	<u>Nonrecurring Charge</u>
Initial Line or Trunk	\$5.00
Additional Line or Trunk	\$1.50

D. 911 Service Charge (Rate Groups A and C)

Per line per month	\$0.38
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E. Residential Service

Rate per line per month

	<u>Rate Group A</u>	<u>Rate Group B</u>	<u>Rate Group C</u>
Gold-Net	\$8.00	\$11.00	\$11.00

F. Network Connectivity Charge

Rate per line per month

	<u>Rate Group A</u>	<u>Rate Group B</u>	<u>Rate Group C</u>
Residential	\$6.00	\$6.00	\$6.00
Single Line Business	\$6.00	not applicable	\$6.00

G. State Connectivity Charge

Rate per line per month

	<u>Rate Group A</u>	<u>Rate Group B</u>	<u>Rate Group C</u>
Residential	\$3.00	\$4.00	\$4.00
Single Line Business	\$3.00	not applicable	\$4.00

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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. Pursuant to PUCO Case No. 05-1306-TP-COI, 811 Service shall be made available within Ohio by May 25, 2007.
2. The three digit 811 abbreviated dialing One Call Notification code is assigned to the approved "811 Provider" for use in providing One Call notification services to the public by way of voice grade facilities.
3. 811 Service is available from the Company within its services area only. To provide access to 811 to end users in another company's service area or to Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 811 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 811 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.
4. All 811 abbreviated dialing code calls must be local in nature and will not result in any expanded local calling area (ELCA), intraLATA toll, interLATA long distance, or pay-per-call charges to Company subscribers. However, 811 Service calls may result in local measured service charges where Company subscribers' service plans include such charges.
5. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 811 Service is otherwise available wherever local service is accessible.

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

**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. The Company will make switch translations on an exchange basis only. The Company has no obligation to translate 811 to different numbers within an exchange. 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.

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

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.

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

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.

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

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.

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

F. RATES & CHARGES

1. A Central Office 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 Central Office 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 Central Office 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 Order Charges will apply.
4. Rates:

	Nonrecurring <u>Charge</u>
Central Office Charge * (per host Central Office)	\$115.00
Number Change Charge (per Telephone Number)	\$20.00
Service Order Charge	\$10.00

\* The Central Office 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.

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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

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

**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.
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.

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

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

- 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.
- 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 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.
- 5. 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.
- 6. 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.

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In Accordance with Case No. 10-1010-TP-ATA and 11-2890-TP-ATA

Issued by the Public Utilities Commission of Ohio

Preston A. Meyer, General Manager

GoldStar Communications, LLC

New Knoxville, Ohio 45871

PUCO No. 2

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

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

7. 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.
8. 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.
9. 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.
10. 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.
11. 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.
12. The Approved Information and Referral Service Provider should work separately with other 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.

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

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

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 211 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 Approved Information and Referral Service Provider for the 211 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 Approved Information and Referral Service Provider.
3. The Company's entire liability to any person for interruption or failure of the Approved Information and Referral Service Provider is limited to the terms set forth in this and other sections of this Tariff.

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

D. LIABILITY (Continued)

4. The Commission's local assignment and the Approved Information and Referral Service Provider's use of the 211 abbreviated dialing code are subject to preemption by the Federal Communications Commission. The Company shall not be liable to the Approved Information and Referral Service Provider for any damages the Approved Information and Referral Service Provider may incur that result from a national assignment of the 211 abbreviated dialing code.
5. The Company will make every effort to route 211 calls to the appropriate Approved Information and Referral Service Provider call center. However, the Company will not be held responsible for routing mistakes or errors.

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.

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211 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Continued)

E. OTHER TERMS AND CONDITIONS (Continued)

4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

F. RATES AND CHARGES

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 the following nonrecurring charges upon establishment of 211 Service:

Non-Recurring Charges

Central Office Charge	\$115.00
Service Order Charge	\$ 10.00
Number Change Charge – applicable when the Approved Information and Referral Service Provider 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 basis.	\$ 20.00

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New Knoxville, Ohio 45871

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INTRASTATE  
ACCESS SERVICE TARIFF  
REGULATIONS, RATES AND CHARGES

GoldStar Communications, LLC ("GoldStar") hereby adopts the access service charge benchmarks set by the FCC in its Seventh Report and Order released April 27, 2001, *In the Matter of Access Charge Reform*, CC Docket No. 96-262, and any future FCC decisions in its access proceeding as they may apply to rural CLEC's competing with non-rural ILECS.

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New Knoxville, Ohio 45871

**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 current Competitive Local Communications Services PUCO Tariff No. 1 in its entirety. The Applicant currently has one additional tariff that appears on the Commission's website, its Interexchange Telecommunications Tariff ("IXC Tariff"). The IXC Tariff is hereby deleted in its entirety. The Applicant's Intrastate Access Service Tariff remains unchanged and is included in the Applicant's new BLES Tariff as Section No. 8.

**EXHIBIT D**  
**(Customer Notices)**

The customer notices accompanying the affidavit attached hereto as Exhibit E were mailed to customers on April 10, 2011. In addition, on March 24, 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 AUGLAIZE:

### **AFFIDAVIT**

I, Preston Meyer, am an authorized agent of the applicant corporation, GoldStar Communications, LLC, 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 a bill insert on April 10, 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 28, 2011 New Knoxville, Ohio  
(Date) (Location)



## RESIDENTIAL CUSTOMER NOTICE

April 10, 2011

Dear Customer,

Beginning on May 9, 2011, the prices, service descriptions, and the terms and conditions for services other than local flat rate service that you are provided by GoldStar Communications, LLC ("GoldStar") 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. GoldStar 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:

GoldStar Communications, LLC  
301 W. South Street  
New Knoxville, OH 45871  
(419) 753-4653

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 GoldStar Communications, LLC at 1-866-trygold or visit us at [www.gldstr.com](http://www.gldstr.com). You may also visit the consumer information page on the PUCO's website at [puco.ohio.gov](http://puco.ohio.gov) for further information.

Sincerely,

GoldStar Communications, LLC

## NON-RESIDENTIAL CUSTOMER NOTICE

April 10, 2011

Dear Customer,

Beginning on May 9, 2011, the prices, service descriptions, and the terms and conditions for services other than a primary line provided by GoldStar Communications, LLC ("GoldStar") 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. GoldStar 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:

GoldStar Communications, LLC  
301 W. South Street  
New Knoxville, OH 45871  
(419) 753-4653

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 GoldStar Communications, LLC at 1-866-trygold or visit us at [www.gldstr.com](http://www.gldstr.com).

Sincerely,

GoldStar Communications, LLC

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**5/9/2011 10:28:36 AM**

**in**

**Case No(s). 90-9193-TP-TRF, 11-2890-TP-ATA**

Summary: Application to Detariff Services electronically filed by Carolyn S Flahive on behalf of GoldStar Communications, LLC