

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 CT Communications) TRF Docket No. 90-9194-TP-TRF_____
Network, Inc. to Detariff Services and make other changes) Case No. 11 – 2842 - **TP - ATA**
related to the Implementation of Case No. 10-1010-TP-ORD) **NOTE: Unless you have reserved a Case No. leave the "Case No."**
) **fields BLANK.**

Name of Registrant(s) CT Communications Network, Inc.
DBA(s) of Registrant(s) _____
Address of Registrant(s) 126 Scioto Street, Urbana, Ohio 43078
Company Web Address www.dtcn.net
Regulatory Contact Person(s) Timothy J. Carney Phone 937-653-2263 Fax 937-652-2329
Regulatory Contact Person's Email Address tim@ctcommunications.com
Contact Person for Annual Report Timothy J. Carney Phone 937-653-2263
Address (if different from above) _____
Consumer Contact Information Bonnie Forsythe Phone 937-653-2299
Address (if different from above) _____

Part I – Tariffs

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

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

Carrier Type	<input 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 tariffed pursuant to 4901:1-6-11(A); detariffing of all other services	<input type="checkbox"/>	X	<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:
X	Exhibit A	The existing affected tariff pages.
X	Exhibit B	The proposed revised tariff pages.
X	Exhibit C	Narrative summarizing all changes proposed in the application, and/or other information intended to assist Staff in the review of the Application.
X	Exhibit D	One-time customer notice of detariffing and related changes consistent with rule 4901:1-06-07
X	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, CT Communications Network, Inc., and am authorized to make this statement on its behalf.
(Name)

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

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

Executed on (Date) May 6, 2011 at (Location) Urbana, Ohio

*(Signature and Title) /s/ Michael W. Conrad, President (Date) May 6, 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, Timothy J. Carney 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/ Timothy J. Carney

(Date) May 19, 2011

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

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

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

Or

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

EXHIBIT A

(Existing Affected Tariff Pages)

CT COMMUNICATIONS NETWORK, INC.
TARIFF FOR LOCAL TELECOMMUNICATIONS SERVICES
WITHIN THE STATE OF OHIO

This Tariff describes generally the regulations and rates applicable to the provision of Local Telecommunications Services between points within the State of Ohio. Service is provided by CT Communications Network, Inc. with principal offices at 126 Scioto Street, Urbana, Ohio 43078. This Tariff is on file with the Public Utilities Commission of Ohio as Case No. 90-9194-TP-TRF. Copies may be inspected during normal business hours at the Company's principal place of business

Issued Date: June 7, 2001

Effective Date: June 7, 2001

In accordance with Finding and Order in Case No. 01- 10 - TP - ACE

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

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Issued Date: August 16, 2001

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Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 1

DEFINITIONS

ACCESS LINE

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

AIR LINE MEASUREMENT

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

ANCILLARY DEVICES

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

ANSWERING EQUIPMENT

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

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 and (1) on whose premise a station of the private line service is located or (2) who receives from or sends to the Customer over such private line or channel communications relating solely to the business of the Customer

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SECTION 1

DEFINITIONS (cont.)

BUILDING (Same)

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

BUSINESS SERVICE

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

CALL

An attempted communication, whether completed or not.

CALLING AREA

See "Local Service Area."

CANCELLATION CHARGES

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

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.

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SECTION 1

DEFINITIONS (cont.)

CIRCUIT

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

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

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

CLASS OF SERVICE

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

COMMISSION

The Public Utilities Commission of Ohio

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

CT Communications Network Inc.

COMPLEX SERVICE

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

CONDUIT

A tubular runway for cable facilities

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SECTION 1

DEFINITIONS (cont.)

CONNECTION

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

CONNECTION CHARGE

See "Service Charges."

CONSTRUCTION CHARGE

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

CONTINUOUS PROPERTY

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

CONTRACT

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

CONTRACT PERIOD

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

COST OR COST BASIS

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

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SECTION 1

DEFINITIONS (cont.)

CUSTOM CALLING SERVICES

Custom Calling Services provide for call features like Call Waiting and Call Forwarding and is furnished in connection with basic business and/or residential line service.

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, 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 premise protector. By definition, Customer premise inside wire excludes house, riser, buried, and aerial cable.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

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

CUSTOMER TROUBLE REPORT

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

DEMARICATION POINT

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

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SECTION 1

DEFINITIONS (cont.)

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.

DIRECT ELECTRICAL CONNECTION

The physical connection of electrical conductors in the communications path.

DIRECTORY

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

DIRECTORY ASSISTANCE SERVICE

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

DIRECTORY LISTING

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

DISCONNECT NOTICE

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

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SECTION 1

DEFINITIONS (cont.)

DISCONNECTION OF SERVICE

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

DROP WIRE

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

EMERGENCY NUMBER SERVICE

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

ENTRANCE FACILITIES

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

EXCHANGE

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

EXCHANGE AREA

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

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SECTION 1

DEFINITIONS (cont.)

EXCHANGE SERVICE

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

FACILITIES

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

FLAT RATE SERVICE

A classification of exchange service furnished a customer for which a stipulated charge is made regardless of the amount of use.

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 Mbits).

HOUSEHOLD

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

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SECTION 1

DEFINITIONS (cont.)

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 nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

INITIAL SERVICE PERIOD

The minimum period of time for which service is 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

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

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

INTERFACE EQUIPMENT

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

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SECTION 1

DEFINITIONS (cont.)

INTERLATA

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

INTRALATA

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

KEY 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.

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SECTION 1

DEFINITIONS (cont.)

LOCAL ACCESS AND TRANSPORT AREA (LATA)

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

LOCAL CALLING AREA

See "Local Service Area."

LOCAL CHANNEL

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

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 an extended area service arrangement.

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SECTION 1

DEFINITIONS (cont.)

LOCAL SERVICE CHARGE

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

LONG DISTANCE MESSAGE 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.

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..

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SECTION 1

DEFINITIONS (cont.)

NON-LISTED TELEPHONE NUMBER

A telephone number associated with an exchange access line for which no listing appears in the alphabetical section of a telephone directory. The number is listed in the information records and is given out upon request.

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.

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SECTION 1

DEFINITIONS (cont.)

PREMISE

The same premise consists of:

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

PREMISE WIRING

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

PREASSIGNED NUMBER

A telephone number preassigned before service is actually established.

PREWIRING

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

PRIMARY SERVICE

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

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SECTION 1

DEFINITIONS (cont.)

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.

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SECTION 1

DEFINITIONS (cont.)

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.

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

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

ROTARY HUNTING SERVICE

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

SERVICE CHARGE

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

SERVICE DROP

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

SERVICE WIRE CENTER

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

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Michael W. Conrad, President, CT Communications Network Inc.

126 Scioto Street, Urbana, Ohio 43078

SECTION 1

DEFINITIONS (cont.)

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.

SUPERSEDURE OF SERVICE

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

SUPPLEMENTAL CONTRACT

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

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SECTION 1

DEFINITIONS (cont.)

SUSPENSION OF SERVICE

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

TARIFF

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

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 numbers include the number prefix of a central office, which is termed "central office designation."

TELEPHONE SOLICITATION

An unsolicited telephone call.

TEMPORARY DISCONNECTION

See "Suspension of Service."

TEMPORARY SERVICE

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

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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SECTION 1

DEFINITIONS (cont.)

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 called access line being outside of the local or service area of the access line from which the message originates.

TOLL RATE

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

TOLL SERVICE

That part of the total telephone service rendered either by the Company or through the Company's access through which Interexchange Carriers provide long distance service between different local service areas in accordance with the rates and regulations specified by either the Company's or other Interexchange Carrier's Long Distance Message Telecommunications Tariffs.

TRUNK LINE

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

UNDERGROUND SERVICE CONNECTION

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

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SECTION 1

DEFINITIONS (cont.)

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 2

RULES AND REGULATIONS

DEFINITIONS 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

RULES AND REGULATIONS (cont.)

Customers have certain rights and responsibilities under the Minimum Telephone Standards (Ohio Adm. Code 4901:1-5). 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 (C) complaint handling, order or changing service, service repair, payment of bills, and disconnection and reconnection of service.

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net.

(C)

2.1 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 in the serving area listed in Section 3 of this Tariff.
- 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.
- 2.1.3 Failure on the part of any customer to observe these rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.
- 2.1.4 CT Communications Network Inc. will comply with the Ohio Minimum Telephone Service Standards (MTSS).

2.2 ESTABLISHING SERVICE

2.2.1 Availability of Facilities

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

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SECTION 2

RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE (cont.)

2.2.2 Application for Service

- A. Applications for service or requests or orders by the Customer for additional services or facilities may be made orally, or in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.
- B. An Applicant may be required to make an advance payment at the time the application is accepted, in cases where a deposit is not collected. The amount of the payment will be based on applicable Service Connection Charges and the first month's charges for Exchange Service. The provisions of this paragraph affect the initial payment only and regular monthly charges for service as well as billing and collection practices discussed within this Tariff are otherwise applicable.

2.2.3 Cancellation or Change in Application for Service

- A. Where the Customer cancels an application for service prior to the start of installation of service or of special construction no charge applies.
- B. Where installation of service has been started prior to the cancellation, a Cancellation Charge equal to the Service Order Charge may apply.
- C. When a Customer requests a change in location of all or a 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 completing the work as changed.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE (cont.)

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. 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

1. In the event the Company refuses to serve an Applicant, the Company will inform the Applicant of the reasons for its refusal.
2. In the event the Applicant believes the Company's refusal of service is unjustified, the Applicant may appeal the refusal with the Consumer Division at the Public Utilities Commission of Ohio.

2.2.5 Transfer, Assignment, or Supersedure of Service

- A. Service previously furnished to one (1) Customer may be assumed by a qualified new Customer without lapse in the rendition of service at the exact premise where service is currently rendered.
- B. The Company may require written notice of a Customer's intent to assume existing service.

SECTION 2

RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE (cont.)

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.

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

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 service and/or facilities.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.3 FURNISHING OF SERVICE (cont.)

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 facilities or to endanger the safety of the Company's employees or Customers. The Customer must provide the protective equipment subject to Company specifications.
- B. Other special protective equipment and/or neutralizing transformers, isolating transformers, drain coils for use in providing service to Customer's premise where there are high ground potentials, even though not required, may be provided by the Customer, subject to specifications, or in accordance with the rates, terms and conditions otherwise noted in this Tariff.
- C. All equipment connected to the Company's facilities and the telecommunications network shall meet the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

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.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.3 FURNISHING OF SERVICE (cont.)

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.

(D)

B. 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.

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

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SECTION 2. GENERAL RULES AND REGULATIONS (cont.)

2.3 FURNISHING OF SERVICE (cont.)

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 physical service call to the Customer's premise where off-hook condition is found. The Minimum Service Charge will be the minimum premise visit charge as listed in Sections 4 and 6 of this tariff.

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.

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SECTION 2

RULES AND REGULATIONS (cont.)

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 that is public or semi-public in nature and is not used for the service's intended use.
- B. Services provided by the Company may not be resold by the Customer or used in any manner from which the Customer receives compensation. Exceptions are specified below:
 - 1. Services the Company provides on a wholesale basis to other certified carriers.
 - 2. Wholesale services will be provided to other certified carriers on a contractual basis.
- 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.

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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SECTION 2

RULES AND REGULATIONS (cont.)

2.4 USE OF SERVICE AND FACILITIES (cont.)

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, upon proper notice following the rules and regulations of the Commission's Minimum Telephone Service Standards in Rule 4901:1-5-19, to any person(s), firm or corporation who: uses or permits the use of foul, abusive, obscene or profane language over the facilities furnished by the Company; or impersonates or permits impersonation of any other individual with fraudulent or malicious intent; or uses or permits their telephone to be used to make calls whether anonymous or otherwise in any manner which could reasonably be expected to frighten, abuse, torment, or harass another; or uses the service in such a manner as to interfere in any way with the service of others. (proper notification procedures are listed in Section 2.5.1)

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

2.5.1 Discontinuance of Service

A. Non-payment Service Interruption

In the event of a proposed disconnection of local service, the following procedures shall apply:

1. A Subscriber's bill shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due.
2. The Company complying with the conditions set forth in this rule may disconnect service during normal business hours; however, no disconnection for past due bills may be made after twelve thirty p.m. on the day preceding a day that all services necessary for reconnection are not regularly performed or available. CT Communications Network Inc. ("Company") will comply with the disconnection requirements as found in Case No. 95-790-TP-COI and the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-19.
3. No Local Service can be disconnected for non-payment of Local Service Charges unless the Company has given the affected Customer a written notice of the proposed disconnection postmarked at least seven (7) days before the proposed date of disconnection. The notice must include:
 - a. A statement that failure to pay the amount required at the Company's office or to one of its authorized agents by the date specified on the notice may result in the disconnection of local or toll optional service;
 - b. The earliest date when disconnection will occur.
 - c. The reasons for disconnection and any actions which the subscriber must take in order to avoid the disconnection, including the total amount required to be paid. This amount shall not be greater than the past due balance.
 - d. The total amount due to avoid disconnection of local or toll service.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont.)

2.5.1 Discontinuance of Service (cont.)

A. Non-payment Service Interruption (cont.)

- e. The total amount due for non-regulated charges and a statement that nonpayment of such charges cannot result in the disconnection of basic local service or regulated toll service.
- f. The address and telephone number of the office that the Subscriber may contact in reference to his account.
- g. A statement that the Commission staff is available to render assistance with unresolved complaints, and the then-current address and local / toll free telephone numbers and TDD/TTY numbers of the Commission's Public Interest Center; and
- h. A statement that an additional charge for reconnection may apply if service is disconnected. The statement shall also include a notice that payments to an unauthorized payment agent may result in the untimely or improper crediting of the Subscriber's account.

B. Disconnection With Notice

Telephone service may be disconnected after proper notice, per the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-19, for any of the following reasons:

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

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont.)

2.5.1 Discontinuance of Service (cont.)

B. Disconnection With Notice (cont.)

5. The Company must notify or attempt to notify the subscriber before service is disconnected when:

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

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

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

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont.)

2.5.1 Discontinuance of Service (cont.)

D. Disconnection of Service other than Local Service

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

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont.)

2.5.1 Discontinuance of Service (cont.)

D. Disconnection of Service Other than Local Service (cont.)

6. The Company may disconnect its customer's local service for nonpayment of charges incurred for local service. Such disconnection must be conducted pursuant to all of the Commission's applicable minimum telephone service standards. All practices of the Company pertaining to either the provision of its own toll service, if any, or as a duly-authorized agent for another toll service provider shall also conform to the Commission's minimum telephone service standards.
 - a. Disconnection notices issued by the Company pursuant to Rule 4901:1-5-10 (K)(3), O.A.C., must inform the subscriber facing local service disconnection of the total amount which the subscriber would need to pay in order to avoid disconnection of local service. It must also inform the subscriber of the Company's legal obligation to provide "local only" service to customers whose local service charges are paid, even while their toll service is disconnected for nonpayment of outstanding toll debt.
7. Toll disconnection service offerings are available on a nondiscriminatory basis (including rates) to all toll service providers in areas where implementation of intraLATA equal access has already occurred. Options and non-recurring costs are as follows:
 - a. Selective, Company-Specific, Toll Blocking Service is available and is provided to toll providers requesting that the customer not be given access to any of the toll providers service plans.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont.)

2.5.2 Restoration of Service

- A. For restoration of a Customer's Telecommunications Service when service has been disconnected the following conditions are applicable. Service Charges are discussed in Section 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. As directed in the Commission's MTSS document at Sec. 19(L), all charges to be paid prior to restoration include only past due amounts and not reconnection fees. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

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.

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Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.1 General (cont.)

- C. The Company will post a notice in a conspicuous place in each business office of the Company where applications for service are received informing the public that copies of the rate schedules and rules relating to the services of the Company, as filed with the Commission, are available for inspection.
- D. The Company will provide to all new telephone 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.

2.6.2 Customer Complaints

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

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.3 Applicant or Customer Deposit

A. Definition of Applicant and Customer

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

B. Establishment of Credit

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

C. Interests on Deposits

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

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.3 Applicant or Customer Deposit (cont.)

D. Deposit Required

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

E. Information Provided With Deposits

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

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

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.3 Applicant or Customer Deposit (cont.)

F. Records of Deposits

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

G. Refund of Deposit:

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

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

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 facilities 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. Billing of the Customer's service will comply with the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-16.

A. Billing and Charges

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

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Michael W. Conrad, President, CT Communications Network Inc.
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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.4 Payment for Service (cont.)

A. Billing and Charges (cont.)

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

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.4 **Payment for Service (cont.)**

B. Pro Rating of Charges

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

C. Suspended or Disconnected Service

1. Should service be suspended for nonpayment of charges, it will be restored only as provided 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.

D. Payment Arrangements

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

E. CT Communications Network Inc. will comply with the billing requirements as found in the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-16.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

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 made to the Customer. If a service interruption exceeds twenty-four hours but is less than forty-eight hours, the adjustment shall be at least the pro-rate portion of the monthly charge for any and all local services rendered inoperative during the interruption. Any Subscriber who experiences a longer service interruption:

- A. In excess of 48 hours but less than 72 hours shall be provided with a credit equal to at least one third of one month's charges for any local services rendered inoperative.
- B. In excess of 72 hours but less than 96 hours shall be provided a credit equal to at least two-thirds of one month's charges for any local services rendered inoperative.
- C. In excess of 96 hours shall be provided a credit equal to at least one month's charges for any local services rendered inoperative.

CT Communications Network Inc. will comply with the service interruption requirements as found in Case No. 95-790-TP-COI and the Commission's Minimum Telephone Service Standards in Rule 4901:1-5-18 and 4901:1-5-25.

2.6.6 Adjustment of Charges for Overbilling and Underbilling

If billings for Telecommunications Service are found to differ from the Company's lawful rates for the services being purchased by the Customer, or if the Company fails to bill the Customer for such services, a billing adjustment shall be calculated by the Company.

When the Company has undercharged or overcharged any subscriber as the result of a miscalculation, inaccuracy, billing or other continuing problem under the Company's control or under the control of an entity for whom the Company is billing charges:

- A. The maximum portion of the undercharge that may be recovered from the customer in any billing month, based on the appropriate rates, shall be determined by dividing the amount of the undercharge by the number of months of undercharged or unbilled service, unless the customer agrees to alternative payment arrangements.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.6 Adjustment of Charges for Overbilling and Underbilling (cont.)

- B. The total overcharge 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.

2.6.7 Disputed Bills

- A. In the event of a dispute between a Customer and the Company regarding any bill for utility service, the Company shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the Customer and, in the event the dispute is not resolved, shall inform the Customer of the complaint procedures of the Commission.
- B. A Customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute. The Customer is obligated to pay any billings not disputed. Undisputed amounts are subject to discontinuance of service.
- C. Any Customer or Applicant for service requesting the opportunity to dispute any action or determination of the Company under the Customer service rules as set out in the Company's Tariff shall be given an opportunity for a supervisory review by the Company. If the Company is unable to provide a supervisory review immediately following the Customer's request for such review, arrangements for the review shall be made for the earliest possible date. Service shall not be disconnected pending completion of the review. If the Customer chooses not to participate in such review or to make arrangements for such review to take place within thirty (30) days after requesting it, the Company may disconnect service, providing notice has been issued under standard disconnect procedures. Any Customer who is dissatisfied with the review by the Company will be informed of their right to file a complaint and/or request a hearing before the Commission. The results of the supervisory review must be provided in writing to the Customer within ten (10) days of the review.
- D. CT Communications Network Inc. will comply with the Billing Adjustment requirements as found in the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-18.

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Michael W. Conrad, President, CT Communications Network Inc.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.7 LIABILITY OF THE COMPANY

2.7.1 Service Irregularities

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

However, any such mistakes, 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.

2.7.2 Use of Facilities of Other Connecting Carriers

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

2.7.3 Indemnifying Agreement

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

2.7.4 Defacement of Premise

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

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SECTION 2

RULES AND REGULATIONS (cont.)

2.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

2.8.1 General

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

2.9 TEMPORARY PROMOTIONAL PROGRAMS

2.9.1 General

The Company may from time to time engage in special promotions of limited duration of its service offerings designed to attract new customers or to increase existing customer awareness of a particular tariff offering. Waiver of any charges other than a nonrecurring charge shall be limited to 90 calendar days on a per customer basis during a 12-month period. Requests for promotional offerings will be presented to the Commission for its review in accordance with Case No. 95-845-TP-COI.

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126 Scioto Street, Urbana, Ohio 43078

SECTION 3

SERVICE DESCRIPTION

3.1 DESCRIPTION OF COMPANY

CT Communications Network Inc. ("Company") is a public utility providing telecommunications service in the areas covered by the interconnection arrangement and certificated to the Company by the Public Utility Commission of Ohio.

Headquarters for the Company are located at:

126 Scioto Street
Urbana, Ohio 43078

3.2 DESCRIPTION OF LOCAL SERVICE EXCHANGES

CT Communications Network Inc. will provide local service in the following Ohio exchanges:

Bellefontaine, West Liberty

*Indicates exchanges where CT Communications Network Inc. has local exchange customers.

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SECTION 3
SERVICE DESCRIPTION (cont.)

3.3 MAP OF LOCAL SERVING AREAS

Illustrated below are the counties and exchanges in which CT Communications Network Inc. will provide local services. Services are available in the Bellefontaine and West Liberty exchanges, which are in Logan and Champaign counties.

**BELLEFONTAINE AND WEST LIBERTY
TELEPHONE EXCHANGES**



CT Communications Network Inc. does not provide competitive local service under this tariff in ILEC territories.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL CALLING AREAS

- A. Local Calling Areas that allow Customers to make calls without incurring long distance charges will mirror the serving exchange area and local calling areas as provided by the Incumbent Local Exchange Carrier.
- B. Local Calling Areas

<u>Exchange</u>	<u>Local Calling Area</u>
Bellefontaine	Belle Center, Ridgeway, Rushsylvania, West Mansfield, East Liberty, West Liberty, Degraff, Hunstville, Jackson Center, Mount Victory, North Lewisburg, Russels Point, Waynesfield
West Liberty	Bellefontaine, Degraff East Liberty, North Lewisburg Rosewood, Urbana

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL CALLING AREAS

B. Local Calling Areas (cont.)

<u>Exchange</u>	<u>Local Calling Area</u>
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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL CALLING AREAS

B. Local Calling Areas (cont.)

<u>Exchange</u>	<u>Local Calling Area</u>
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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES

3.5.1 Establishment of Service – General

- A. 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.
- B. 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.
- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the Customer requests that work be performed at hours outside of the normal business hours (9:00 a.m. to 5:00 p.m.) or business week (Monday – Friday), or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.
- D. Except as otherwise provided in this Section, all changes in location of Customer's equipment or service from one (1) premise to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Payment of Service Charges may be required at the time of application for service, or upon presentation of a bill. If an application for residential telephone service is accepted, the Company shall offer the option of deferred payment arrangements on telephone installation charges. If the deferred option is chosen, the installation charges shall be spread over a period of three months.
- F. Service Charges are not applicable for:
 - 1. Moves or changes required for normal maintenance and repair of the Company's service.
 - 2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
 - 3. An upgrade or regrade of service for Company reasons.
 - 4. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
 - 5. Telephone number changes for Company reasons.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.1 Establishment of Service – General (cont.)

- F. Service Charges are not applicable for: (cont.)
 - 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.

3.5.2 Service Order Charges (Rates listed in 4.1.1 and 6.1.1)

- A. The Company's charge associated with the receipt, recording and processing of information in connection with a Customer's or Applicant's request for service to be provided to the same account, at the same time and on the same premise or continuous property.
- B. Service charges are applicable to the following:
 - 1. For requests to establish an account for initial connection of service.
 - 2. For connection of additional local exchange access lines, private lines or detached access lines to an established service.
 - 3. 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.
 - 4. For restoration of service disconnected for non-payment of telephone bills.
 - 5. 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.
 - 6. For service ordered while that Customer has a pending service order and which requests services that cannot be included on the pending service order.
 - 7. For additions, moves or changes of lines in the same building or in different buildings on the same premise.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.2 Service Order Charges (cont.)

- B. Service Order Charges are applicable for the following: (cont.)
8. 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.
 9. For changes to a directory listing if a Customer requests this change more than once in a calendar year.
 10. 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.

3.5.3 Customer Premise Visit Charge (Rates listed in 4.1.2 and 6.1.2)

- A. The Company's charge associated with a trip to the Customer/Applicant's premise to comply with the Customer/Applicant's request to establish service.
- B. 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.
- C. Only one (1) Premise Visit Charge will apply in connection with the same service order.
- D. A Premise Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.

3.5.4 Termination Charge (Rates listed in 4.1.1 and 6.1.1)

- A. When a Customer cancels an order for service prior to the inservice date of the order, the Customer will be responsible for the service ordering charge as specified in Section 3.5.2. In addition, the Customer will be responsible for any specialized engineering costs incurred up to the order cancellation date. Specialized engineering costs are assessed only when unusual and non-customary circumstances are involved with a specific order. If specialized engineering costs are involved, the Customer will be made aware of such costs prior to the ordering of service. If a Customer terminates services prior to the expiration of a contract, the Customer will be responsible for charges within the minimum contract period or the rules of the Fresh Look provision.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.5 Returned Check Charge (Rates listed in 4.1.3 and 6.1.3)

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

3.5.6 Restoration of Service (Rates listed in 4.1.4 and 6.1.4)

- A. When service is temporarily suspended for non-payment of charges, the service will be restored upon payment of past-due charges and a Restoration of Service Charge will be applied. Payment of the service charge is not required prior to the reconnection of service; however, all past-due charges must be paid prior to reconnection. Customer premise charges will apply if it is necessary to dispatch Company personnel to the customer location.

3.5.7 Basic Local Service (Rates listed in 4.1.5 and 6.1.5)

- A. Local Exchange Service is provided by means of station, wire, switching and other facilities, plant and equipment to enable the establishment of telephone communications between stations in the same or different serving area at monthly rates as set forth in Sections 4 and 6. The facilities, plant and equipment used to provide Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services from the Company providing the toll services.
- B. Basic Local Service provides a Customer with a single, voice grade dial tone which allows unlimited local calls for one (1) flat monthly rate. Basic Service is provided with standard features that comply with the Commission's Universal Service Requirement. The standard features include:
 - 1. Touch-tone dialing
 - 2. Access to Telecommunications Relay Service
 - 3. Access to Operators and Directory Assistance
 - 4. Access to Emergency Services – 911 and E911 where E911 is available
 - 5. Availability of Flat Rate Residential Service
 - 6. Access to all available long distance carriers (Toll Providers)

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126 Scioto Street, Urbana, Ohio 43078

SECTION 3

SERVICE DESCRIPTIONS (cont.)

3.5 LOCAL EXCHANGES SERVICES (cont.)

3.5.7 **Basic Local Service (cont.)**

7. White Page Listings, plus a directory
8. Blocking for the following:
 - a. Caller ID
 - b. Auto Callback
 - c. 900/976 and 976-like services
 - d. Toll Blocking
 - e. Data transfer capability of at least 14,000 bps.
- C. In addition to the standard features listed above, additional features are available as listed in Section 3.5.16 – Call Management Features. The Call Management features are available individually or in group packages as specified by the Company.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.8 Direct Inward Dial Trunks (DID) (Rates listed in 4.1.8 and 6.1.8)

Direct Inward Dial Trunks (DID) for non-residential customers can be found in the company's catalog (C) located at www.ctcn.net.

3.5.9 Trunk Hunting (Rates listed in 4.1.9 and 6.1.9)

- A. Trunk hunting is a combination of two or more individual lines connected to the same central office so that calls to the listed number overflow to the next available line if the listed number is available. The monthly rate for trunk hunting applies to each line in addition to the regular individual lines. Residential trunk hunting is limited to 10 telephone numbers. For groups of numbers greater than that business trunk hunting rates will apply.

3.5.10 Verification Service/Emergency Interrupt Service (Rates listed in 4.1.10 and 6.1.10)

- A. The Company furnishes Verification Service for the purpose of aiding Customers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local Customer line.
- B. A Customer-originated request for verification of a local number other than an emergency agency number is a chargeable verification request. No charge applies if the line is out of order.
- C. The Company furnishes Emergency Interrupt Service when a Customer who has originated a verification request to a line which has been found to be busy informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
- D. A Customer-originated request for emergency interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt Service.
- E. The Customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.10 Verification Service/Emergency Interrupt Service (cont.)

- F. No charge will apply if the requesting Customer states that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- G. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- H. If the number verified is not in use, or as a result of the interrupt the line is cleared, and, at the calling party's request, the operator completes the call, then charges for Operator Assisted Local Calls as defined in Section 4 and 6 of this Tariff will apply. The operator assist charge will apply in addition to the Verification and Emergency Interrupt Charges.

3.5.11 End User Access Line Charge (Rates listed in 4.1.6 and 6.1.6)

End User access charges are applied to local service to provide for the FCC (Federal Communications Commission) End User Common Line. Charges are assessed in addition to the basic rates for local service.

3.5.12 E911 Service (Rates listed in 4.1.7 and 6.1.7)

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

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.13 Directory Listings (Rates 4.1.11 and 6.1.11)

A. Provision of Directory Listings

1. For each Customer of Company provided Local Exchange Service, the Company will arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Company in the area at no additional charge.
2. At a Customer's option, the Company will arrange for additional listings at the rates set forth in this Tariff.
- 3.. Listings are regularly provided in connection with all classes of exchange service unless the Customer subscribes to Non-Published Number Service or non-listed Telephone Number Service.
4. Directory listings are provided to aid in the use of telephone service through the identification of Customers' telephone numbers.
5. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.

B. Primary Directory Listings

Number of Listings Provided Without Charge

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

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

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.13 Directory Listings (cont.)

- C. Additional Directory Listings
 - 1. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
 - 2. Additional listing charges are automatically discontinued upon termination of the main service.
- D. Non-Published Telephone Number Service
 - 1. Non-Published Telephone Number Service provides for the omission or deletion of a Customer's telephone number listing from the directory and is not provided upon request from a directory assistance operator.
 - 2. In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing a non-published telephone number. Where such number is published in the directory, the Company's liability shall be limited to a refund of the Company's monthly charges applicable to Non-Published Telephone Number Service.
 - 3. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request, or by the publication of a number of a non-published telephone number in the telephone directory, or disclosing of such number to any person.
 - 4. The rate for Non-Published Telephone Number Service does not apply to:
 - a. additional service furnished to the same Customer who has other service listed in the directory at the same address.
 - b. a Customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the Customer is listed under the telephone number of the Private Branch Exchange, Centrex or Paystation Service furnished to such establishments.
 - c. service which is installed for a temporary period.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.13 Directory Listings (cont.)

D. Non-Published Telephone Number Service (cont.)

5. A Customer residing in an E911 Service district forfeits the privacy afforded by Non-Published Telephone Number Service to the extent that the Customer's Name, telephone number and the address associated with the service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

E. Non-listed Telephone Number Service

1. A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.
2. A Service Connection Charge applies to the establishment of change of non-listed telephone numbers.

F. Liability for Directory Listing Service

1. The liability, if any, of the Company for any error or omission of a directory listing during the effective life of the directory in which the error or omission is made from the white pages will be the equivalent of not less or more than three (3) months local service charges. Such credit shall not apply in cases where the Subscriber has provided such listing information after the deadline for directory publication. The Subscriber shall be given the option of taking the credit or pursuing other remedies.

G. Non-Recurring Charges

1. Non-recurring charges apply for additional and changes in directory listings. For all orders to establish or change non-published or non-listed numbers a non-recurring charge applies.
2. When directory listings are ordered at the same time as the initial installation of local access line service, no additional non-recurring charges will be applied for the directory listing(s).

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.14 Local Directory Assistance Service (Rates listed in 4.1.12 and 6.1.12)

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

3.5.15 Traditional Local Operator Service (Rates listed in 4.1.13 and 6.1.13)

- A. Operator Assisted Charges
 - 1. All types of Local Exchange Service have local calling areas as specified in Section 4 of this Tariff which are the areas that can be called on a flat rate basis (no charge for individual calls) or on a local coin call rate basis.
 - 2. Local dial call: The call must be dialed and completed without the assistance of an operator and must be billed to the originating telephone when a charge is applied.
 - 3. Operator dialed: The Customer places the call without dialing the designated number, although the capability to do it himself exists. The Customer will dial "0" for local calls and then requests the operator to dial to a called station or person.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.15 Traditional Local Operator Service (cont.)

4. Service Charges do not apply for the following Operator Assisted Local calls:
 - a. Calls to designated Company numbers for official telephone business;
 - b. Emergency calls to recognizable authorized civil agencies;
 - c. Those cases where an operator provides assistance to:
 1. Re-establish a call that has been interrupted after the calling party has been reached;
 2. Reach the calling telephone number where Company-provided facility problems prevent customer dial completion;
 3. Place a sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.16 Call Management Services (Rates listed in 4.1.14 and 6.1.14)

Call Management Services for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

- A. Call Management features are detailed below for residential customers available to Subscribers of basic line services. Listed below are descriptions of each service. Rates are found in Sections 4 and 6. (D)

1. Anonymous Call Rejection

Anonymous Call Rejection allows Subscribers to automatically stop certain calls from ringing their phones. Calls would be those that the calling party did not send the calling number and would have been shown as "private" on the Caller ID unit. The calling party will hear a recording, "We're sorry, the party you've reached is not accepting private calls. To make your call, hang up and dial *82 (cancels anonymous call) and redial." The caller is only able to reach the Customer without restricting the transmission of the calling number.

2. Call Forwarding Busy Line

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

3. Call Forwarding Don't Answer

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

4. Call Forwarding Variable

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

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.16 Call Management Services (cont.)

5. Calling Number Delivery (Caller ID Basic)

Calling Number Delivery will enable the Customer to receive the time, the date and calling number on an incoming call. The number will be delivered to the called party's CPE in the interval between the first and second ring. Call blocking may be utilized as described in 3.5.16 (7).

6. Calling Name and Number (Caller ID Deluxe) –

Calling Name and Number Delivery will enable the Customer to receive the name of the caller, the time, the date and the calling number on an incoming call. The name and number will be delivered to the called party's CPR in the interval between the first and second ring. The displayed name is the name associated with the calling party number. Call blocking may be utilized as described in 3.5.16 (7).

7. Calling Number Delivery Blocking (Call Block)

Calling Number Delivery Blocking will allow the calling party to suppress a directory number such that the called party with Calling Number Delivery does not receive the information. The called party will receive a "private" message instead of the calling party's directory number.

Two options for Calling Number Delivery Blocking are available:

- a. Per call Blocking
Customers utilize an activation code on a per call basis to prevent the disclosure of the calling party's directory number. Use of the activation code prevent the number display on the ensuing call only and does not prevent the calling number from display on subsequent calls. The activation code must be utilized on each call.
- b. Subscription per line Blocking
Subscription per line blocking is applicable on all outgoing calls placed from the Subscriber's line. (Non-recurring charges will be applied as follows for Subscriber's requesting the blocking service after initial enrollment period)

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.16 Call Management Services (cont.)

8. Call Return

Call return allows a Customer to have a call set up performed automatically to the calling party of the last incoming call, whether or not it was answered. Call Return is also available on a per call basis. This feature is available on a universal basis to Customers and can be utilized by Customers on a per attempt basis. Customers also have the option to subscribe to the feature on a monthly basis at a flat rate with no per/attempt charges added. When offered on a universal basis, the Customer may request removal of access to this feature at no additional charge.

9. Call Return Blocking

Call return blocking prohibits a customer who subscribes to Call Return from returning a call by activating the Call Return code.

10. Call Waiting

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

11. Customer Control of Call Forwarding

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

12. Customer-Originated Trace (Call Tracing)

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

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.16 Call Management Services (cont.)

13. Repeat Dialing

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

14. Selective Call Acceptance

Selective Call Acceptance provides the customer with a method to accept calls from certain numbers only. The customer selects it's incoming call acceptance list and all incoming calls are checked against the list.

15. Selective Call Rejection

Selective Call Rejection provides the Customer with a method of blocking calls from certain numbers. The Customer may set up a pre-determined group of numbers or place them in the rejection list after receiving a call.

16. Distinctive Ring

This feature allows one (1) or two (2) additional telephone number(s) with a distinctive ring to be added to the existing line. If the Customer is using the phone and one of the selected numbers designated for distinctive ringing comes through, a distinctive call waiting signal is received.

17. Speed Calling (8)

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

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.16 Call Management Services (cont.)

18. Speed Calling (30)
Speed Calling 30 enables a Customer to call a list of up to thirty (30) preselected telephone numbers by dialing a two (2) digit code.
19. Three Way Calling

Three Way Calling allows a Customer to add a third party to an a simultaneous conference between parties at multiple locations.
20. Voice Mail Intercept

Allows a customer to the voice mail system to monitor and intercept calls being handled by the voice mail system. After a call is routed to voice mail, the customer may dial a code to listen to the message as it is being left. The customer may then enter a second code to intercept the call and speak to the caller.

SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

B. Feature Bundling

RESERVED FOR FUTURE USE

C. Non-Recurring Charges for Call Management Features

Non-Recurring Charges for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

1. Non-recurring rates apply to Residential Customers. The non-recurring charge applies per feature with the exception of Distinctive Ring and Speed Dial features which are rated separately. (D)

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.6 TOLL RESTRICTION SERVICE

3.6.1 General Rules (Rates listed in 4.3 and 6.3)

- A. Toll Restriction Service is an optional service that prevents the origination or unauthorized toll calls from a Customer's line, by means of blocking at the Company's Central Office.
- B. This arrangement denies all outgoing call starting with the digit "1" or "0".
- C. All local calls will be permitted from the Customer's line.
- D. All local calls to directory assistance will be permitted, except those that require 1+ or 0+ dialing.
- E. This service will not block all toll calls a Customer might make or receive, such as collect calls and /or long distance calls placed by dialing digits other than "1".
- F. The Customer accepts full responsibility for denial of access to the toll network.
- G. The Customer accepts full responsibility for collect calls and/or long distance calls placed by dialing digits other than "1" or "0".
- H. The Customer holds the Company harmless from any and all liabilities and/or damages which may be alleged or incurred by the use of toll restriction, acceptance of collect calls, and/or long distance calls placed by dialing digits other than "1" or "0".
- I. This services is available only where facilities permit.

3.6.2 Toll Blocking Service (Rates listed in 4.3 and 6.3.1)

- A. Selective, Company-Specific, Toll Blocking Service is available and is provided to toll providers requesting that the Customer not be given access to any of the toll providers service plans.

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SECTION 3

SERVICE DESCRIPTION (cont.)

TOLL RESTRICTION SERVICE (cont.)

3.6.2 Toll Blocking Service (cont.)

B. Toll Blocking Policy

(C)
CT Communications Network, Inc., when providing toll service, may "universally" block access to all toll providers for nonpayment of regulated toll charges, so long as the block customer is not denied the right to select, through a presubscribed interexchange change (PIC) mechanism, any other 1+ presubscribed toll service provider who is obligated to provide such service under the terms of the Selective Access Policy.

Under the terms of the Selective Access policy, CT Communications Network, Inc. when providing toll service, may not deny establishment of 1+ presubscribed toll service on the grounds that the customer has failed to establish creditworthiness, if:

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

When a prospective customer, who has previously been universally blocked for nonpayment of toll charges by another carrier, seeks to select CT Communications Network, Inc. as his or her 1+ carrier of choice, CT Communications Network, Inc. may, subject to our tariffed toll deposit policies and the Commission's rules on establishment of service (See Rules 4901:1-5-14 and 4901:1-5-15, Ohio Administrative Code, [O.A.C.]), require a deposit for toll service. This deposit shall be in accordance with Rule 4901:1-5-14 (A) (3), O.A.C., but CT Communications Network, Inc. may negotiate a lower deposit.

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

Upon payment by the customer of all past due toll debt to CT Communications Network, Inc., the Company will remove the block and all 1+ dialing capabilities, including 10-XXX, will be restored. (C)

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES

3.7.1 Voice Grade Service (Rates listed in 4.2.1 and 6.2.2)

A. Description

1. A voice grade channel is a channel which provides voice frequency transmission capability in the normal frequency range of 300 to 3,000 Hz and may be terminated via two-wire (2W) or four-wire (4W). The voice grade service is commonly referred to as dial-up service.

B. Optional Features and Functions

1. Central Office Bridging Capability

The Company offers bridging for data services. Voice bridging will be available at such time the Company provides voice services.

2. C-Type Conditioning

C-Type conditioning is provided for the additional control of a attenuation distortion and envelope delay distortion on data services. The attenuation distortion specifications for C-Type conditioning are delineated in Technical Reference TR-TSY-0003335.

3. Improved Return Loss

On effective four (4) wire transmission at four (4) wire point of termination (applicable to each two (2) wire port), improved return loss provides for a fixed 600 ohm impedance, variable level range and simplex reversal. Company equipment is required at the Customer premise where this option is ordered.

4. Other Features and Options

The Company will provide other features and options as requested by the Customer and as facilities permit. Other features and options will be priced as ICB (Individual Case Basis) or added to this tariff accordingly.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.1 Voice Grade Service (cont.)

C. Rate Categories

1. Channel Termination. The Channel Termination rate category provides for the charges of the communications path between a customer-designated premises and the serving wire center of that premise. One Channel Termination charge applies per customer-designated premises at which the channel is terminated.
2. Channel Mileage. The channel mileage rate category provides for the charges of the transmission facilities between serving wire center or central offices serving each customer-designated premise

3.7.2 Digital Data Service (Rates listed in 4.2.2 and 6.2.3)

Digital Data Service for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES

3.7.2 Digital Data Service (cont.)

C. Responsibility of the Customer (cont.)

2. The Customer will be responsible for notifying the Company of the type of digital terminating equipment used, if requested by the Company.
3. The Customer is responsible for testing and clearance of trouble conditions on any terminal equipment unless the Customer has contracted with the Company for the service. The Company will provide maintenance services as ICB.
4. The Company will assess a service charge for visits to the Customer premise when a service trouble report is a result from the Customer's use of the Customer-owned premise equipment.
5. If premise equipment is provided by the Company, the Customer may not rearrange, disconnect, remove or attempt repairs without the consent of the Company.
6. The Company will be responsible for furnishing and maintaining Digital Data Service from the Company's closest point of presence to the Customer's premise where the service interfaces with the Customer's digital terminating equipment.
7. The Company will provide Digital Data Service in compliance with the industry standard availability and performance standards.
8. The Company is not responsible for the installation or maintenance of Customer-owned equipment, unless the Customer contracts the Company under an ICB arrangement.
9. The Company is not responsible for Customer-owned equipment if changes, modifications, upgrades or procedures used to provision Digital Data Service are made.

D. Rate Categories

1. Digital Data Service Loop – Channel Termination

Digital Data Service is furnished between the Customer Premise and the Customer's Serving Wire Center, classified as the digital data service loop.

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126 Scioto Street, Urbana, Ohio 43078

SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.2 Digital Data Service (cont.)

D. Rate Categories (cont.)

2. Special Construction

Special Construction charges may apply in circumstances where facilities are needed to provision the service. Special Construction is a contracted service provided as ICB.

3. Digital Data Service Mileage

Mileage calculated by airline miles is applied if more than one serving wire center (or Central Office) is involved with the provision of service.

3.7.3 High Capacity Service (Rates listed in 4.2.3 and 6.2.4)

A. Description

1. High Capacity Service provides for the simultaneous two-way transmission of isochronous digital speeds of 1.544 Mbps or 44.736 Mbps between two Customer premise locations.

B. Responsibility of the Customer

1. Digital terminating equipment must be provided by the Customer to connect the Company facilities to the Customer-provided equipment. Digital terminating equipment must comply with industry standards. Digital terminating equipment may be a Digital Service Unit/Channel Service Unit (DSU/CSU) or similar equipment.
2. The Customer will be responsible for notifying the Company of the type of digital terminating equipment used, if requested by the Company.
3. The Customer is responsible for testing and clearance of trouble conditions on any terminal equipment unless the Customer has contracted with the Company for the service. The Company will provide maintenance services as ICB.
4. The Company will assess a service charge for visits to the Customer premise when a service trouble report is a result from the Customer's use of the Customer-owned premise equipment.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES

3.7.3 High Capacity Service (cont.)

B. Responsibility of the Customer (cont.)

5. If premise equipment is provided by the Company, the Customer may not rearrange, disconnect, remove or attempt repairs without the consent of the Company.

C. Responsibility of the Company

1. The Company will be responsible for furnishing and maintaining Digital Data Service from the Company's closest point of presence to the Customer's premise where the service interfaces with the Customer's digital terminating equipment.
2. The Company will provide Digital Data Service in compliance with the industry standard availability and performance standards.
3. The Company is not responsible for the installation or maintenance of Customer-owned equipment, unless the Customer contracts with the Company under an ICB arrangement.
4. The Company is not responsible for Customer-owned equipment if changes, modifications, upgrades or procedures used to provision Digital Data Service are made.

D. Rate Categories

1. High Capacity Loop – Channel Termination

High Capacity loop service is provided between the Customer's premise and the serving wire center of the premise.

2. High Capacity Mileage

Mileage calculated by airline miles is applied if more than one serving wire center (or Central Office) is involved with the provision of service.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.3 High Capacity Service (cont.)

D. Rate Categories (cont.)

3. Channel Multiplexing

a. DS-3 to DS-1

An arrangement that converts a 44.746 Mbps channel to 28 DS-1 channels.

b. DS-1 to DS-0

An arrangement that converts a 1.544 Mbps channel to 24 channels for use with dial up digital data services.

c. DS-0 to subrate

An arrangement that converts a 64 Kbps channel to subrates of up to twenty (20) 2.4 Kbps, ten (10) 4.8 Kbps, or five (5) 9.6 Kbps channels.

4. Clear Channel Capability

Clear Channel Capability is an arrangement that alters a 1.544 Kbps signal with unconstrained information bits. This arrangement requires the Customer to provide the signal at the Customer interface conforming to B8ZS line code.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.4 Primary Rate Interface (ISDN-PRI) (Rates listed in 4.2.4 and 6.2.6)

Primary Rate Interface (ISDN-PRI) for non-residential customers can be found in the (C)
company's catalog located at www.ctcn.net.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.4 Primary Rate Interface (ISDN-PRI) (cont.)

3.7.5 DS-1 Data Link Services (DS1-DLS) (Rates listed in 4.2.5 and 6.2.7)

DS-1 Data Link Services (DS1-DLS) for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

(N)

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.5 DS-1 Data Line Services (DS1-DLS) (cont.)

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES (cont.)

3.7.5 DS-1 Data Link Service (DS-1-DLS) (cont.)

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 PRIVATE LINE SERVICES

3.7.6 DATA EXPRESS

Data Express for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

A. Data Express Service

1. General

Data Express is a DSL (digital subscriber line) option added to an existing line that enables a dedicated path (subject to availability) to a participating service provider that will pass data at a rate of up to 960/Kb/s downstream, from the service provider to the customer's Data Express Modem to the service provider at up to 120 Kb/s upstream in addition to POTS (plain old telephone service). Actual data rate achieved is subject to actual loop conditions. Data Express supports the TCP/IP data communications protocol. Both Data Express and separately tariffed POTS may be used simultaneously.

This service is subject to availability.

Actual data throughout is dependent on service provider bandwidth and loop limitations.

The customer may purchase the modem for this service from any available source.

2. Definition

Participating Service Provider – Any third-party maintaining a VLAN (virtual LAN) Port such as Data Express Service Provider Ethernet Port for the purposes of transmitting and receiving data traffic from Data Express Customers.

3. Rates

Nonrecurring Charges:

The installation rates set forth in Sections 6.1.1 and 6.1.2 of this tariff apply to Data Express Service.

Recurring Charges:

\$19.50/month

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SECTION 3
SERVICE DESCRIPTION (CONT.)

3.8 DIGITAL CENTREX

Digital Centrex for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

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SECTION 3
SERVICE DESCRIPTION (CONT.)

3.8 DIGITAL CENTREX (CONT.)

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SECTION 4
MINIMUM/MAXIMUM PRICING SCHEDULES

4.1 LOCAL EXCHANGE SERVICES

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net. (C)

4.1.1 Service Ordering Charge

(D) **MAX**

Connection of new or additional Central Office lines, per service order:

Business, Initial Order	\$150.00
Residential, Initial Order	\$100.00
Business, Subsequent Order	\$100.00
Residential, Subsequent Order	\$ 75.00

Moves or changes in existing service and equipment or addition of new or additional service and equipment other than central office lines, per service order:

Business	\$ 85.00
Residential	\$ 65.00

4.1.2 Customer Premise Visit Charge

For premise visit associated with installation of service or other services requiring a technician premise visit:

Business and Residential, per visit	
First 15 minutes	\$ 85.00
Each additional 15 minutes	\$ 45.00

4.1.3 Returned Check Charge

Business, per occurrence	\$ 45.00
Residential, per occurrence	\$ 45.00

4.1.4 Restoration of Service Charge

Business, per occurrence	\$ 65.00
Residential, per occurrence	\$ 55.00

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SECTION 4
MINIMUM/MAXIMUM PRICING SCHEDULES

4.1 LOCAL EXCHANGE SERVICES (cont.)

(D)

MAX

4.1.5 Basic Local Service

Monthly Recurring Flat Rate:

Business	\$100.00	
Residential	\$ 65.00	
Additional Residential Line	\$ 65.00	(N)

Non-Recurring Charges

Business	\$175.00
Residential	\$100.00

4.1.6 End User Access Line Charge

Monthly Recurring Rate:

Single line Business/Residential	\$ 7.50
Multiline Business/Residential	\$ 10.00
ISDN – PRI, per facility	\$ 35.00

4.1.7 E911 Charge

Monthly Recurring Rate:

Business/Residential	
Per line/trunk	\$ 1.00

4.1.8 Direct Inward Dial Trunks (DID)

Direct Inward Dial Trunks (DID) for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

(D)

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SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES

4.1 LOCAL EXCHANGE SERVICES (cont.)

4.1.9 Trunk Hunting (D) MAX

Trunk Hunting for non-residential customers can be found in the company's (C)
catalog located at www.ctcn.net.

Monthly Recurring Charges:

Residential	\$ 55.00
-------------	----------

4.1.10 Verification Service/Emergency Interrupt Service

Verification Service/Emergency Interrupt Service for non-residential customers
can be found in the company's catalog located at www.ctcn.net. (C)

Non-Recurring Charges:

Residential, ea. verification request:	\$ 7.50
--	---------

Residential ea. interrupt request	\$ 7.50
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4.1.11 Directory Listings (Reference 3.5.13)

Directory Listings for non-residential customers can be found in the company's
catalog located at www.ctcn.net. (C)

Monthly Recurring Charges:

Business, Primary Listing	\$ N/A
---------------------------	--------

Residential, Primary Listing	\$ N/A
------------------------------	--------

Residential, additional listing	\$ 8.50
---------------------------------	---------

Non-Published Telephone Number Residential and Business	\$ 6.00
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Non-listed Telephone Number	\$ 6.00
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Non-Recurring Charges:

Residential	\$ 35.00	(C)
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SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES

4.1 LOCAL EXCHANGE SERVICES (cont.)

4.1.12 Local Directory Assistance Charges

Local Directory Assistance Charges for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

Per Call Rates:

Residential, Customer Direct Dials:	(D)	\$	(D)
Residential, Operator Placed Calls:		\$	(D)

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4.1 LOCAL EXCHANGE SERVICES (cont.)

MAX

\$ 5.50

\$ 10.00

(C)

\$ 15.50

\$

Per Call Blocking Residential and Business	\$	2.00
Subscription per line blocking	\$	8.00

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SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES

4.1 LOCAL EXCHANGE SERVICES (cont.)

4.1.14 Call Management Services (cont.)

	<u>MIN</u>	<u>MAX</u>
Call Return		
Per attempt	\$ 0.35	\$ 2.50
Per Month	\$ 1.00	\$ 8.00
Call Return Blocking		
No Charge		
Call Waiting		
Per Month	\$ 1.00	\$ 9.00
Customer Control of Forwarding		
Per Month	\$ 0.35	\$ 7.00
Customer-Originated Trace		
Per Each Successful Trace	\$ 0.35	\$ 6.00
Repeat Dialing		
Per Call	\$ 0.15	\$ 3.50
Per Month	\$ 1.00	\$ 9.00
Selective Call Acceptance		
Per Month	\$ 1.00	\$ 12.00

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SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES (cont.)

4.1 LOCAL EXCHANGE SERVICES (cont.)

4.1.14 Call Management Services (cont.)

	<u>MIN</u>	<u>MAX</u>
Selective Call Rejection		
Per Month	\$ 1.00	\$ 12.00
Distinctive Ring		
1 st Ring, per month	\$ 1.00	\$ 15.00
2 nd Ring, per month	\$ 0.75	\$ 12.00
Speed Calling		
Speed Call 8, per month	\$ 1.00	\$ 12.00
Speed Call 30, per month	\$ 2.00	\$ 18.00
Three Way Calling		
Per Use	\$ 0.35	\$ 3.50
Per Month	\$ 1.00	\$ 9.00
Non-Recurring Charges for All Call Management Services (except as specifically noted)		
Feature Install	\$ 1.50	\$ 45.00
Distinctive Ring	\$ 5.00	\$ 35.00
Speed Dial – 8 or 30	\$ 3.50	\$ 25.00

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SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES (cont.)

4.2 PRIVATE LINE SERVICES

Private Line Services for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

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SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES (cont.)

4.2 PRIVATE LINE SERVICES

4.2.2 Digital Data Service

Private Line Services for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

(D)

4.2.3 High Capacity Service

High Capacity Service for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

(D)

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SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES (cont.)

4.2 PRIVATE LINE SERVICES (cont.)

(D)

4.2.4 Primary Rate Interface (ISDN-PRI)

Primary Rate Interface (ISDN-PRI) for non-residential customers can be found in the company's catalog located at www.ctcn.net.

(C)

(D)

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SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES (cont.)

4.2 PRIVATE LINE SERVICES (cont.)

4.2.5 DS-1 Data Link Service (DS1-DLS)

DS-1 Data Link Service (DS1-DLS) for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

(D)

4.3 BLOCKING

(D)

4.4 DATA EXPRESS

Data Express for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

4.4.1 Data Express Service

Per Month

\$ 5.50

\$75.50

Non-Recurring

See Sections 4.1.1 and 4.1.2

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SECTION 4

MINIMUM/MAXIMUM PRICING SCHEDULES (cont.)

4.5 DIGITAL CENTREX

Digital Centrex for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

(D)

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SECTION 5

PROMOTIONS AND DISCOUNTS

RESERVED FOR FUTURE USE

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SECTION 6

CURRENT PRICE SCHEDULE

The prices provided below in Sections 6.1, 6.2, and 6.3 apply to the West Liberty and Bellefontaine exchanges only. As service is rolled out to the additional proposed exchanges, tariff sheets will be filed with appropriate pricing.

6.1 LOCAL EXCHANGE SERVICE RATE SHEET

Rates for Business Single-Party for 4 or more lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net. (C)

	<u>Business</u>	<u>Residential</u>
6.1.1. Service Ordering Charge		
Connection of new or additional Central Office lines, per service order:		
Initial Order	\$6.50	\$6.50
Subsequent Order	\$6.50	\$6.50
Moves or changes in existing service and equipment or addition of new or additional service and equipment other than central office lines, per service order:	\$ 6.50	\$6.50
6.1.2 Customer Premise Visit Charge		
For premise visit associated with installation of service or other services requiring a technician premise visit:		
Business and Residential, per visit		
First 15 minutes	\$10.50	\$10.50
Each additional 15 minutes	\$ 6.00	\$ 6.00
6.1.3 Returned Check Charge		
Per occurrence	\$20.00	\$20.00
6.1.4 Restoration of Service Charge		
Per occurrence	\$20.25	\$20.25

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SECTION 6

CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>	
6.1.5 Basic Local Service			
Monthly Recurring Flat Rate:	\$31.25	\$25.00*	(I)
Non-Recurring Charges	\$13.75	\$13.75	
*Includes Caller ID Deluxe			
6.1.5.1 Additional Residential Lines		\$14.95 per line	
6.1.6 End User Access Line Charge			
Monthly Recurring Rate:			
Single line Business/Residential	\$ 3.50		
Multiline Business/Residential	\$ 6.00		
ISDN – PRI, per facility	\$15.00		
6.1.7 E911 Charge			
Monthly Recurring Rate:			
Per line/trunk	\$.20	\$.20	
6.1.8 Direct Inward Dial Trunks (DID)			
Direct Inward Dial Trunks (DID) for non-residential customers can be found in the company's catalog located at www.ctcn.net .			(C)
			(D)

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SECTION 6

CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>
6.1.9 Hunting		
Hunting for non-residential customers can be found in the company's catalog located at www.ctcn.net .		(C)
Monthly Recurring Charges:	\$ (D)	\$ 1.50
6.1.10 Verification Service/Emergency Interrupt Service		
Verification Service/Emergency Interrupt Service for non-residential customers can be found in the company's catalog located at www.ctcn.net .		(C)
Non-Recurring Charges:		
Each Verification Request	\$ (D)	\$ 2.50
Each Interrupt Request	\$ (D)	\$ 2.50
6.1.11 Directory Listings		
Directory Listings for non-residential customers can be found in the company's catalog located at www.ctcn.net .		(C)
Monthly Recurring Charges:		
Primary Listing	\$ N/A	\$ N/A
Additional listing	\$ (D)	\$ 1.00
Non-Published Telephone Number	\$ 1.00	\$ 1.00
Non-listed Telephone Number	no charge	no charge
Non-Recurring Charges:		
Business and Residential	\$ (D)	\$13.75
6.1.12 Directory Assistance Charges		
Directory Assistance Charges for non-residential customers can be found in the company's catalog located at www.ctcn.net .		(C)
Per Call Rates:		
Customer Direct Dials:	\$(D)	\$.25
Operator Placed Calls:	\$(D)	\$2.50

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SECTION 6

CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>
6.1.13 Traditional Local Operator Service		
Per Call Occurrence:		
Station to Station – Customer dialed or Operator Assisted (Calls other and person to person, calls billed collect or to a third party)	\$ (D)	\$ 2.50
Person-to-Person – calls completed with the assistance of an operator to a particular person, rather than a station, department or PBX	\$ (D)	\$ 4.50
6.1.14 Call Management Services		
Call Management Services for non-residential customers can be found in the company's catalog located at www.ctcn.net .		(C)
Anonymous Call Rejection Per month	\$ (D)	\$ 6.00
Call Forwarding Busy Line Per month	\$ (D)	\$ 1.50
Call Forwarding Don't Answer Per month	\$ (D)	\$ 1.50
Call Forwarding Variable Per month	\$ (D)	\$ 1.50
Calling Number Delivery Caller ID Basic Per month	\$ 7.50	\$ 6.00
Calling Name and Number Caller ID Deluxe Per month	\$ (D)	\$ ---
Calling Number Delivery Blocking		
Per Call Blocking	\$ (D)	no charge
Subscription per line blocking	\$ no charge	no charge

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SECTION 6

CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>
Call Return		
Per attempt	\$ (D)	\$.75
Per Month	\$ (D)	\$ 6.00
Call Return Blocking	no charge	no charge
Call Waiting		
Per Month	\$	\$ 1.50
Customer Control of Forwarding		
Per Month	\$ (D)	\$ 1.50
Customer-Originated Trace		
Per Each Successful Trace	\$	\$ 3.00
Repeat Dialing		
Per Call	\$ (D)	\$.75
Per Month	\$ (D)	\$ 6.00
Selective Call Acceptance		
Per Month	\$ (D)	\$ 6.00

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Effective Date: April 1, 2008

In accordance with Finding and Order in Case No. 08-194-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 6

CURRENT PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

	<u>Business</u>	<u>Residential</u>
Selective Call Rejection		
Per Month	\$ (D)	\$6.00
Distinctive Ring		
1 st Ring, per month	\$ (D)	\$ 1.50
2 nd Ring, per month	\$ (D)	\$ 1.50
Speed Calling		
Speed Call 8, per month	\$ (D)	\$ 1.50
Speed Call 30, per month	\$ (D)	\$ 1.50
Three Way Calling		
Per Use	\$ (D)	\$.75
Per Month	\$ (D)	\$ 1.50
Non-Recurring Charges for All Call Management Services (except as specifically noted)		
Feature Install	\$ (D)	\$ 20.25
Each additional feature	\$ (D)	no charge
Distinctive Ring	\$ (D)	\$ 20.25
Speed Dial – 8 or 30	\$ (D)	\$ 20.25

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In accordance with Finding and Order in Case No. 08-194-TP-ATA
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SECTION 6

CURRENT PRICE SCHEDULE

6.2 PRIVATE LINE SERVICES RATE SHEET

Private Line Services Rate Sheet for non-residential customers can be found in the company's (C)
catalog located at www.ctcn.net.

6.2.1 Voice Grade Service (D)

Issued Date: April 1, 2008

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In accordance with Finding and Order in Case No. 08-194-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 6

CURRENT PRICE SCHEDULE

6.2 PRIVATE LINE SERVICES RATE SHEET

6.2.2 Digital Data Service

Private Line Services Rate Sheet for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

(D)

6.2.3 High Capacity Service

Private Line Services Rate Sheet for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

(D)

Issued Date: April 1, 2008

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In accordance with Finding and Order in Case No. 08-194-TP-ATA
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126 Scioto Street, Urbana, Ohio 43078

SECTION 6

CURRENT PRICE SCHEDULE

6.2 PRIVATE LINE SERVICES RATE SHEET

6.2.3 High Capacity Service (cont.)

(D)

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Issued Date: April 1, 2008

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In accordance with Finding and Order in Case No. 08-194-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 6

CURRENT PRICE SCHEDULE

6.2 **PRIVATE LINE SERVICES RATE SHEET**

6.2.4 **Primary Rate Interface (ISDN-PRI)**

Primary Rate Interface (ISDN-PRI) for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

(D)

6.2.5 **DS-1 Data Link Service (DS1-DLS)**

Primary Rate Interface (ISDN-PRI) for non-residential customers can be found in the company's catalog located at www.ctcn.net. (C)

(D)

Issued Date: April 1, 2008

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In accordance with Finding and Order in Case No. 08-194-TP-ATA
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SECTION 6
CURRENT PRICE SCHEDULE

(D)

6.4 DATA EXPRESS

6.4.1 Data Express Service

Per Month
Non-Recurring

\$ (D) \$ 19.50
See Sections 6.1.1 and 6.1.2

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Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

CURRENT PRICING SCHEDULE (Cont.)

6.5 DIGITAL CENTREX

(C)

Effective Date: April 1, 2008

In accordance with Finding and Order in Case No. 08-194-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 7

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

7.1 CONNECTION ON CUSTOMER PREMISE

7.1.1 General

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

7.1.2 Responsibility of the Company

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

Issued Date: June 7, 2001

Effective Date: June 7, 2001

In accordance with Finding and Order in Case No. 01 – 10 – TP – ACE

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President, CT Communications Network Inc.

126 Scioto Street, Urbana, Ohio 43078

SECTION 7

CUSTOMER PROVIDED EQUIPMENT AND FACILITIES (cont.)

7.1 CONNECTION ON CUSTOMER PREMISE (cont.)

7.1.2 Responsibility of the Company (Cont'd)

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

7.1.3 Liability of the Company

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

7.1.4 Responsibility of the Customer

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

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In accordance with Finding and Order in Case No. 01 – 10 – TP – ACE

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126 Scioto Street, Urbana, Ohio 43078

SECTION 7

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (cont.)

7.1 CONNECTION ON CUSTOMER PREMISE (cont.)

7.1.4 Responsibility of the Customer

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

7.1.5 Connection at Hazardous or Inaccessible Locations

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

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In accordance with Finding and Order in Case No. 01 – 10 – TP – ACE

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 7

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (cont.)

7.1 CONNECTION ON CUSTOMER PREMISE (cont.)

7.1.6 Connections of Registered Equipment

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

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

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

- B. Premise Wiring Associated With Registered Communications Systems

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

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In accordance with Finding and Order in Case No. 01 – 10 – TP – ACE

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Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 7

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (cont.)

7.1 CONNECTION ON CUSTOMER PREMISE (cont.)

7.1.6 Connections of Registered Equipment (Cont'd)

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

C. Connections Involving National Defense and Security

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

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

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In accordance with Finding and Order in Case No. 01 – 10 – TP – ACE

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 7

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (cont.)

7.2 SERVICE CHARGES

7.2.1 Failure of Acceptance Tests

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

7.2.2 Line Conditioning or Treatment

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

7.2.3 Damages to Facilities

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

Issued Date: June 7, 2001

Effective Date: June 7, 2001

In accordance with Finding and Order in Case No. 01 – 10 – TP – ACE

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 8
INTEREXCHANGE TELECOMMUNICATIONS TARIFF

(D)

Issued Date: April 1, 2008

Effective Date: June April 1, 2008

In accordance with Finding and Order in Case No. 08-194-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 8

INTEREXCHANGE TELECOMMUNICATIONS TARIFF (cont.)

(D)

Issued Date: April 1, 2008

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In accordance with Finding and Order in Case No. 08-194-TP-ATA

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President, CT Communications Network Inc.

126 Scioto Street, Urbana, Ohio 43078

SECTION 8

INTEREXCHANGE TELECOMMUNICATIONS TARIFF (cont.)

(D)

Issued Date: April 1, 2008

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126 Scioto Street, Urbana, Ohio 43078

SECTION 8

INTEREXCHANGE TELECOMMUNICATIONS TARIFF (cont.)

(D)

Issued Date: April 1, 2008

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In accordance with Finding and Order in Case No. 08-194-TP-ATA

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President, CT Communications Network Inc.

126 Scioto Street, Urbana, Ohio 43078

SECTION 9

**INTRASTATE
ACCESS SERVICE TARIFF
REGULATIONS, RATES AND CHARGES**

CT Communications Network, Inc. ("CT") 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 CLECs competing with non-rural ILECs.

(N)
|
(N)

Issued Date: August 16, 2001

Effective Date:

In accordance with Finding and Order in Case No. 01- -TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

EXHIBIT B

(Proposed Revised Tariff Pages)

CT COMMUNICATIONS NETWORK, INC.
TARIFF FOR LOCAL TELECOMMUNICATIONS SERVICES
WITHIN THE STATE OF OHIO

This Tariff describes generally the regulations and rates applicable to the provision of Local Telecommunications Services between points within the State of Ohio. Service is provided by CT Communications Network, Inc. with principal offices at 126 Scioto Street, Urbana, Ohio 43078. This Tariff is on file with the Public Utilities Commission of Ohio as Case No. 90-9194-TP-TRF. Copies may be inspected during normal business hours at the Company's principal place of business.

Issued Date: May 19, 2011

Effective Date: May 19, 2011

In accordance with Case No. 10-1010-TP-ORD and 11-2842-TP-ATA

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

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Michael W. Conrad, President, CT Communications Network Inc.

126 Scioto Street, Urbana, Ohio 43078

SECTION 1

DEFINITIONS

ACCESS LINE

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

AIR LINE MEASUREMENT

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

ANCILLARY DEVICES

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

ANSWERING EQUIPMENT

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

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 and (1) on whose premise a station of the private line service is located or (2) who receives from or sends to the Customer over such private line or channel communications relating solely to the business of the Customer.

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In accordance with Case No. 10-1010-TP-ORD and 11-2842-TP-ATA

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President, CT Communications Network Inc.

126 Scioto Street, Urbana, Ohio 43078

SECTION 1

DEFINITIONS (cont.)

BASIC LOCAL EXCHANGE SERVICE (BLES)

Per Chapter 4927.01 (Division A1) of the Ohio Revised Code

Basic local exchange service 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 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, that does both of the following:

(a) Enables a customer to originate or receive voice communications within a local service area as that area exists on the effective date of the amendment of this section by S.B. 162 of the 128th general assembly;

(b) Consists of all 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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Michael W. Conrad, President, CT Communications Network Inc.

126 Scioto Street, Urbana, Ohio 43078

SECTION 1

DEFINITIONS (cont.)

BUILDING (Same)

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

BUSINESS SERVICE

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

CALL

An attempted communication, whether completed or not.

CALLING AREA

See "Local Service Area."

CANCELLATION CHARGES

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

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.

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Michael W. Conrad, President, CT Communications Network Inc.

126 Scioto Street, Urbana, Ohio 43078

SECTION 1

DEFINITIONS (cont.)

CIRCUIT

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

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

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

CLASS OF SERVICE

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

COMMISSION

The Public Utilities Commission of Ohio.

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

CT Communications Network Inc.

COMPLEX SERVICE

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

CONDUIT

A tubular runway for cable facilities.

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In accordance with Case No. 10-1010-TP-ORD and 11-2842-TP-ATA

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Michael W. Conrad, President, CT Communications Network Inc.

126 Scioto Street, Urbana, Ohio 43078

SECTION 1

DEFINITIONS (cont.)

CONNECTION

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

CONNECTION CHARGE

See "Service Charges."

CONSTRUCTION CHARGE

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

CONTINUOUS PROPERTY

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

CONTRACT

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

CONTRACT PERIOD

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

COST OR COST BASIS

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

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Michael W. Conrad, President, CT Communications Network Inc.

126 Scioto Street, Urbana, Ohio 43078

SECTION 1

DEFINITIONS (cont.)

CUSTOM CALLING SERVICES

Custom Calling Services provide for call features like Call Waiting and Call Forwarding and is furnished in connection with basic business and/or residential line service.

CUSTOMER

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

CUSTOMER PREMISES INSIDE WIRE

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

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

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

CUSTOMER TROUBLE REPORT

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

DEMARICATION POINT

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

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Michael W. Conrad, President, CT Communications Network Inc.

126 Scioto Street, Urbana, Ohio 43078

SECTION 1

DEFINITIONS (cont.)

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.

DIRECT ELECTRICAL CONNECTION

The physical connection of electrical conductors in the communications path.

DISCONNECT NOTICE

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

DISCONNECTION OF SERVICE

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

DROP WIRE

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

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.

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SECTION 1

DEFINITIONS (cont.)

ENTRANCE FACILITIES

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

EXCHANGE

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

EXCHANGE AREA

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

EXCHANGE SERVICE

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

FACILITIES

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

FLAT RATE SERVICE

A classification of exchange service furnished a customer for which a stipulated charge is made regardless of the amount of use.

GENERAL EXCHANGE SERVICES

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

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SECTION 1

DEFINITIONS (cont.)

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.

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 nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

INITIAL SERVICE PERIOD

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

INTERFACE

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

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

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SECTION 1

DEFINITIONS (cont.)

INTERFACE EQUIPMENT

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

INTERLATA

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

INTRALATA

Long distance message 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.

LOCAL ACCESS AND TRANSPORT AREA (LATA)

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

LOCAL CALLING AREA

See "Local Service Area."

LOCAL CHANNEL

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

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SECTION 1

DEFINITIONS (cont.)

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 an extended area service arrangement.

LOCAL SERVICE CHARGE

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

LONG DISTANCE MESSAGE 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.

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SECTION 1

DEFINITIONS (cont.)

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.

MINIMUM CONTRACT PERIOD

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

NETWORK CONTROL SIGNALING

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

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.

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.

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SECTION 1

DEFINITIONS (cont.)

PREMISE

The same premise consists of:

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

PREMISE WIRING

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

PREASSIGNED NUMBER

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

PREWIRING

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

PRIMARY SERVICE

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

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SECTION 1

DEFINITIONS (cont.)

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.

SECTION 1

DEFINITIONS (cont.)

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.

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.

RESIDENTIAL SERVICE

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

SERVICE CHARGE

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

SERVICE DROP

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

SERVICE WIRE CENTER

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

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.

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SECTION 1

DEFINITIONS (cont.)

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.

SUPERSEDURE OF SERVICE

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

SUPPLEMENTAL CONTRACT

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

SUSPENSION OF SERVICE

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

TARIFF

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

TELECOMMUNICATION SERVICES

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

TELEPHONE COMPANY

See "Company."

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SECTION 1

DEFINITIONS (cont.)

TELEPHONE NUMBER

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

TELEPHONE SOLICITATION

An unsolicited telephone call.

TEMPORARY DISCONNECTION

See "Suspension of Service."

TEMPORARY SERVICE

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

TERMINATION AGREEMENT

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

TERMINATION CHARGE

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

TERMINATION OF SERVICE

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

TOLL MESSAGE

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

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SECTION 1

DEFINITIONS (cont.)

TOLL RATE

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

TOLL SERVICE

That part of the total telephone service rendered either by the Company or through the Company's access through which Interexchange Carriers provide long distance service between different local service areas in accordance with the rates and regulations specified by either the Company's or other Interexchange Carrier's Long Distance Message Telecommunications Tariffs.

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.

WIRE CENTER

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

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SECTION 2

RULES AND REGULATIONS

DEFINITIONS 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

RULES AND REGULATIONS (cont.)

The Champaign Telephone Company will comply with all of the Commission's Rules concerning "Service Requirements for BLES", "Unfair or Deceptive Acts or Practices", and "Truth and Billing Requirements" set forth in Chapter 4910:1-6-12, 16, and 17 of the Ohio Administrative Code (O.A.C.).

2.1 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 in the serving area listed in Section 3 of this Tariff.
- 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.
- 2.1.3** Failure on the part of any customer to observe these rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.

2.2 ESTABLISHING SERVICE

2.2.1 Availability of Facilities

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

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SECTION 2

RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE (cont.)

2.2.2 Application for Service

- A. Applications for service or requests or orders by the Customer for additional services or facilities may be made orally, or in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.
- B. An Applicant may be required to make an advance payment at the time the application is accepted, in cases where a deposit is not collected. The amount of the payment will be based on applicable Service Connection Charges and the first month's charges for Exchange Service. The provisions of this paragraph affect the initial payment only and regular monthly charges for service as well as billing and collection practices discussed within this Tariff are otherwise applicable.

2.2.3 Cancellation or Change in Application for Service

- A. Where the Customer cancels an application for service prior to the start of installation of service or of special construction no charge applies.
- B. Where installation of service has been started prior to the cancellation, a Cancellation Charge equal to the Service Order Charge may apply.
- C. When a Customer requests a change in location of all or a 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 completing the work as changed.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE (cont.)

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. 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
 - 1. In the event the Company refuses to serve an Applicant, the Company will inform the Applicant of the reasons for its refusal.
 - 2. In the event the Applicant believes the Company's refusal of service is unjustified, the Applicant may appeal the refusal with the Consumer Division at the Public Utilities Commission of Ohio.

2.2.5 Transfer, Assignment, or Supersedure of Service

- A. Service previously furnished to one (1) Customer may be assumed by a qualified new Customer without lapse in the rendition of service at the exact premise where service is currently rendered.
- B. The Company may require written notice of a Customer's intent to assume existing service.

SECTION 2

RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE (cont.)

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.

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

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 service and/or facilities.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.3 FURNISHING OF SERVICE (cont.)

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 facilities or to endanger the safety of the Company's employees or Customers. The Customer must provide the protective equipment subject to Company specifications.
- B. Other special protective equipment and/or neutralizing transformers, isolating transformers, drain coils for use in providing service to Customer's premise where there are high ground potentials, even though not required, may be provided by the Customer, subject to specifications, or in accordance with the rates, terms and conditions otherwise noted in this Tariff.
- C. All equipment connected to the Company's facilities and the telecommunications network shall meet the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

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.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.3 FURNISHING OF SERVICE (cont.)

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 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.

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

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SECTION 2. GENERAL RULES AND REGULATIONS (cont.)

2.3 FURNISHING OF SERVICE (cont.)

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 physical service call to the Customer's premise where off-hook condition is found. The Minimum Service Charge will be the minimum premise visit charge as listed in Sections 4 and 6 of this tariff.

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.

SECTION 2

RULES AND REGULATIONS (cont.)

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 that is public or semi-public in nature and is not used for the service's intended use.
- B. Services provided by the Company may not be resold by the Customer or used in any manner from which the Customer receives compensation. Exceptions are specified below:
 - 1. Services the Company provides on a wholesale basis to other certified carriers.
 - 2. Wholesale services will be provided to other certified carriers on a contractual basis.
- 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.

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.

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.

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126 Scioto Street, Urbana, Ohio 43078

SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

2.5.1 Discontinuance of Service

A. Non-payment Service Interruption

In the event of a proposed disconnection of local service, the following procedures shall apply:

1. A Subscriber's bill shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due.
2. No Local Service can be disconnected for non-payment of Local Service Charges unless the Company has given the affected Customer a written notice of the proposed disconnection postmarked at least seven (7) days before the proposed date of disconnection. The notice must include:
 - a. A statement that failure to pay the amount required at the Company's office or to one of its authorized agents by the date specified on the notice may result in the disconnection of local or toll optional service.
 - b. The earliest date when disconnection will occur.
 - c. The reasons for disconnection and any actions which the subscriber must take in order to avoid the disconnection, including the total amount required to be paid. This amount shall not be greater than the past due balance.
 - d. The total amount due to avoid disconnection of local service which must be listed separately from charges for regulated toll and charges for unregulated services.
 - e. The total amount due for toll charges and a statement that nonpayment of toll charges may result in the disconnection of toll service.
 - f. The total amount due for non-regulated charges and a statement that nonpayment of such charges cannot result in the disconnection of local service or regulated toll service.
 - g. The address and telephone number of the office that the Subscriber may contact in reference to his account.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 **DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE**

2.5.1 **Discontinuance of Service (cont.)**

- h. The following statement:

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

Residential customers may call the Ohio Consumers' Counsel (OCC), toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit the OCC website at www.pickocc.org; and

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

2.5.2 **Restoration of Service**

- A. For restoration of a Customer's Telecommunications Service when service has been disconnected the following conditions are applicable. Service Charges are discussed in Section 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. All charges to be paid prior to restoration include only past due amounts and not reconnection fees. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

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SECTION 2

RULES AND REGULATIONS (cont.)

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.
- D. The Company will provide 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.

2.6.2 Customer Complaints

- A. CT Communications Network Inc. will comply with the Customer Complaint regulations found in the Ohio Administrative Code at Rule 4901:1-6-30.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.3 Applicant or Customer Deposit

A. Definition of Applicant and Customer

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

B. Establishment of Credit

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

2.6.4 Payment for Service

A. Billing and Charges

1. Subscriber bills for local services shall be rendered at regular intervals (monthly) and provide the following statement:
 - a. If your questions are not resolved after you have called CT Communications Network, Inc. customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or 1-614-466-3292, or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180, from 8:00 a.m. to 5:00 p.m. weekdays, or visit the PUCO website at www.puco.ohio.gov.

Residential customers may call the Ohio Consumers' Counsel (OCC), toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit the OCC website at www.pickocc.org.
2. Charges for local services and facilities are payable monthly in advance.
3. A listing of current charges on a Subscriber's bill for local service must include an itemization of all charges, the type of service, and call characteristics. Subscribers bills will conform to the requirements of 4901: 1-6-16 and 17, of the O.A.C.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.4 **Payment for Service (cont.)**

A. 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.

B. 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.

C. Payment Arrangements

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

D. CT Communications Network Inc. will comply with the billing requirements as found in Rule 4901: 1-6-16 and 17, of the O.A.C.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.5 Adjustment of Charges for Overbilling and Underbilling

If billings for Telecommunications Service are found to differ from the Company's lawful rates for the services being purchased by the Customer, or if the Company fails to bill the Customer for such services, a billing adjustment shall be calculated by the Company.

When the Company has undercharged or overcharged any subscriber as the result of a miscalculation, inaccuracy, billing or other continuing problem under the Company's control or under the control of an entity for whom the Company is billing charges:

- A. The maximum portion of the undercharge that may be recovered from the customer in any billing month, based on the appropriate rates, shall be determined by dividing the amount of the undercharge by the number of months of undercharged or unbilled service, unless the customer agrees to alternative payment arrangements.
- B. The total overcharge and accrued interest, at a rate of at least five percent per annum, shall be reimbursed to the Customer within two billing periods after the propriety of the reimbursement is confirmed.

2.7 LIABILITY OF THE COMPANY

2.7.1 Service Irregularities

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

However, any such mistakes, 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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SECTION 2

RULES AND REGULATIONS (cont.)

2.7 LIABILITY OF THE COMPANY (cont.)

2.7.2 Use of Facilities of Other Connecting Carriers

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

2.7.3 Indemnifying Agreement

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

2.7.4 Defacement of Premise

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

2.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

2.8.1 General

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

SECTION 3

SERVICE DESCRIPTION

3.1 DESCRIPTION OF LOCAL SERVICE EXCHANGES

CT Communications Network Inc. will provide local service in the following Ohio exchanges:

Bellefontaine
West Liberty

*Indicates exchanges where CT Communications Network Inc. has local exchange customers.

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SECTION 3
SERVICE DESCRIPTION (cont.)

3.2 MAP OF LOCAL SERVING AREAS

Illustrated below are the counties and exchanges in which CT Communications Network Inc. will provide local services. Services are available in the Bellefontaine and West Liberty exchanges, which are in Logan and Champaign counties.

**BELLEFONTAINE AND WEST LIBERTY
TELEPHONE EXCHANGES**



CT Communications Network Inc. does not provide competitive local service under this tariff in ILEC territories.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.3 LOCAL CALLING AREAS

- A. Local Calling Areas that allow Customers to make calls without incurring long distance charges will mirror the serving exchange area and local calling areas as provided by the Incumbent Local Exchange Carrier.
- B. Local Calling Areas

<u>Exchange</u>	<u>Local Calling Area</u>
Bellefontaine	Belle Center, Ridgeway, Rushsylvania, West Mansfield, East Liberty, West Liberty, Degraff, Hunstville, Jackson Center, Mount Victory, North Lewisburg, Russels Point, Waynesfield
West Liberty	Bellefontaine, Degraff East Liberty, North Lewisburg Rosewood, Urbana

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL EXCHANGE SERVICES

3.4.1 Establishment of Service – General

- A. 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.
- B. 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.
- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the Customer requests that work be performed at hours outside of the normal business hours (9:00 a.m. to 5:00 p.m.) or business week (Monday – Friday), or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.
- D. Except as otherwise provided in this Section, all changes in location of Customer's equipment or service from one (1) premise to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Payment of Service Charges may be required at the time of application for service, or upon presentation of a bill. If an application for residential telephone service is accepted, the Company shall offer the option of deferred payment arrangements on telephone installation charges. If the deferred option is chosen, the installation charges shall be spread over a period of three months.
- F. Service Charges are not applicable for:
 - 1. Moves or changes required for normal maintenance and repair of the Company's service.
 - 2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
 - 3. An upgrade or regrade of service for Company reasons.
 - 4. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
 - 5. Telephone number changes for Company reasons.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL EXCHANGE SERVICES (cont.)

3.4.1 Establishment of Service – General (cont.)

F. Service Charges are not applicable for: (cont.)

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.

3.4.2 Service Order Charges (Rates listed in 4.1.1 and 6.1.1)

- A. The Company's charge associated with the receipt, recording and processing of information in connection with a Customer's or Applicant's request for service to be provided to the same account, at the same time and on the same premise or continuous property.
- B. Service charges are applicable to the following:
 1. For requests to establish an account for initial connection of service.
 2. 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.
 3. For restoration of service disconnected for non-payment of telephone bills.
 4. 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.
 5. For service ordered while that Customer has a pending service order and which requests services that cannot be included on the pending service order.
 6. For additions, moves or changes of lines in the same building or in different buildings on the same premise.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL EXCHANGE SERVICES (cont.)

3.4.3 Customer Premise Visit Charge (Rates listed in 4.1.2 and 6.1.2)

- A. The Company's charge associated with a trip to the Customer/Applicant's premise to comply with the Customer/Applicant's request to establish service.
- B. 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.
- C. Only one (1) Premise Visit Charge will apply in connection with the same service order.
- D. A Premise Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.

3.4.4 Termination Charge (Rates listed in 4.1.1 and 6.1.1)

- A. When a Customer cancels an order for service prior to the inservice date of the order, the Customer will be responsible for the service ordering charge as specified in Section 3.5.2. In addition, the Customer will be responsible for any specialized engineering costs incurred up to the order cancellation date. Specialized engineering costs are assessed only when unusual and non-customary circumstances are involved with a specific order. If specialized engineering costs are involved, the Customer will be made aware of such costs prior to the ordering of service. If a Customer terminates services prior to the expiration of a contract, the Customer will be responsible for charges within the minimum contract period or the rules of the Fresh Look provision.

3.4.5 Restoration of Service (Rates listed in 4.1.4 and 6.1.4)

- A. When service is temporarily suspended for non-payment of charges, the service will be restored upon payment of past-due charges and a Restoration of Service Charge will be applied. Payment of the service charge is not required prior to the reconnection of service; however, all past-due charges must be paid prior to reconnection. Customer premise charges will apply if it is necessary to dispatch Company personnel to the customer location.

3.4.6 Basic Local Service (Rates listed in 4.1.5 and 6.1.5)

- A. Local Exchange Service is provided by means of station, wire, switching and other facilities, plant and equipment to enable the establishment of telephone communications between stations in the same or different serving area at monthly rates as set forth in Sections 4 and 6. The facilities, plant and equipment used to provide Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services from the Company providing the toll services.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL EXCHANGE SERVICES (cont.)

3.4.7 End User Access Line Charge (Rates listed in 4.1.5 and 5.1.5)

End User access charges are applied to local service to provide for the FCC (Federal Communications Commission) End User Common Line. Charges are assessed in addition to the basic rates for local service.

3.4.8 E911 Service (Rates listed in 4.1.6 and 5.1.6)

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

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SECTION 4
MINIMUM/MAXIMUM PRICING SCHEDULES

4.1 LOCAL EXCHANGE SERVICES

Rates for Business and Residence lines and PBX Trunks can be found in the company's catalog located at www.ctcn.net.

4.1.1 Service Ordering Charge

MAX

Connection of new or additional Central Office lines, per service order:

Business, Initial Order	\$150.00
Residential, Initial Order	\$100.00

Moves or changes in existing service and equipment or addition of new or additional service and equipment other than central office lines, per service order:

Business	\$ 85.00
Residential	\$ 65.00

4.1.2 Customer Premise Visit Charge

For premise visit associated with installation of service or other services requiring a technician premise visit:

Business and Residential, per visit	
First 15 minutes	\$ 85.00
Each additional 15 minutes	\$ 45.00

4.1.3 Restoration of Service Charge

Business, per occurrence	\$ 65.00
Residential, per occurrence	\$ 55.00

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SECTION 4
MINIMUM/MAXIMUM PRICING SCHEDULES

4.1 LOCAL EXCHANGE SERVICES (cont.)

MAX

4.1.4 Basic Local Service

Monthly Recurring Flat Rate:

Business	\$100.00
Residential	\$ 65.00

Non-Recurring Charges

Business	\$175.00
Residential	\$100.00

4.1.5 End User Access Line Charge

Monthly Recurring Rate:

Single line Business/Residential	\$ 7.50
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4.1.6 E911 Charge

Monthly Recurring Rate:

Business/Residential Per line/trunk	\$ 1.00
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SECTION 5

CURRENT PRICE SCHEDULE

The prices provided below in Sections 6.1, 6.2, and 6.3 apply to the West Liberty and Bellefontaine exchanges only. As service is rolled out to the additional proposed exchanges, tariff sheets will be filed with appropriate pricing.

5.1 LOCAL EXCHANGE SERVICE RATE SHEET

	<u>Business</u>	<u>Residential</u>
5.1.1 Service Ordering Charge		
Connection of new or additional Central Office lines, per service order:		
Initial Order	\$6.50	\$6.50
Moves or changes in existing service and equipment or addition of new or additional service and equipment other than central office lines, per service order:	\$ 6.50	\$6.50
5.1.2 Customer Premise Visit Charge		
For premise visit associated with installation of service or other services requiring a technician premise visit:		
Business and Residential, per visit		
First 15 minutes	\$10.50	\$10.50
Each additional 15 minutes	\$ 6.00	\$ 6.00
5.1.3 Restoration of Service Charge		
Per occurrence	\$20.25	\$20.25

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SECTION 5

CURRENT PRICE SCHEDULE

5.1 LOCAL EXCHANGE SERVICE RATE SHEET (cont.)

Business

5.1.4 Basic Local Service

Monthly Recurring Flat Rate:	\$31.25
Non-Recurring Charges	\$13.75

5.1.4.1 Additional Residential Lines	\$14.95 per line
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5.1.5 End User Access Line Charge

Monthly Recurring Rate:

Single line	\$ 3.50
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5.1.6 E911 Charge

Monthly Recurring Rate:

Per line/trunk	\$.20
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SECTION 6

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

6.1 CONNECTION ON CUSTOMER PREMISE

6.1.1 General

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

6.1.2 Responsibility of the Company

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

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126 Scioto Street, Urbana, Ohio 43078

SECTION 6

CUSTOMER PROVIDED EQUIPMENT AND FACILITIES (cont.)

6.1 CONNECTION ON CUSTOMER PREMISE (cont.)

6.1.2 Responsibility of the Company (Cont'd)

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

6.1.3 Liability of the Company

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

6.1.4 Responsibility of the Customer

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

Issued Date: May 19, 2011

Effective Date: May 19, 2011

In accordance with Case No. 10-1010-TP-ORD and 11-2842-TP-ATA

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 6

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (cont.)

6.1 CONNECTION ON CUSTOMER PREMISE (cont.)

6.1.4 Responsibility of the Customer

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

6.1.5 Connection at Hazardous or Inaccessible Locations

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

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SECTION 6

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (cont.)

6.1 CONNECTION ON CUSTOMER PREMISE (cont.)

6.1.6 Connections of Registered Equipment

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

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

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

- B. Premise Wiring Associated With Registered Communications Systems

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

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SECTION 6

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (cont.)

6.1 CONNECTION ON CUSTOMER PREMISE (cont.)

6.1.6 Connections of Registered Equipment (Cont'd)

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

C. Connections Involving National Defense and Security

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

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

Issued Date: May 19, 2011

Effective Date: May 19, 2011

In accordance with Case No. 10-1010-TP-ORD and 11-2842-TP-ATA

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Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 6

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (cont.)

6.2 SERVICE CHARGES

6.2.1 Failure of Acceptance Tests

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

6.2.2 Line Conditioning or Treatment

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

6.2.3 Damages to Facilities

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

Issued Date: May 19, 2011

Effective Date: May 19, 2011

In accordance with Case No. 10-1010-TP-ORD and 11-2842-TP-ATA

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

SECTION 7

**INTRASTATE
ACCESS SERVICE TARIFF
REGULATIONS, RATES AND CHARGES**

CT Communications Network, Inc. ("CT") 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 CLECs competing with non-rural ILECs.

Issued Date: May 19, 2011

Effective Date: May 19, 2011

In accordance with Case No. 10-1010-TP-ORD and 11-2842-TP-ATA

Issued by the Public Utilities Commission of Ohio

Michael W. Conrad, President, CT Communications Network Inc.
126 Scioto Street, Urbana, Ohio 43078

EXHIBIT C

(Narrative Summarizing Changes)

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

The new BLES Tariff replaces and supersedes the Applicant's Telephone Service Tariff No. 1 in its entirety.

EXHIBIT D

(Customer Notices)

The customer notices accompanying the affidavit attached hereto as Exhibit E were mailed to customers on May 4, 2011. Additionally, on March 31, 2011 the notices were forwarded to the Commission-provided electronic mailbox (Telecom-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

AFFIDAVIT

I, Michael W. Conrad, am an authorized agent of the applicant corporation, CT Communications Network, Inc., and am authorized to make this statement on its behalf. I attest that the customer notice(s) accompanying this affidavit were sent to affected customers through a bill message on May 4, 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.

Signature /s/ Michael W. Conrad, President
May 6, 2011

Residential CT Comm



126 Scioto Street
Urbana, Ohio 43078-2199
(937)653-4000
(877)653-2216
www.ctcn.net

Remittance Section

Invoice Date: 05/01/2011
Account Number: [REDACTED]
Invoice Number: [REDACTED]
Due Date: 05/15/2011
Bill must be paid by the due date to avoid a possible late charge.
Total Due: \$109.31

Payment Amount: \$

☐ Credit Card Payment on Back ☐ Comments/Suggestions on Back

CT COMMUNICATIONS
126 SCIOTO ST
URBANA OH 43078-2199



Please detach and return above

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

The Ohio Consumers' Counsel (OCC), represents residential utility customers in matters before the PUCO.
The OCC can be contacted toll free at 1-877-742-6822 from 8 a.m. to 5 p.m. weekdays, or visit www.pickocc.org.



126 Scioto Street
Urbana, Ohio 43078-2199
(937)653-4000
(877)653-2216
www.ctcn.net

Invoice Information

Account Number: [REDACTED]
Invoice Date: 05/01/2011
Invoice Number: [REDACTED]
Due Date: 05/15/2011
Bill must be paid by the due date to avoid a possible late charge.
Total Due: \$109.31

Summary of Charges

Balance Information	
Previous Balance	51.90
Payments Received - Thank You	0.00
Past Due Balance (Due Immediately)	\$51.90
Credits and One-Time Charges	\$5.00
Current Charges	
Recurring Charges	49.95
Local, State, and Federal Charges	2.46
Total Current Charges	\$57.41
Total Amount Due	\$109.31

Please make checks payable to: CT Communications

Special Messages

Please see the last page of this bill for important information.

CREDIT CARD PAYMENT

Payment Options - We accept the following credit cards for payment:



Card Number: _____ / _____ / _____

Expiration Date: ____ - ____ / ____ - ____ Amount \$ _____

Phone Number: _____ Thank You!

Comments/Suggestions: _____



Invoice Date
05/01/2011

Account Number
[REDACTED]

Invoice Number
[REDACTED]

Detail of Current Charges

	# of Calls	Minutes	Cost
Payments			
Total Payments			0.00
Credits and One-Time Charges			
Late Fee Residential			5.00
Total Credits and One-Time Charges			5.00
Current Charges			
Recurring Charges			
[REDACTED]			
CT Data Express Reg Line			19.50
CT Backup Line			Free
Subtotal for [REDACTED]			19.50
chrissward			
CT Exp Hi Speed 7x1 Residential			30.45
Subtotal for chrissward			30.45
FTTH			
Fiber to the Home			Free
Subtotal for FTTH			0.00
Total Recurring Charges			49.95
Local, State, and Federal Charges			
County Sales Tax - Champaign			0.08
County Sales Tax - Logan			0.29
Federal Excise Tax			0.74
State Sales Tax			1.35
Total Local, State, and Federal Charges			2.46
Total Charges			57.41

(ns) " New Service " - There has been a change to your service.
Please verify that your monthly recurring charges are correct.

For your convenience you can pay your CT bill in West Liberty at:
Champaign National Bank & Trust, 205 S Detroit

Mon. & Tues. - 8:30 am - 4:30 pm

Wed. & Sat. - 8:30 am - noon

Thurs. & Fri. - 8:30 am - 5:00 pm

or

Peoples Savings & Loan Co., 110 N Detroit

Mon., Tues. & Thurs. - 9:00 am - 4:00pm

Wed. & Sat. - 9:00 am - noon

Fri. - 9:00 am - 5:00 pm

Truth In Billing Information for Customers:

"Non-Deniable" - Charges for which non-payment will result in
disconnection of basic local service.

To Our Valued Customer:

Beginning on May 20, 2011, the prices, service descriptions, and the terms and conditions for services other than local flat rate service that you are provided by CT Communications Network, Inc. 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. CT Communications Network Inc. must still provide a customer notice at least fifteen days in advance of rate increases, changes in terms and conditions and discontinuance of existing services.

Additionally, you will be able to view the company's future service offerings online in a catalog at www.ctcn.net or you can request a copy of this information by contacting: CT Communications Network, Inc. at 126 Scioto St., Urbana, OH 43078.

Since these services will no longer be on file with the Commission, 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 CT Communications Network, Inc. at the toll free number, 877-653-2216, or visit us at www.ctcn.net. You may also visit the consumer information page on the PUCO's website at puco.ohio.gov for further information.

Sincerely,

CT Communications Network, Inc.



126 Scioto Street
Urbana, Ohio 43078-2199
(937)653-4000
(877)653-2216
www.ctcn.net

Business "CT" Com

Remittance Section

Invoice Date: 05/01/2011
Account Number: [REDACTED]
Invoice Number: [REDACTED]
Due Date: 05/15/2011
Bill must be paid by the due date to avoid a possible late charge.
Total Due: \$168.92

Payment Amount: \$ _____

☐ Credit Card Payment on Back ☐ Comments/Suggestions on Back

CT COMMUNICATIONS
126 SCIOTO ST
URBANA OH 43078-2199



Please detach and return above

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

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



126 Scioto Street
Urbana, Ohio 43078-2199
(937)653-4000
(877)653-2216
www.ctcn.net

Invoice Information

Account Number: [REDACTED]
Invoice Date: 05/01/2011
Invoice Number: [REDACTED]
Due Date: 05/15/2011
Bill must be paid by the due date to avoid a possible late charge.
Total Due: \$168.92

Summary of Charges

Balance Information

Previous Balance	168.13
Payments Received - Thank You	-168.13
Past Due Balance	\$0.00
Credits and One-Time Charges	\$0.00

Current Charges

Recurring Charges	155.58
Local, State, and Federal Charges	13.34
Total Current Charges	\$168.92

Total Amount Due \$168.92

Please make checks payable to: CT Communications

Special Messages

Please see the last page of this bill for important information.

CREDIT CARD PAYMENT

Payment Options - We accept the following credit cards for payment:



Card Number: _____ / _____ / _____

Expiration Date: ____ - ____ / ____ - ____ Amount \$ _____

Phone Number: _____ Thank You!

Comments/Suggestions: _____



Invoice Date
05/01/2011

Account Number
[REDACTED]

Invoice Number
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Detail of Current Charges

	# of Calls	Minutes	Cost
Payments			
Apr 7 Thank you for your payment!			-168.13
Total Payments			-168.13
Credits and One-Time Charges			
Total Credits and One-Time Charges			0.00
Current Charges			
Recurring Charges			
[REDACTED]			
*CTTV Plus Tier - Bus			80.00
CTTV Standard Set Top Box IS (Quantity: 2)			19.90
Subtotal for [REDACTED]			99.90
(937) [REDACTED]			
CT Data Express Reg Line			19.50
CT Backup Line			Free
Business Services Package Credit			-9.82
Subtotal for [REDACTED]			9.68
besco			
CT Exp Hi Speed Enhanced Bus (5down/1up)			36.00
CT Exp Hi Speed Accel Upload 1 Meg TAX			10.00
Subtotal for besco			46.00
FTTH			
Fiber to the Home			Free
Subtotal for FTTH			0.00
Total Recurring Charges			155.58
Local, State, and Federal Charges			
County Sales Tax - Logan			1.28
Federal Excise Tax			2.57
Franchise Fee Bellefontaine			2.40
Franchise Fee - West Liberty			2.40
State Sales Tax			4.69
Total Local, State, and Federal Charges			13.34
Total Charges			168.92

(ns) " New Service " - There has been a change to your service.
Please verify that your monthly recurring charges are correct.

*These are basic dial tone charges. Failure to pay these charges by the
Payment Due Date could result in loss of basic dial tone.

For your convenience you can pay your CT bill in West Liberty at:
Champaign National Bank & Trust, 205 S Detroit
Mon. & Tues. - 8:30 am - 4:30 pm
Wed. & Sat. - 8:30 am - noon
Thurs. & Fri. - 8:30 am - 5:00 pm
or

Peoples Savings & Loan Co., 110 N Detroit
Mon., Tues. & Thurs. - 9:00 am - 4:00pm
Wed. & Sat. - 9:00 am - noon
Fri. - 9:00 am - 5:00 pm

Truth In Billing Information for Customers:

"Non-Deniable" - Charges for which non-payment will result in
disconnection of basic local service.

To Our Valued Customer:

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terms and conditions for services other than a primary line provided
by CT Communications Network, Inc. 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. CT Communications Network Inc. must still provide a
customer notice at least fifteen days in advance of rate increases,
changes in terms and conditions and discontinuance of existing
services.

Additionally, you will be able to view the company's future service
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copy of this information by contacting: CT Communications Network
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Since these services will no longer be on file with the Commission,
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 CT
Communications Network, Inc. at the toll free number,
877-653-2216, or visit us at www.ctcn.net.

Sincerely,

CT Communications Network Inc.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

5/19/2011 8:34:45 AM

in

Case No(s). 11-2842-TP-ATA

Summary: Tariff In the Matter of the Application of CT Communications Network, Inc. to Detariff Services and make other changes related to the Implementation of Case No. 10-1010-TP-ORD electronically filed by Mr. Timothy J. Carney on behalf of CT Communications Network, Inc.