

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 Oakwood Telephone)
Company to Detariff Services and make other changes)
related to the Implementation of Case No. 10-1010-TP-ORD)

TRF Docket No. 90-5031-TP-TRF

Case No. 11 - 3022 - **TP - ATA**

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

Name of Registrant(s) Oakwood Telephone Company
DBA(s) of Registrant(s) TDS Telecom
Address of Registrant(s) 525 Junction Road, Madison, WI 53717
Company Web Address www.tdslecom.com
Regulatory Contact Person(s) Rachelle Ladwig
Regulatory Contact Person's Email Address rachelle.ladwig@tdslecom.com
Contact Person for Annual Report Bruce Mottern
Address (if different from above) 10025 Investment Drive, Suite 200, Knoxville, TN 37932
Consumer Contact Information Bruce Mottern
Address (if different from above) _____

Phone 608-664-4169 Fax 608-830-5519

Phone 865-671-4753

Phone 865-671-4753

Part I – Tariffs

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

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

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

Part II – Exhibits

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

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

Part III. – Attestation

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

AFFIDAVIT

Compliance with Commission Rules

I am an officer/agent of the applicant corporation, Oakwood Telephone Company, 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) 5/19/11 at (Location) Madison, Wisconsin

*(Signature and Title) /s/ Rachelle A. Ladwig, Sr.
Administrator, Tariffs

(Date) May 19, 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, Rachelle A. Ladwig

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/ Rachelle A. Ladwig, Sr. Administrator-Tariffs

(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)

OAKWOOD TELEPHONE COMPANY

FIRST REVISED COVER SHEET
Cancels
ORIGINAL COVER SHEET

P.U.C.O.

SCHEDULE OF RATES, AND REGULATIONS

GOVERNING THE

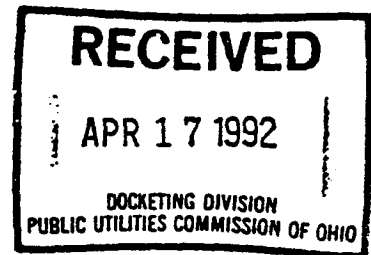
FURNISHING OF TELEPHONE SERVICE

OAKWOOD TELEPHONE COMPANY

(N)

APPLYING TO THE FOLLOWING EXCHANGES

OAKWOOD, OHIO



ISSUED: APRIL 15, 1992

EFFECTIVE: APRIL 20, 1992

IN ACCORDANCE WITH ORDER FOR CASE NO. 92-419-TP-ACM
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO 04-09-92

Keith Keck, President
First & Harmon P.O. Box 278
Oakwood, Ohio 45873

THE OAKWOOD MUTUAL TELEPHONE COMPANY

PREFACE
FIRST REVISED SHEET NO. 1
CANCELS PREFACE

P.U.C.O. NO. 3
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SECTION 1: SCHEDULE OF RATES

SECTION 2: DEFINITIONS

SECTION 3: GENERAL RULES AND REGULATIONS

SECTION 4: GENERAL EXCHANGE TARIFFS

SECTION 5: CONCURRENCES

SECTION 6: CONNECTIONS WITH CERTAIN FACILITIES
PROVIDED BY SUBSCRIBERS

SECTION 7: 911 REPORTING SERVICE

SECTION 8: BASIC TELEPHONE ASSISTANCE

ISSUED: July 8, 1991

EFFECTIVE: August 1, 1991

In accordance with Case No. 91-564-TP-UNC issued
by the Public Utilities Commission of Ohio

Keith Keck, President
P.O. 278, Oakwood, Ohio 45873

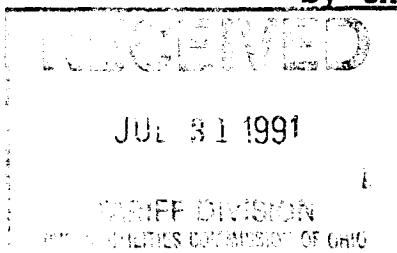


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(C)

ISSUED: April 22, 2008

EFFECTIVE: April 22, 2008

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

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(C)

ISSUED: April 22, 2008

EFFECTIVE: April 22, 2008

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

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(C)
(C)

ISSUED: December 26, 2007

EFFECTIVE: December 26, 2007

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

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ISSUED: August 20, 2009

EFFECTIVE: August 20, 2009

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JOEL DOHMEIER, VICE-PRESIDENT
OAKWOOD, OHIO

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ISSUED: January 7, 2009

EFFECTIVE: January 7, 2009

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFFREY JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

OAKWOOD TELEPHONE COMPANY
Ohio
P. U. C. O. NO. 3

Master Index
Third Revised Sheet No. 6
Cancels Second Revised Sheet No. 6

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GENERAL SUBJECT INDEX

APPROVED

(T)

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(C)

ISSUED: December 26, 2007

EFFECTIVE: December 26, 2007

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

Business Single-Party for 4 or more lines, PBX Trunks, Key Systems, Service Connection Charges for 4 or more business lines, Trunk Rotations/Step-up, Direct Inward Dialing, 900 Services Call Blocking, rates/terms for certain Packages; plus Directory Listings (except Primary), Custom Calling Services (except Call Waiting), Mileage Charges, Suspension of Service, Advanced Calling Services (except Caller ID-Basic and Call Trace), and Non-listed telephone numbers for nonresidential customers can be found in the company's catalog located at www.tdstelecom.com.

(T)

Customers have certain rights and responsibilities under the minimum Telephone Service 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 complaint handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of services.

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(N)

APPLICATION OF TARIFFS

These Tariffs apply to the General Exchange Telephone Service of the Telephone company in Ohio. In the event of conflict between any rate, rule, regulations, or provision contained in these General Exchange Tariffs and any rate, rule, regulation or provision contained in the Local Service Tariff, the rate, rule, regulation, or provision in the Local Service Tariff shall apply.

The provision of services and facilities, as provided herein, is subject to the General Rules and Regulations of the Telephone Company, which General Rules and Regulations as they now exist or as they may be revised, added to, or supplemented by superseding issues are hereby made a part of these General Services Tariffs.

Provisions contained within these General Service Tariffs relating to particular types of character of telephone service.

ISSUED: March 15, 2010

EFFECTIVE: March 15, 2010

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
 BY: JOEL DOHMEIER, VICE-PRESIDENT
 OAKWOOD, OHIO

SCHEDULE OF RATES**BASIC LOCAL EXCHANGE RATES****APPROVED**

- A. The classifications and rates set forth in this section apply to the total service area of the Oakwood Telephone Company as depicted on Section 11, Original Sheet 8, P.U.C.O. No. 3. The authorized rates entitles subscribers to toll free calling to subscribers of the Arthur Mutual Telephone Company, the Grover Hill and Continental Exchanges of the Continental Telephone Company in addition to other subscribers of the Oakwood Exchange.

	Monthly Rate ^{1,2}		*Tier Designation
	<u>Current</u>	<u>Maximum</u>	
1. Residence			
a) One Party – 1st Line	\$12.77	\$12.77	Tier 1 Core
b) One-Party – 2nd & 3rd Line, each	12.77	25.54	Tier 1 Non-Core
c) One-Party – 4 or more Lines, each	12.77	None	
2. Business			
a) One Party – 1st Line	21.07	21.07	Tier 1 Core
b) One-Party – 2nd & 3rd Line, each	21.07	42.14	Tier 1 Non-Core

(C)
(C)
(C)

¹ Includes Tel-Touch Service.

² Effective August 6, 2007, the rates for residential and business customers who do not have Tel-Touch Service will be grandfathered and will see no change in their monthly rate. Any subsequent change to service made by such grandfathered customer, however, will result in the loss of the grandfathering exception and will require that customer to upgrade to Tel-Touch service.

* Rates for Tier 1 Core Services are capped at current rates. Rates for Tier 1 Non Core Services are capped at current rates until 09/10/09. After 09/10/09, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 07-849-TP-ALT effective 09/10/07.

ISSUED: April 22, 2008

EFFECTIVE: April 22, 2008

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
 ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
 BY: JEFF JUNG, VICE-PRESIDENT
 OAKWOOD, OHIO

P. U. C. O. NO. 3

LOCAL SERVICE GUARANTEE CREDIT

APPROVED

1. The Company will provide a one (1) month local service guarantee credit, which includes all recurring items of local service billed on the customer's current bill, when the Company fails to provide specified levels of customer service. This program provides for credits to all residential and single line business customer's bills when the Company does not meet the service standards outlined below:

- a. **Missed Service Installations:** If the Company fails to provide new install within 5 business days of receiving an application for new service, or by a requested date, when at least 5 business days notice has been given, the Company will waive 50% of all regulated non-recurring installation charges. If failure to install within 10 days, 100% waiver of charges

If the Company fails to meet an installation appointment, it shall waive 50% of regulated non-recurring install charges.

- b. **Missed Service Commitment:** The customer will be given a one (1) month local service credit if the Company fails to meet a commitment and has not notified the customer 24 hours prior to the agreed time and date. This would apply to such services as changes to custom calling features, provision of optional calling plans and other similar requests.

The credit will not apply if the customer could not be reached by telephone and a notice was left in a conspicuous place 24 hours prior to the commitment date and time, the customer did not make the meeting, or "out of service" conditions exist resulting from natural disasters, or circumstances beyond the control and knowledge of the Company.

- c. **Service Outages of More Than 24 Hours:** A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to restore basic exchange telephone service within 24 hours after the interruption was reported to or discovered by the Company.

The credit will not apply if premise access is required and neither the customer nor a representative was available at the customer premise and the Company left a notice in a conspicuous place, or the customer had been disconnected for nonpayment of a bill or request for a deposit, or "out of service" conditions exist resulting from natural disasters, or circumstances beyond the control and knowledge of the Company.

(T)

ISSUED: February 26, 2007

EFFECTIVE: April 13, 2007

IN ACCORDANCE WITH ORDER NO. 07-188-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE - PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

L. LOCAL SERVICE GUARANTEE CREDIT (Continued)

APPROVED

1. (Continued)

- d) Repeat Customer Requests: A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to accommodate the customer's request the first time and this causes the customer to make a second request within thirty (30) days. Examples of requests which may require multiple business office contacts by a customer include those for billing name and address changes, directory listing changes, requests for credit cards or directories, requests for adjustments, repeat reports of service problems, and moves of cable or drop wires. (T)
- This credit will not apply to requests beyond the control of the Company and when the Company has notified the customer.
- e) Credit is NOT applicable to: (T)
- Claims for credit by customers who have been temporarily disconnected for nonpayment or are requesting reconnection from a temporary disconnect for nonpayment.
- Misuse or abuse of the Company owned facilities, or if the problem is found to be associated with the customer's inside wiring or the customer's premise equipment.
- Outages of more than 24 hours that are a result of natural disasters or circumstances beyond the control and knowledge of the Company, that occur within 24 hours of the due date where the Company could not obviously notify the customer nor perform the necessary service. Such example is where there has been a storm or other catastrophe that has caused a large number of customers to lose telecommunications services and/or other similar utility type services.
- f) Local Service Guarantee Credit includes all recurring items of local service billed on the customer's current bill. (T)

ISSUED: December 16, 2002

EFFECTIVE: January 31, 2003

IN ACCORDANCE WITH ORDER NO. 02-3273-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE - PRESIDENT
OAKWOOD, OHIO

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

SERVICE CONNECTION CHARGES

B. SERVICE CHARGES

1. A residential service charge consisting of more of the charges shown in this section is applicable for the following activities undertaken at customer request:
 - a. Connections.
 - c. Changes
2. Residential service charges are in addition to all other applicable rates and charges associated with the service being provided. All business service charges are based on time and material and are calculated on actual cost of the installation.
3. Payment of Service Charges
 - a. Service charges for the initial establishment of residential or business service are due and payable in advance or on the first billing cycle after installation date of the equipment.
4. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the subscriber nor do they contemplate work begun being interrupted by the subscriber. If the subscriber requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.
5. Service Charges are the following:
 - a. Service Ordering Charge: Applicable for work done in receiving, recording, and processing information necessary to execute a customer's request for connection of service or moves, changes, or additions to existing service.
 - b. Line Connection Charge: Applicable to work done in the Central Office and elsewhere in association with providing an access line or making changes thereto.

d.

(D)

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1542-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Keith Keck, President
Oakwood, Ohio 45873

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

SERVICE CONNECTION CHARGES (Continued)

APPROVED

- e. Premises Visit Charge: Applicable if a Company employee must visit the customer's premises to complete requested work.
- 6. Service Charges are not applicable to the upgrading of basic service, when done in conjunction with a general upgrading of facilities.
- 7. Service Charges are not applicable to removal of service or equipment.

(D)

(D)

- 8. Service Connection Charges are not applicable to Advanced Calling and Custom Calling Services.

(T)

DEFINITIONS

- 1. Access Line - the term "Access Line" denotes the line between the serving central office and the subscriber's premises.
- 2. Connection - the term "Connection" denotes the establishment of telephone service. A move of existing service to different premises requires a connection.

ISSUED: September 5, 2008

EFFECTIVE: October 6, 2008

IN ACCORDANCE WITH CASE NO. 08-1122-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE - PRESIDENT
OAKWOOD, OHIO

D. APPLICATION OF CHARGES

1. Service Ordering Charge - Service order activity is classified as either initial (establishment of service) or subsequent (modification to an existing service.)
 - a. One initial service ordering charge is applicable to each order for connection of the service.
 - b. One subsequent service order charge is applicable to each order for move, change, or addition and the following:
 1. Change or addition of additional directory listings.
 2. Change of telephone number requested by subscriber.
 3. Only one charge is applicable per order if more than one change is requested on the order.
2. Line Connection Charge
 - a. One line connection charge is applicable to the provision of each access line in association with any of the following service.
 1. Individual or Multi-party Residence Service.
 2. Key System Trunks, Residence.
 3. Rotary Trunks, Residence.
 4. Off Premises Extension.
 5. Telephone Answering Service Lines
 6. Long Distance Terminals
 7. Foreign Exchange Service.
 8. Private Line.
 9. WATS (inward and outward)
 - b. Line connection charges are not applicable when service responsibility is assumed by a customer prior to discontinuance by another customer (supersedure) and there is no change of telephone number.
 - c. A line connection is applicable to each change in telephone number made at the request of the customer.
3. Wiring Charge
 - a. Standard Wiring Charge
 1. The wiring charges contained in this section are applicable to all grades of service.

ISSUED: April 24, 1984

EFFECTIVE: May 1, 1984

Issued by Orville Bidlack, President, Oakwood, Ohio
Filed under authority of Order No. 83-328-TP AIR
Issued by The Public Utilities Commission of Ohio

P. U. C. O. NO. 3

3. Wiring Charge (continued)

a. Standard Wiring Charge (continued)

2. RESERVED FOR FUTURE USE

3. One wiring charge is applicable for each move of the service drop and the associated station protection device.

4. RESERVED FOR FUTURE USE

5. RESERVED FOR FUTURE USE

6. RESERVED FOR FUTURE USE

7. RESERVED FOR FUTURE USE>

4.

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(D)

5. Premises Visit Charge

a. One premise visit charge is applicable whenever a Company employee is dispatched to the customer's premises to complete a customer's request.

b. A premise visit charge is not applicable for subsequent visits required to complete an order to which a visit charge has been applied.

c. The premises visit charge is applicable on a per visit basis.

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1542-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Keith Keck, President
Oakwood, Ohio 45873

GENERAL EXCHANGE SERVICE TARIFF

SERVICE CONNECTION CHARGES (Continued)

APPROVED

D. Charges

	Current Rate	Maximum Rate	(T)
1. Service Ordering, per request**			(C)
a. Initial Request:			
1 Access Line * <u>Tier 1 Core</u>	\$15.00	\$15.00	
2-3 Access Lines * <u>Tier 1 Non-Core</u>	15.00	30.00	
4 or more Access Lines (residence only)	15.00	None	
b. Subsequent Requests:			
1 Access Line * <u>Tier 1 Core</u>	10.00	10.00	
2-3 Access Lines * <u>Tier 1 Non-Core</u>	10.00	20.00	
4 or more Access Lines (residence only)	10.00	None	
2. Line Connection, per line**			(C)
a. 1 Access Line * <u>Tier 1 Core</u>	10.00	10.00	
b. 2-3 Access Lines, each * <u>Tier 1 Non-Core</u>	10.00	20.00	
c. 4 or more Access Lines, each (residence only)	10.00	None	
3. Premises Visit, per visit			
a. 1 Access Line * <u>Tier 1 Core</u>	5.00	5.00	
b. 2-3 Access Lines, each * <u>Tier 1 Non-Core</u>	5.00	10.00	
c. 4 or more Access Lines, each (residence only)	5.00	None	
4. Reconnect Charge for Disconnect for non-payment of telephone bill	15.00	15.00	
1 Access Line * <u>Tier 1 Core</u>	\$15.00	\$15.00	
2-3 Access Lines * <u>Tier 1 Non-Core</u>	15.00	30.00	
4 or more Access Lines (residence only)	15.00	None	
5. Reconnect Charge for an account which has been disconnected for 90 days or more	25.00	25.00	
1 Access Line * <u>Tier 1 Core</u>	\$25.00	\$25.00	
2-3 Access Lines * <u>Tier 1 Non-Core</u>	25.00	50.00	
4 or more Access Lines (residence only)	25.00	None	

* Rates for Tier 1 Core Services are capped at current rates. Rates for Tier 1 Non Core Services are capped at current rates until 09/10/09. After 09/10/09, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 07-849-TP-ALT effective 09/10/07.

ISSUED: September 5, 2008

EFFECTIVE: October 6, 2008

IN ACCORDANCE WITH CASE NO. 08-1122-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE - PRESIDENT
OAKWOOD, OHIO

GENERAL EXCHANGE SERVICE TARIFF

SERVICE CONNECTION CHARGES (Continued)

APPROVED

E. Service Connection Charge Waiver

Residential customers returning to TDS Telecom service will receive a waiver of all installation charges. In order to receive the waiver, customers must not have any outstanding charges from the Company.

The installation charges that will be waived for returning customers are marked (**) on the preceding page.

F. Rearrangement/Repair Charge

1. A Rearrangement/Repair Charge will be charged for work performed by the telephone company to move the protector, NID, or drop wire to a different location as requested by the customer, or to repair the protector or NID due to damage caused by the customer's neglect or abuse.

2. Rates (Minimum of 1 Hour)

	Non-Recurring Rate
During Business Hours (1 st One Hour)	\$60.00
Each Additional Increment of 15 Minutes	\$15.00
After Normal Business Hours (1 st One Hour)	\$80.00
Each Additional Increment of 15 Minutes	\$20.00

(N)

(N)

ISSUED: August 20, 2009

EFFECTIVE: August 20, 2009

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JOEL DOHMEIER, VICE-PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

APPROVED

F. MISCELLANEOUS SERVICE

	<u>Trans Codes</u>	<u>Monthly Rate</u>	
1. Additional Directory Listings Residence Only	DLA/DLAB	\$1.00	(C)
2. Foreign Exchange Listing Residence Only		2.00 ^{1/}	(C)
^{1/} Customers will be billed \$24.00 annually.			
			(C)
			(C)
4. Insufficient Fund Check Charge <u>*Non Specific</u>		10.00	
There will be a charge for the handling of each check returned by the bank for reason of insufficient funds.			

G. TEL-TOUCH¹ - *Tier 1 Core

This service more commonly known as pushbutton dialing will be offered to subscribers in the Oakwood exchange area. There will be no distinction between business and/or residence rates.

	<u>Transaction Code</u>	<u>Monthly Rate</u>	
		<u>Current</u>	<u>Maximum</u>
Tel-Touch Service - *Tier 1 Core	TCB/TCR	\$1.50	\$1.50

¹ Tel-Touch service is now part of the local access line rates shown elsewhere in this tariff. Effective August 6, 2007, this service will be grandfathered to current customers. Any subsequent change to service made by such grandfathered customer, however, will result in the loss of the grandfathering exception and will require that customer to upgrade to Tel-Touch service.

* Rates for Tier 1 Core Services are capped at current rates. Rates for Tier 1 Non Core Services are capped at current rates until 09/10/09. After 09/10/09, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 07-849-TP-ALT effective 09/10/07.

ISSUED: December 26, 2007

EFFECTIVE: December 26, 2007

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

APPROVED

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H. Custom Calling Services

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Custom Calling Services are optional services offered in addition to regular exchange service to those customers served by central offices arranged to provide such services. The number of Custom Calling Services available depends upon the exchange central office providing the service and is subject to the availability of its facilities.

1. Call Waiting/Cancel Call Waiting

This service alerts a customer who is on the phone that another local or long distance caller wants to get through the line. The customer will receive a tone signal to indicate another incoming call and the caller will receive the usual ringing tone. To place the first call on hold and answer the incoming call, the customer depresses the switchhook once. The customer can then toggle between both calls by depressing the switchhook. If the customer hangs up when a call is still on hold, the customer's line will automatically ring back.

Cancel Call Waiting allows a Call Waiting customer to deactivate the Call Waiting service by dialing a code. When this service is activated, the customer will not be interrupted by the Call Waiting tone and the incoming caller will receive a busy signal. Call Waiting will remain disabled for the rest of the call, but will be automatically restored upon call termination.

2. Call Forwarding

This service redirects incoming calls to another telephone number. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. When activated, all calls that are forwarded when the line is idle cause a short ring on the forwarded line as a reminder that the service is active. To deactivate Call Forward, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

This service is available on a flat monthly rate and a pay-per-use basis. Pay-per-use Call Forwarding will have a per activation rate and a monthly price cap. After the monthly price cap has been reached, each activation thereafter will be at no charge.

(M) Text moved to Section 1, Sheet 8

ISSUED: July 26, 2007

EFFECTIVE: September 10, 2007

IN ACCORDANCE WITH ORDER NO. 07-849-TP-ALT
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

H. CUSTOM CALLING SERVICES (Continued)

APPROVED

3. 3-Way Calling

This service allows a customer to add a third party to an existing telephone call. To add a third party, the customer depresses the switchhook once to place the current party on hold, receives a dial tone, dials the third party's number, and then depresses the switchhook again to establish the three-way connection. All 3-way calls are subject to transmission limitations and all applicable local and long distance charges.

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This service is available on a flat monthly rate and a pay-per-use basis. Pay-per-use 3-Way Calling will have a per activation rate and a monthly price cap. After the monthly price cap has been reached, each activation thereafter will be at no charge.

(N)

(N)

4. Speed Call 8

This service allows the customer to keep a list of eight specified telephone numbers which can be dialed by using a one-digit (2 through 9) access code.

(M')

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5. Speed Call 30

This service allows the customer to keep a list of 30 specified telephone numbers which can be dialed by using a two-digit (20 through 49) access code.

6. Do-Not-Disturb

This service prevents incoming calls from ringing at the customer's premises. Callers will reach a recording which states that the number they have dialed is not accepting calls at this time and to try again later. A personal identification number (PIN) is available to allow selected callers the ability to override this service in order to reach the customer.

7. Call Hold

This service allows a customer to place a current caller on hold, which frees the line so the customer can initiate another call. To activate Call Hold, the customer depresses the switchhook to receive a dial tone and then dials a specific code. Only one call per access line can be placed on hold at a time. The held call cannot be added to another call, however, the customer can toggle between each call.

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(T)

(M) Text shown here previously appeared on Sheet 9 of this Section. Rates and transcodes now appear on Sheet 10 of this Section.

(M') The rates and transcodes shown here now appear on Sheet 10 of this Section.

ISSUED: February 16, 2001

EFFECTIVE: April 18, 2001

IN ACCORDANCE WITH CASE NO. 01-405-TP-ALI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: MICHAEL A PANDOW, PRESIDENT
OAKWOOD, OHIO

H. CUSTOM CALLING SERVICES (Continued)

8. Warm Line

This service allows a call to be automatically placed to a pre-assigned number determined by the customer. The call will be placed once the customer's phone has been off-hook for a predetermined time-out period. The time-out period may be set at 1 to 14 seconds. During the time-out period the customer will receive a normal dial tone and can originate calls. Once the time-out period has expired, a call is automatically placed to the pre-assigned number as programmed by the Company.

9. Call Reminder

This service allows a customer to program a time at which a reminder call is desired. At the programmed time, the customer will receive a call placed by the Central Office Equipment. When the call is answered, the customer will hear a tone or a Company recorded announcement.

10. Call Transfer¹

This service allows the customer to hold and transfer incoming, out-going and intragroup calls. If the customer has established a three way call, this service will allow the customer to hang up while the other two parties remain connected. Any applicable long distance charges will apply for the duration of the call, even if the customer drops off the call.

(T)

¹ As of January 23, 2004, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

(N)

(N)

H. CUSTOM CALLING SERVICES (Continued)

APPROVED

11. **Call Forward - Busy (Customer Programmable)**
This service routes incoming calls to another telephone number when the customer's dedicated number is busy. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. To deactivate Call Forward - Busy, a customer must dial a special access code. All calls forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.
12. **Call Forward - No Answer (Customer Programmable)**
This service redirects incoming calls not answered after a predetermined number of rings to another telephone number. The number of rings is determined and set by the Company unless otherwise specified by the customer. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. To deactivate Call Forward - No Answer, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.
13. **Call Forwarding - Remote Access**
This service is an additive to the Call Forwarding service and allows the customer to activate and deactivate Call Forwarding from a telephone in another location. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.
14. **Hot Line**
This service allows a call to be automatically placed to a pre-assigned number determined by the customer as soon as the customer's phone goes off-hook. The Company will program the pre-assigned number for the customer.
15. **Home Intercom - Basic**
This service allows customers to redial their own directory number in order to talk to another party at a different extension. To activate this service, customers redial their own directory number and then hang-up. After a short interval, the phone will ring back. Once both parties pick-up the phone, they will be able to have a two-way conversation. This service is also known as Revertive Ringing.

(N)

(N)

ISSUED: February 16, 2001

EFFECTIVE: April 18, 2001

IN ACCORDANCE WITH CASE NO. 01-405-TP-ALI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: MICHAEL A PANDOW, PRESIDENT
OAKWOOD, OHIO

H. CUSTOM CALLING SERVICES (Continued)

APPROVED

16. Home Intercom - Enhanced

This service allows customers to establish a talking path between two or more of their extensions. To activate this service, the customer dials one of the access code numbers predetermined by the Company, receives an announcement, and then hangs up the phone. The phone will ring back in one of the distinctive patterns, depending on the access code dialed. Also included in this package is dialable hold, where one extension can transfer an outside call to another extension.

(N)

17. 6-Way Calling

This service allows a customer to call up to five parties and establish a six-way conference call. To activate this service, the customer dials an access code, dials the desired telephone number (calling party must answer), depresses the switchhook to add the calling party to the line, then depresses the switchhook again to receive a new dial tone. If the called party line is busy or there is no answer, the customer must dial a special access code to drop the line. This process needs to be repeated until all parties (up to five) have been connected to the customer's line. All 6-Way Calls are subject to transmission limitations and all applicable local and long distance charges.

18. Personal Ringing

This service allows the customer to have up to four distinct telephone numbers on a single line. The second, third and fourth number will each have a distinctive ringing pattern so the customer can identify which number has been called. If a customer also subscribes to Call Waiting, each phone number will have a distinctive Call Waiting tone. If a customer also subscribes to Call Forward, the main directory number or all four telephone numbers can be forwarded.

(N)

19. Toll Restriction

This service enables customers to restrict all or a combination of 0+ and 1+ toll calls from being placed over their exchange lines/trunks. When a restricted call is attempted from a line/trunk equipped with this service, a dial tone or Company recorded announcement will be heard by the caller.

(M) (C)

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(M) Text shown here previously appeared on Section IV, Sheet No. 17.

ISSUED: February 16, 2001

EFFECTIVE: April 18, 2001

IN ACCORDANCE WITH CASE NO. 01-405-TP-ALI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: MICHAEL A PANDOW, PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

(T)

APPROVED

H. CUSTOM CALLING SERVICES (Continued)

10. Toll Restriction with PIN override

This service enables customers to restrict all or a combination of 0+ and 1+ toll calls from being placed over their exchange lines/trunks. In addition, the customer will have the ability to override the restriction on a per call basis by using a Personal Identification Number (PIN). To activate the override, the customer dials a code, the PIN, waits for a dial tone and then dials the toll number. When a restricted call is attempted without the PIN, from a line/trunk equipped with this service, a dial tone or Company recorded announcement will be heard by the caller.

20. Call Transfer Enhanced

This feature enables a customer to transfer multiple incoming or outbound calls to a third party with either a Screened Transfer or a Blind Transfer. A Screened Transfer enables the transferring party to announce a call to the third party prior to completing the transfer. If the third party chooses not to take the call, the transferring party may disconnect the third party and return to the caller. Otherwise, the transferring party may disconnect, completing the transfer and returning the line to an idle state. A Blind Transfer enables the transferring party to immediately disconnect after dialing the third party, prior to the third party answering the call. After disconnecting, the transferring party may either originate or receive a new call, even though the transferred call is still in progress. In addition, this feature enables a customer to establish a 3-way conference call while enabling any party (including the originator of the call) to drop out of the conference while leaving the other two parties connected. The customer is responsible for all applicable long distance charges for originating or terminating calls that will apply for the duration of the call, even if the customer drops off the call.

10. Limitations

- a. Custom Calling Services require special central office equipment and will be provided only where facilities are available.
- b. Custom Calling Services are only available on single-line party service.

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(C)

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(M) Material previously appeared on Sheet 10

ISSUED: December 26, 2007

EFFECTIVE: December 26, 2007

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

APPROVED

H. **CUSTOM CALLING SERVICES** (Continued)

11. Rates and Discounts

a. Rates

The following monthly rates apply to residence only customers except Call Waiting applies to both residential and nonresidential customers, and are in addition to basic local exchange service and any other service, equipment or facilities subscribed to by the customer.

	Monthly Rate		Transcode Code
	Current	Maximum	
Call Waiting/Cancel Call Waiting * <u>Tier 1 Non Core</u> (residence and business)	\$1.75	\$3.50	CWCCW
Call Forwarding	\$2.50		CCCF
3-Way Calling	\$2.50		CCCC
Speed Call 8	\$1.75		CCSE
Speed Call 30	\$2.25		CCST
Do-Not-Disturb	\$1.25		CCDD
Call Hold	\$1.25		CCCH
Warm Line	\$2.00		CCWL
Call Reminder	\$2.00		CCCR
Call Transfer ²	\$2.00		CCCT
Call Forward - Busy	\$2.50		CCFBV
Call Forward - No Answer	\$2.50		CCFNV
Call Forward - Remote Access ¹ (additive of Call Forwarding)	\$1.50		CCFM
Hot Line	\$2.00		CCHT
Home Intercom - Basic	\$1.50		CCHI
Home Intercom - Enhanced	\$2.50		CCIE
6-Way Calling	\$3.50		CC6W
Personal Ringing			
1) Second Directory Number	\$3.00		CPR2
2) Third Directory Number ¹ (Incremental)	\$1.00		CPR3
3) Fourth Directory Number ¹ (Incremental)	\$1.00		CPR4
Toll Restriction	\$5.00		CCTR
Toll Restriction with PIN Override	\$5.00		CCTO
Call Transfer - Enhanced	\$5.00		CCCTE

¹ Discounts do not apply to these services.

² As of January 23, 2004, this service will no longer be available to new customers. Once current customers disconnect this service, they will not be able to reestablish it.

* Rates for Tier 1 Core Services are capped at current rates. Rates for Tier 1 Non Core Services are capped at current rates until 09/10/09. After 09/10/09, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 07-849-TP-ALT effective 09/10/07.

ISSUED: February 7, 2008

EFFECTIVE: February 7, 2008

IN ACCORDANCE WITH CASE NO. 08- -TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

H. CUSTOM CALLING SERVICES (Continued)

APPROVED

11. Rates and Discounts (Continued)

b. Pay-Per Use Rates¹

	Per Successful <u>Activation</u>	Monthly <u>Cap</u>
1. Three-Way Calling	\$0.75	\$3.75
2. Call Forwarding	\$0.75	\$3.75

(T)

(N)

(N)

c. Multi-Service Plan Discount, Per Line

<u>Per Service Credit</u>	<u>Credit Per</u> <u>Month</u>	<u>Trans</u> <u>Code</u>
a) Two Services	(\$0.50)	CFD2
b) Three Services	(\$1.00)	CFD3
c) Four Services	(\$1.50)	CFD4
d) Five Services	(\$2.00)	CFD5
e) Six Services	(\$2.50)	CFD6
f) Seven Services	(\$3.00)	CFD7
g) Eight Services	(\$3.50)	CFD8
h) Nine Services	(\$4.00)	CFD9
i) Ten Services and up	(\$4.50)	CFD1

(M) (T)

(M) (T)

(M) Text shown here previously appeared on Sheet 9.2 of this Section.

¹ Discounts do not apply to these services.

ISSUED: February 16, 2001

EFFECTIVE: April 18, 2001

IN ACCORDANCE WITH CASE NO. 01-405-TP-ALI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: MICHAEL A PANDOW, PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

(T)

MILEAGE CHARGES –Local Exchange Service (Residence only)

(N)

A. General

Mileage Charges apply in the provision of residential off-premises lines on continuous or non-continuous property. Mileage will be measured on an air-line basis.

B. Rates

	<u>S&E Code</u>	<u>Monthly Rate</u>
1. Off-Premises Access Line Service, first ¼ mile or fraction of facility provided	MCXLA	\$3.60
a. On Continuous Property of same customer -- not in the same building,		
1) per ¼ mile or fraction	MCXLB	1.20
b. Not on continuous property of same customer – not in same building		
1) per ¼ mile or fraction	MCXL2	1.80
2. Foreign Exchange Mileage, (See Section 5, Sheet No. 1).		

C. Conditions and Limitations

1. Measurement of mileage as applied in this tariff on an air-line basis.
2. Mileage for off-premise station line service as set forth above is applicable to all residential grades of service provided in the exchange.
3. Mileage Charges are based upon air-line mileage between the locations of the main and off-premise access line, or from the central office to the off-premise line, whichever is the least distance.

(N)

ISSUED: March 15, 2010

EFFECTIVE: March 15, 2010

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JOEL DOHMEIER, VICE-PRESIDENT
OAKWOOD, OHIO

OAKWOOD TELEPHONE COMPANY

Section No. 1
First Revised Sheet 10.2
Cancels Original Sheet 10.2

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

APPROVED

Reserved for Future Use

ISSUED: December 8, 1997

EFFECTIVE: January 1, 1998

IN ACCORDANCE WITH CASE NO. 97-1633-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: MICHAEL A PANDOW, PRESIDENT
OAKWOOD, OHIO

DEC 30 1997
TARIFF DIVISION
Public Utilities Commission of Ohio

OAKWOOD TELEPHONE COMPANY

Section No. 1
First Revised Sheet 10.3
Cancels Original Sheet 10.3

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

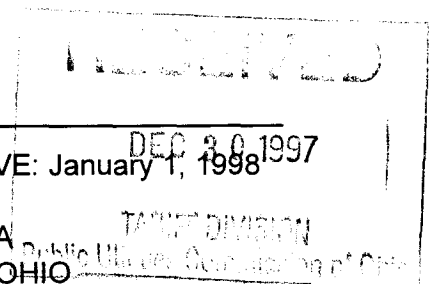
APPROVED

Reserved for Future Use

ISSUED: December 8, 1997

EFFECTIVE: January 1, 1998

IN ACCORDANCE WITH CASE NO. 97-1633-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: MICHAEL A PANDOW, PRESIDENT
OAKWOOD, OHIO



SCHEDULE OF RATES

(T)

SUSPENSION OF SERVICE (residence only)

APPROVED

(C)

A. General

Suspension of Service allows local exchange service to be temporarily suspended by request of the customer. This service is provided to customers whose requirements for telephone service is less than the normal 12-month period within a year.

B. Conditions

1. Service can be temporarily suspended for a minimum of one (1) month and a maximum of ten (10) months.
2. Suspension of Service is available on all one-party residence lines subject to the availability of facilities.
3. The customer must have at least one month of regular telephone service paid prior to the establishment of Suspension of Service.
4. The Company reserves the right to bill charges for the total number of suspended months requested prior to establishment of Suspension of Service.
5. Suspension of Service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made.
6. The Company will not provide installations, moves, changes, or maintenance during the period when the customer is billed at the reduced rate.
7. Only two suspension periods will be allowed and shall not exceed ten months in any one calendar year nor exceed ten continuous months at any time regardless of the year.
8. Bills are rendered at the reduced rate at regular billing dates during the period of suspension.

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(M) Material moved to Sheet 10.5

(M)

ISSUED: December 26, 2007

EFFECTIVE: December 26, 2007

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY JEFF JUNK, VICE-PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

(T)

SUSPENSION OF SERVICE (residence only) (continued)

APPROVED

(C)

B. Conditions (Continued)

9. The customer's listing will be retained in the directory.
10. The Company assumes no liability for failure of a calling party to reach the customer during the period of suspension.
11. The Company reserves the right to refuse suspension of service in the case of a customer whose account is delinquent.
12. Unless specifically exempted, Suspension of Service shall be subject to all general regulations applicable to the provision of service by the telephone company as stated in the general tariff.
13. The ten (10) month maximum does not apply to military personnel who are on active duty.

(M)

(M)

C. Rates and Charges

1. The monthly rate will be based upon 50% of the regular rate for basic local one-party exchange service. All other local services will be zero rated except for the following:
 - a) 911/E911 applicable surcharges will be billed at the full rate.
 - b) The Federal Subscriber Line Charge will be discounted 50% per the National Exchange Carrier Association FCC Tariff No. 5, Section 4.5.5.
2. Non-recurring charges do not apply for reconnection to regular full service.
3. Personal Greeting Service

This optional service is available for customers who prefer to leave a personalized greeting for incoming calls while they are on Suspension of Service.

Monthly Rate: \$3.50

(M) Material previously appeared on Sheet 10.4

ISSUED: December 26, 2007

EFFECTIVE: December 26, 2007

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

OAKWOOD TELEPHONE COMPANY

Ohio

P. U. C. O. NO. 3

Section No. 1

Third Revised Sheet 11

Cancels Second Revised Sheet 11

SCHEDULE OF RATES

APPROVED

(C)

(C)

ISSUED: April 22, 2008

EFFECTIVE: April 22, 2008

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

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

ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

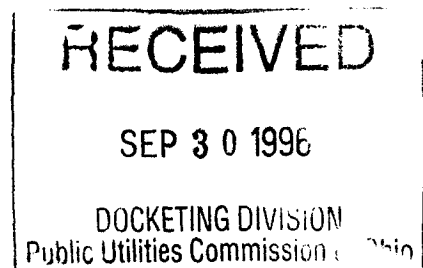
A. GENERAL

1. When requested by local government authorities, and subject to the availability of facilities, the Oakwood exchange will provide universal number "E911" for the use of Public Safety Answering Points (PSAPs) engaged in assisting local government in the protection and safety of the general public. Use of the "E911" number will provide each caller with telephone access to the appropriate local PSAP.

B. REGULATIONS

The regulations set forth below apply to "Enhanced 911" service hereinafter referred to as 911 service.

1. Application for 911 service shall be executed in writing by each participating local government authority of their duly appointed agent. If application is made through an agent of the local government authority, the Company shall be provided with evidence, satisfactory to the Company, of the appointment and establishment of service. As a minimum, both police and fire departments in each local government authority must participate in any 911 service and participation shall be in the same 911 service.
2. The 911 service customer may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local governmental unit, to whom authority has been legally delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire and other services with the telephone central office areas arranged for 911 service calling.



ISSUED: 09/30/96

EFFECTIVE: 09/30/96

IN ACCORDANCE WITH CASE NO. 96-779-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JOSEPH D. KIRK, PRESIDENT
OAKWOOD, OHIO

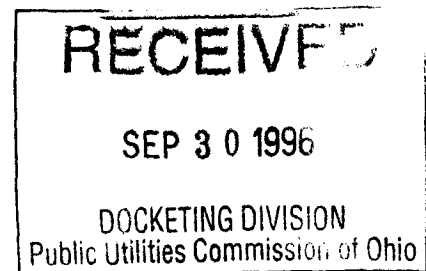
APPROVED

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

ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

B. REGULATIONS (Continued)

3. Each participating local governmental authority must furnish to the Company its written agreement, duly executed, by which it shall agree to:
 - a. Provide sufficient personnel to staff the PSAP on a 24-hour continuous basis.
 - b. Accept responsibility for dispatching or referring, forwarding, or transferring 911 calls to other participating local government authorities for the dispatch of police, fire, ambulance, or other emergency services to the extent such services are reasonably available.
 - c. Subscribe to additional local exchange service, at the PSAP location, for administrative purposes, for placing outgoing calls and for receiving other emergency calls, including calls that might be relayed by an operator.
 - d. Make operational tests, as in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Telephone Company in the event the system is not functioning properly.
4. The service is limited to the use of central office telephone number 911 as the emergency number. Only one 911 service will be provided within any government agency's locality.
5. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.



ISSUED: 09/30/96

EFFECTIVE: 09/30/96

IN ACCORDANCE WITH CASE NO. 96-779-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
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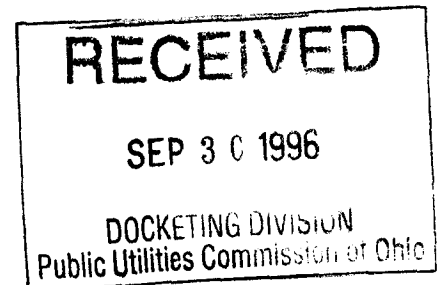
APPROVED

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

ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

B. REGULATIONS (Continued)

6. E911 Service is arranged only for one-way incoming service to any appropriate PSAP. Outgoing calls can only be made on a transfer basis.
7. Information contained in the Company's data base management system will be maintained for 911 service and will be used exclusively for this purpose.
8. E911 Service information consisting of the name, address, and telephone number of customers who subscribe to non-published telephone service is confidential and the PSAP agency agrees to use such information only for the purpose of responding to emergency 911 service calls. No liability for damages arising from disclosure of a non-published telephone number shall be attached to the Company.
9. Any party residing within the 911 service serving area forfeits the privacy afforded by non-published telephone numbers to the extent that the customer's name, telephone number, and address associated with the originating station location are furnished to the PSAP.
10. Because the Company's authorized service area boundary and political subdivision boundary may not coincide, the customer must make arrangements to handle all calls received on 911 service lines that originate from all telephones served by Oakwood Telephone Company, whether or not the calling telephone is situated on property within the geographical boundary of the customer's public jurisdiction.
11. The customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to a 911 Service PSAP by calling parties.



ISSUED: 09/30/96

EFFECTIVE: 09/30/96

IN ACCORDANCE WITH CASE NO. 96-779-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
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OAKWOOD, OHIO

APPROVED

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

ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

B. REGULATIONS (Continued)

12. The number of trunks to the "lead" LEC shall be as required by the County 911 Emergency Telephone Number System Plan.
13. The calling party is not charged for calls placed to the E911 number, however, regular message toll charges will be applied to the PSAP line, where appropriate, for messages transferred by a PSAP over exchange facilities from the central office serving the PSAP initiating the transfer to the point of termination of the transfer, if located outside the local calling area of the exchange.
14. The Company does not undertake to answer and forward E911 service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customers' designated premises.

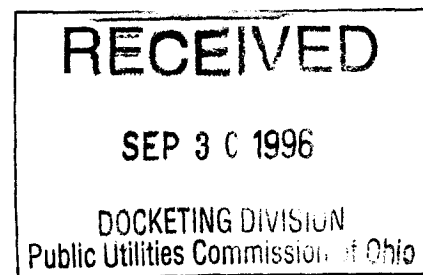
C. E911 SERVICE FEATURES

1. Automatic Number Identification (ANI)

A feature by which the calling party's telephone number is forwarded to the E911 control office and to the PSAP's display and transfer units.

D. RATES AND CHARGES

1. E911 service is provided to the residents who subscribe to local exchange telephone service. The rate for this service will be indicated for the appropriate county on the County Rate List.



ISSUED: 09/30/96

EFFECTIVE: 09/30/96

IN ACCORDANCE WITH CASE NO. 96-779-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JOSEPH D. KIRK, PRESIDENT
OAKWOOD, OHIO

APPROVED

OAKWOOD TELEPHONE COMPANY
Ohio
P.U.C.O. NO. 3

Section 1 (T)
First Revised Sheet 16 (T)
Cancels Original Sheet 16

SCHEDULE OF RATES

(T)

ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

COUNTY RATE LIST

APPROVED

<u>COUNTY</u>	<u>9-1-1 SUBSCRIBER CHARGE ^{1/}</u>	<u>IMPLEMENTATION DATE FOR 9-1-1 SERVICE</u>	<u>INITIAL CASE NO. FOR 9-1-1 IMPLEMENTATION</u>	<u>MOST CURRENT CASE NO. FOR 9-1-1 REVIEW</u>	(T)
Paulding	\$.25	Third Quarter 1996	95-774-TP-EMG	95-774-TP-EMG	

^{1/} The rates for 911 and E911 Service are governed by Case Nos. 86-911-TP-COI and 92-201-TP-EMG and do not fall under a Tier designation. (N)

ISSUED: July 26, 2007

EFFECTIVE: September 10, 2007

IN ACCORDANCE WITH ORDER NO. 07-849-TP-ALT
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

OAKWOOD TELEPHONE COMPANY
P. U. C. O. NO. 3

Section 1
First Revised Sheet 17
Cancels Original Sheet 17

GENERAL EXCHANGE SERVICE

APPROVED

(T)

(D)

(D)

ISSUED: January 26, 2007

EFFECTIVE: March 13, 2007

IN ACCORDANCE WITH CASE NO: 07-0080-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

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

PER CALL BLOCKING/PER LINE BLOCKING

APPROVED

A. GENERAL

1. Customers may prevent the disclosure of their telephone number or directory name and number when placing calls to a party with service that reveals the calling party's number or name and number, by subscribing to either Per Call Blocking or Per Line Blocking.
2. Per Call Blocking and Per Line Blocking are provided according to the availability of facilities, features and central office equipment in locations determined by the Company. The features described will only operate on calls originating and terminating within suitably-equipped offices, or similarly equipped offices of interconnecting Local Exchange Companies.

B. DESCRIPTION

1. Per Call Blocking
Enables customers to prevent the disclosure of their telephone number or name and number on a per call basis to the called party. This disclosure of the calling party's number or name and number can be prevented on a per call basis by dialing *67 (1167 from a rotary phone) before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone number or name and number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number or name and number.

Per the FCC Caller ID Order, Per Call Blocking is provided to all customers at no charge.

Per Call Blocking will be provided on calls originating from paystations used by the general public and party lines.

2. Per Line Blocking
Enables customers to prevent the disclosure of their telephone number or name and number to the called party. Per Line Blocking is applicable on all outgoing calls placed from the customer's line. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number or name and number.

Per Line Blocking will be provided at no monthly charge on an optional basis to customers of non-published service.

ISSUED: September 4, 1997

EFFECTIVE: October 22, 1997

IN ACCORDANCE WITH CASE NO. 97-984-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: MICHAEL A. PANDOW, PRESIDENT
OAKWOOD, OHIO

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

PER CALL BLOCKING/PER LINE BLOCKING

APPROVED

B. DESCRIPTION (Continued)

2. Per Line Blocking (Continued)

Per Line Blocking will be available for subscription to all eligible customers at the rates in D. RATES AND CHARGES following.

Law enforcement, domestic shelters and other special agencies will be offered free per line blocking.

Per Line Blocking can be deactivated by dialing *82 (1182 from a rotary phone) prior to placing the call. This will unblock number delivery for one call only.

C. REGULATIONS

1. Per Call Blocking will be provided to all eligible customers. Per Line Blocking will not be available to paystations and multi-party service customers.
2. Per Line Blocking will be provided when requested by the customer to all non-published service customers at no monthly charge. The customer must specify each line to be equipped with the specific blocking service desired. Customers subscribing to non-published service will be advised by Company personnel of the availability of Per Line Blocking.
3. Telemarketers are prohibited from blocking the disclosure of their telephone number when placing calls. Upon receiving complaints that a telemarketer is blocking the disclosure of its telephone number, the Company will investigate the complaints and terminate the number privacy service where appropriate.

ISSUED: September 4, 1997

EFFECTIVE: October 22, 1997

IN ACCORDANCE WITH CASE NO. 97-984-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: MICHAEL A. PANDOW, PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

(T)

PER CALL BLOCKING/PER LINE BLOCKING

APPROVED

D. RATES AND CHARGES

1. Per Call Blocking and Per Line Blocking will be provided at the applicable rates as shown below.
2. Non-published customers may subscribe to Per Line Blocking without a monthly rate. All other customers may subscribe to Per Line Blocking at a monthly rate.

		Monthly Rate		Trans		
		Current	Maximum	Code	(NRC)	
a.	Per Call Blocking 2/	N/C		N/A	1/	(C)
b.	Per Line Blocking 2/ *Tier 1 Non Core					(C)
1)	Each line associated with non-published service (customer must request service)	N/C	N/C	ACSBL	N/C	(C)
2)	Each line associated with other than non-published service, i.e., non-listed service	\$2.75	\$5.50	ACSBL	N/C	(C)

1/ Provided automatically to each line free-of-charge.

2/ Not eligible for discount.

* Rates for Tier 1 Core Services are capped at current rates. Rates for Tier 1 Non Core Services are capped at current rates until 09/10/09. After 09/10/09, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 07-849-TP-ALT effective 09/10/07.

(C)
(C)

ISSUED: July 26, 2007

EFFECTIVE: September 10, 2007

IN ACCORDANCE WITH ORDER NO. 07-849-TP-ALT
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

(T)

ADVANCED CALLING SERVICE

APPROVED

A. GENERAL

1. The Company will offer Advanced Calling Services (ACS) to customers served by digital switches equipped with the new industry standard SS7 signaling protocol. These features are widely known as Custom Local Area Signaling Service (CLASS).
2. Advanced Calling Services (ACS) is comprised of a group of features described under B. which allows customers to efficiently manage the call flow generated over their Exchange Access Line(s). This management is possible only where the calling party's telephone number can be forwarded from the central office serving the called party. ACS features are optional services offered in addition to regular exchange service.
3. This ACS tariff is applicable to residence customer only, except Caller ID-Basic and Call Trace is applicable to nonresidential customers as well. Customers must be served by central offices where the Company has installed CLASS features and is furnished subject to the availability of facilities. Individual feature availability may differ by exchange. (C)
(C)
4. ACS features will be functional under the following conditions:
 - a. When both the originating customer and the call terminating customer are served by the same central office.
 - b. When both the call originating customer and the call terminating customer are served from different central offices equipped for ACS and are linked by appropriate facilities.
 - c. Where the calling party's data can be forwarded from the central office originating the call to the terminating central office serving the called party.
 - d. If offering Caller ID - Deluxe, the Calling Name will be displayed only where the appropriate facilities are available to provide a match of Calling Name to Calling Number.
- 4A. Advanced Calling Services (ACS) may be offered to customers for trial use for a period not to exceed ninety (90) days. The dates of offering and duration of trial use will be determined by the Telephone Company. During trial use, the recurring charge for ACS will not apply to customers participating in the trial use offering. This offering is limited to one-party lines which are not already equipped with ACS added. A customer may participate only once during each trial use offering period. Customer requests for ACS trial use will be subject to availability of facilities.

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

ISSUED: December 26, 2007

EFFECTIVE: December 26, 2007

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
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OAKWOOD, OHIO

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

ADVANCED CALLING SERVICE

APPROVED

A. GENERAL (Continued)

5. The provision of ACS by the Telephone Company is subject to the availability of facilities and the requirements of the local network. In no event will the Telephone Company be liable for any losses or damages of any kind resulting from the unavailability or failure of its equipment or facilities unless caused by the gross negligence or willful misconduct of the Company. Nor will the Company be liable for losses or damages arising out of any act, omission or failure to perform by the Telephone Company, its employees or agents in connection with this service, unless caused by the gross negligence or willful misconduct of the Company, its employees or agents. The Telephone Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on the Telephone Company facilities and equipment, nor on equipment provided by the customer.

Approval of the above tariff language by the P.U.C.O. does not constitute a determination by the Commission that the limitation of liability imposed by the Carrier should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a court's responsibility to adjudicate negligence and consequence damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

6. Non-recurring charges will not apply to ACS features.

7. Special Conditions for Caller ID:

- a) An originating caller's data may not be displayed at the called party under the following conditions:
- 1) The caller's data will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call information will not be displayed. Instead, the called party will receive the usual Call Waiting tone.
 - 2) The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.
 - 3) Caller ID services cannot be provided with any distinctive ringing lines having a maximum silent interval duration that is not long enough to allow transmission of the data message.

ISSUED: September 4, 1997

EFFECTIVE: October 22, 1997

IN ACCORDANCE WITH CASE NO. 97-984-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
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OAKWOOD, OHIO

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

APPROVED

ADVANCED CALLING SERVICE

A. GENERAL (Continued)

7. Special Conditions for Caller ID (Continued)

a) Continued

- 4) Identification of names, specific stations or extensions served by a PBX or Key System is not possible. The main directory number of the PBX or Key System will be displayed.
- 5) Caller ID - Basic and Caller ID - Deluxe cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display.
- 6) The Caller's data will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.
- 7) The calling party has activated blocking.
- 8) Caller ID services do not display a directory number or name and number (if available) for operator assisted calls, calls marked private by the originator or calls originating from Paystation and party line stations.
- 9) Caller ID services cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display.

b) The following special conditions apply to Caller ID services based on the FCC Caller ID Order effective 12/1/95:

- 1) If a customer dials a "1-800" or other Automatic Number Identification (ANI) Service number, the telephone number that they are calling from will be revealed to the called party through ANI technology. Even if the customer has per line blocking or has activated per call blocking, the 800 number party has the right to obtain this information through ANI.
- 2) ANI information may not be reused or resold for other purposes without a caller's consent, even where the called party has paid for the call.
- 3) Caller ID services are available on all long distance calls where technically feasible.
- 4) All calling data will be displayed to E911 through ANI technology, even if the customer has per line blocking or has activated per call blocking.
- 5) All calling data will be passed, even for customer who do not subscribe to Caller ID.
- 6) Per call blocking will be available to all customers. (The FCC Order overrules all state PUC/PSC decisions on Per call blocking.)

ISSUED: September 4, 1997

EFFECTIVE: October 22, 1997

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OAKWOOD, OHIO

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

APPROVED

ADVANCED CALLING SERVICE

B. SERVICE DESCRIPTIONS

Advanced Calling Services are optional telephone service arrangements which provide one or more of the following features.

1. Anonymous Call Rejection

This service enables a subscriber to reject incoming calls from which a privacy indicator is received. The service is activated by dialing a unique code. When the service is active, the Telephone Company ("Company") will not complete calls to its customer when the calling party has activated Caller ID blocking services. Such calls will be routed to a Company recorded announcement.

2. Call Rejection

This service enables a subscriber to reject up to a maximum of six (6) preselected incoming telephone numbers from which he/she does not wish to receive calls. To select a telephone number, the subscriber dials a unique code and then constructs or modifies a telephone number screening list. To add an unknown telephone number to the list, a subscriber can activate a code immediately after receiving an unwanted incoming call. The Company's equipment will screen incoming calls against the subscriber's list and reject those on the list. Callers whose numbers are rejected are directed to a Company recorded announcement. If facilities are unavailable to provide incoming call screening via the subscriber's list, standard call completion will occur.

ISSUED: September 4, 1997

EFFECTIVE: October 22, 1997

IN ACCORDANCE WITH CASE NO. 97-984-TP-ATA
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OAKWOOD, OHIO

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

APPROVED

ADVANCED CALLING SERVICE

B. SERVICE DESCRIPTIONS (Continued)

3. Call Return

Enables the customer to automatically redial the telephone number of the most recent incoming call only, whether or not the call was answered. The Telephone Company's equipment will make repeated attempts to establish the call, for a thirty (30) minute period beginning with the customer's activation of Call Return, if the most recent incoming called telephone number is busy. After activation, the originating and terminating customers may place other calls without affecting the Call Return service status. The feature cannot be activated for calls originating from a line that is forwarded or from a line not associated with the telephone number, e.g., multiline hunting groups. The callbacks may be to areas where a toll charge would be applicable. If the most recent incoming call is blocked, the subscriber will get a Company recorded announcement indicating the number is a private number and the call cannot be returned. (Activation by *69 from a touchtone phone or 1169 from a rotary phone. Deactivation by *89 from a touchtone phone or 1189 from a rotary phone.)

Call Return is only available on a flat rate basis.

4. Caller ID

Caller ID - Basic (Number Only) and Caller ID - Deluxe (Name and Number are the available services.

Caller ID - Basic

This service allows the subscribers, with the use of a display phone or adjunct display device, to view the directory number of an incoming call before answering. After the first ring to alert the customer of an incoming call, the central office switch will send the ten-digit directory number, along with the current date and time. The caller's number must be a non-blocked number from the same exchange or Host complex or part of the SS7 network, to have the number displayed. If the caller's number is not part of the SS7 network, is a multi-party line, or out of the area, the customer premise equipment will display an indicator of "unknown number". If the delivery of the directory number has been blocked by callers other than telemarketers, the customer premise equipment will display an indicator of "private number".

ISSUED: September 4, 1997

EFFECTIVE: October 22, 1997

IN ACCORDANCE WITH CASE NO. 97-984-TP-ATA
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OAKWOOD, OHIO

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

APPROVED

ADVANCED CALLING SERVICE

B. SERVICE DESCRIPTIONS (Continued)

4. Caller ID (Continued)

Caller ID - Deluxe

This service utilizes specific network capabilities, where technically feasible, to transmit the Name and Number associated with an incoming call to the called party's access line. The name and number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID - Deluxe subscribers must provide, and connect, their own compatible premises equipment in order to process the name and number transmission. The Company will forward all telephone numbers where technically feasible.

If a calling party has activated blocking or subscribes to per line blocking, the name and number will not be transmitted to the display equipment of a Caller ID - Deluxe subscriber. Instead, the Caller ID - Deluxe subscriber will receive a privacy indicator. This privacy indicator notifies the Caller ID - Deluxe subscriber that the calling party chose to block name and number delivery.

ISSUED: September 4, 1997

EFFECTIVE: October 22, 1997

IN ACCORDANCE WITH CASE NO. 97-984-TP-ATA
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OAKWOOD, OHIO

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

ADVANCED CALLING SERVICE

APPROVED

B. SERVICE DESCRIPTIONS (Continued)

4. Preferred Call Forwarding

This service enables the subscriber to forward up to a maximum of six (6) preselected incoming telephone numbers to another telephone number. To forward a telephone number, the subscriber dials an activation code and then constructs or modifies a telephone number screening list. The Company's equipment will screen incoming calls against the subscriber's list and forward only those telephone numbers on the list. Calls forwarded by this service are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations.

5. Priority Ringing

This service allows the subscriber to provide up to a maximum of six (6) preselected incoming telephone numbers with a distinctive alerting signal or ring (or a distinctive Call Waiting tone if the subscriber has subscribed to Call Waiting), when the subscriber receives calls from them. To program a telephone number, the subscriber dials a unique code and then constructs or modifies a telephone number screening list. The Company's equipment will screen incoming calls against the subscriber's list and provide the Priority Ringing service for the preselected telephone numbers on the subscriber's list.

ISSUED: September 4, 1997

EFFECTIVE: October 22, 1997

IN ACCORDANCE WITH CASE NO. 97-984-TP-ATA
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OAKWOOD, OHIO

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

APPROVED

ADVANCED CALLING SERVICE

B. SERVICE DESCRIPTIONS (Continued)

7. Repeat Dialing

Enables the customer to automatically redial the last outgoing telephone number dialed. When the re-called telephone number is busy, the Telephone Company's equipment will make repeated attempts to establish the call for a thirty (30) minute period beginning with the customer's activation. (Activation by *66 from a touchtone phone or 1166 from a rotary phone. Deactivation by *86 from a touchtone phone or 1186 from a rotary phone.) After activation, the originating and terminating customers may place other calls without affecting the Repeat Dialing service status.

Repeat Dialing is available only on a flat rate basis.

8. Special Call Acceptance

Enables a customer to designate a maximum of six (6) telephone numbers from which calls will be accepted. The customer can construct or modify a telephone number screening list by dialing a unique code. The Telephone Company equipment will screen incoming calls against the customer's list and complete calls from numbers on the customer's list. Calls from all other numbers will be routed to a recorded announcement. (Activation by *64 from a touchtone phone or 1164 from a rotary phone. Deactivation by *84 from a touchtone phone or 1184 from a rotary phone.)

9. Call Trace

Call Trace allows customers to request an automatic trace of the last call received by dialing *57 from a touchtone phone or 1157 from a rotary dial phone immediately following termination of the last incoming call. The customer will hear a recording explaining the charges and how to proceed with or terminate the trace. An announcement will also inform the customer if the trace has been successful and offers a number to call for further instructions. The Call Trace feature must be activated before receiving another call so that the correct number will be recorded. If the customer subscribed to Call Waiting and the customer gets a Call Waiting signal while an annoying call is in progress, the annoyance call cannot be traced using this feature. The results of a successful trace will only be released outside the Company to legally constituted authorities with proper authorization.

Call Trace will be offered on a subscription basis only.

ISSUED: September 4, 1997

EFFECTIVE: October 22, 1997

IN ACCORDANCE WITH CASE NO. 97-984-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: MICHAEL A. PANDOW, PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

ADVANCED CALLING SERVICES**APPROVED****C. RATES AND DISCOUNTS**

1. The rates and discounts apply to residential customers, except Caller ID-Basic and Call Trace applies to nonresidential customers as well. The ACS rates are in addition to the established rates and charges for associated services. (C)

2. Features rates:

a. Monthly rates, per feature, per line:

		Monthly Rate		Trans	
		<u>Current</u>	<u>Maximum</u>	<u>Code</u>	
1)	Anonymous Call Rejection	\$2.75		ACSAC	
2)	Call Rejection	2.75		ACSRJ	
3)	Call Return	3.50		ACSRT	
4)	Caller ID-Basic (Number Only) <u>*Tier 1 Core</u> (residence and business)	7.00	7.00	ACSID	(C)
5)	Preferred Call Forwarding	2.75		ACSPF	
6)	Priority Ringing	2.75		ACSPR	
7)	Repeat Dialing	3.50		ACSRP	
8)	Special Call Acceptance	2.75		ACSSC	
9)	Caller ID-Deluxe (Name and Number)	9.00		ACSUD	
10)	Call Trace <u>*Tier 1 Non-Core</u> (residence and business)	4.00	8.00	ACSCT	(C)

* Rates for Tier 1 Core Services are capped at current rates. Rates for Tier 1 Non Core Services are capped at current rates until 09/10/09. After 09/10/09, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 07-849-TP-ALT effective 09/10/07.

ISSUED: December 26, 2007

EFFECTIVE: December 26, 2007

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
 ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
 BY: JEFF JUNG, VICE-PRESIDENT
 OAKWOOD, OHIO

SCHEDULE OF RATES

(T)

ADVANCED CALLING SERVICES

APPROVED

C. RATES AND DISCOUNTS (Continued)

3. Multiple Services Discount Plan, Per Line:

	<u>Monthly Rate</u>	<u>Trans. Code</u>
a) Two Services	(1.00)	ACSR2
b) Three Services	(2.00)	ACSR3
c) Four Services	(3.00)	ACSR4
d) Five Services	(4.00)	ACSR5
e) Six Services	(5.00)	ACSR6
f) Seven Services	(6.00)	ACSR7
g) Eight Services	(7.00)	ACSR8

Caller ID Blocking and Call Trace are not offered as part of the above discount package.

4. Privacy Pack ⁽¹⁾

The Privacy Pack combines five (5) Advanced Calling Services into one package. The package will include the following services: Caller-ID Deluxe, Call Rejection, Anonymous Call Rejection, Preferred Call Forwarding, and Priority Ringing.

Monthly Rate
\$9.95

⁽¹⁾ This service is grandfathered to existing customers effective February 15, 2007. The service will not be available to new customers after this date.

5. Pay-Per-Use Services

	<u>Per Successful Activation</u>	<u>Monthly Cap</u>	<u>Trans Code</u>	<u>Activation Code</u>	<u>Deactivation Code</u>
Call Trace *Tier 1 Non-Core					
Current Rates	\$4.00	\$12.00	ACSCT	*57	N/A
Maximum Rates	\$8.00	\$24.00	ACSCT	*57	N/A
Call Return	\$0.75	\$7.50		*69	N/A
Repeat Dialing	\$0.75	\$7.50		*66	N/A

* Rates for Tier 1 Core Services are capped at current rates. Rates for Tier 1 Non Core Services are capped at current rates until 09/10/09. After 09/10/09, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 07-849-TP-ALT effective 09/10/07.

ISSUED: July 26, 2007

EFFECTIVE: September 10, 2007

IN ACCORDANCE WITH ORDER NO. 07-849-TP-ALT
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

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

NON-PUBLISHED NUMBERS AND NON-LISTED NUMBERS

APPROVED

A. GENERAL

At the request of the customer, a listing or listings (including name, address and telephone number) may be omitted or deleted from the telephone directory. The divulgence of the customer's telephone number to the public is dependent upon the type of the service provided.

1. Non-published Numbers

The customer listing is omitted or deleted from the telephone directory. Only the name and address of the customer will be carried in the telephone company information records, and the number will not be given to any calling party. The telephone number is subject to display on a call-by-call basis at a Public Safety Answering Point with Enhanced 911 Service and may be forwarded to subscribers (called parties) of Caller ID Service.

2. Non-listed Numbers

The customer listing is omitted or deleted from the telephone directory, but such listings will be carried in the telephone company information records, and the number will be given to any calling party upon request. The telephone number is subject to display on a call-by-call basis at a Public Safety Answering Point with Enhanced 911 Service and may be forwarded to subscribers (called parties) of Caller ID Service.

B. REGULATIONS

1. The telephone company shall not be liable should a non-published telephone number be divulged inadvertently.
2. Charges will not apply to non-published or non-listed numbers for customers having other listed services.
3. The charge for non-published or non-listed service begins on the day the directory assistance records are posted.

RECEIVED

JUN 12 1998

TARIFF DIVISION
Public Utilities Commission of Ohio

ISSUED: April 9, 1998

EFFECTIVE: June 16, 1998

IN ACCORDANCE WITH CASE NO. 98-600-TP-ALI
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: MICHAEL A. PANDOW, PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

NON-PUBLISHED NUMBERS AND NON-LISTED NUMBERSC. RATES¹**APPROVED**

<u>Current Monthly Rate</u>	<u>Maximum Monthly Rate</u>	<u>Trans Code</u>	
Non-published telephone numbers - <u>*Tier 1 Non Core</u> (residence and business)	\$2.75	\$5.50	NPN (C)
Non-listed telephone numbers (residence only)	2.25	NLN	(C)

¹ A subsequent service order charge is applicable as specified in Section 1 of this Tariff. Service charges do not apply for changes initiated by the telephone company.

* Rates for Tier 1 Core Services are capped at current rates. Rates for Tier 1 Non Core Services are capped at current rates until 09/10/09. After 09/10/09, Tier 1 Non-Core rates can be increased to a maximum cap of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A.C. 4901: 1-4 and Alt Reg Case 07-849-TP-ALT effective 09/10/07.

ISSUED: December 26, 2007

EFFECTIVE: December 26, 2007

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

OAKWOOD TELEPHONE COMPANY

Ohio

P. U. C. O. NO. 3

Section 1

First Revised Sheet 33

Cancels Original Sheet 33

Cancels Original Sheet 34

(T)

SCHEDULE OF RATES

(T)

DIRECT INWARD DIALING (DID) SERVICE

APPROVED

(C)

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ISSUED: December 26, 2007

EFFECTIVE: December 26, 2007

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

TOTAL TALK PACK²

APPROVED

(C)

A. General

1. Total Talk Pack is an optional service package. The package permits a customer to receive services and features for a flat monthly rate, for each Total Talk Pack subscriber line provided. Total Talk Pack includes the following services:¹
 - a. Residential Line (includes Touch Tone capability)
 - b. Three-Way Calling & Call Waiting (Custom Calling Services)
 - c. Caller ID Deluxe, Anonymous Call Rejection, & Priority Ringing (Advanced Calling Services)

¹ This package can only be purchased in conjunction with certain non-regulated and/or detariffed services.

² This service is grandfathered to existing customers effective January 7, 2009. The service will not be available to new customers after this date.

(C)

(C)

ISSUED: January 7, 2009

EFFECTIVE: January 7, 2009

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFFREY JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

SMART PACK LITE²

APPROVED

(C)

A. General

Smart Pack Lite is an optional service package for residential customers that includes the following services:¹

1. Residential One-Party Line
2. Caller ID Deluxe
3. One CCS or ACS feature of the customer's choice

¹ This package can only be purchased in conjunction with certain non-regulated and/or de-tariffed services.

² This service is grandfathered to existing customers effective January 7, 2009. The service will not be available to new customers after this date.

(C)

(C)

ISSUED: January 7, 2009

EFFECTIVE: January 7, 2009

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFFREY JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

SCHEDULE OF RATES

STAR PACKAGES¹

APPROVED

(N)

A. General

1. The STAR Packages are optional service bundles. Each package permits a customer to receive services and features for a flat monthly rate, for each STAR Package subscriber line provided. The STAR Package options include the following services:

a) 3 STAR Standard Package

Includes: Residential One-Party Line, Caller ID Deluxe, Call Waiting/Cancel Call Waiting, Call Forwarding, and Preferred Call Forwarding

The 3 STAR Package can be upgraded to include Anonymous Call Rejection, Three-Way Calling, Priority Ringing, and Special Call Acceptance.

b) 4 STAR Standard Package

Includes: Residential One-Party Line, Caller ID Deluxe, Call Waiting/Cancel Call Waiting, Call Forwarding, Preferred Call Forwarding, and Anonymous Call Rejection

The 4 STAR Package can be upgraded to include Three-Way Calling, Priority Ringing, and Special Call Acceptance.

c) 5 STAR Standard Package

Includes: Residential One-Party Line, Caller ID Deluxe, Call Waiting/Cancel Call Waiting, Call Forwarding, 3-Way Calling, Anonymous Call Rejection, Priority Ringing, Special Call Acceptance, and Preferred Call Forwarding

¹ These packages can only be purchased in conjunction with certain non-regulated and/or de-tariffed services.

(N)

ISSUED: January 7, 2009

EFFECTIVE: January 7, 2009

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFFREY JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

SECTION NUMBER II

DEFINITIONS

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Connecting Company	2			(D)
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Exchange Station	2	Public Telephone	5	
Extra Listing	2	Rural Line Service	5	
Individual Line	3	Subscriber	5	
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Local Message	3			(D)
		Toll Message	6	

APPLICATION OF TARIFF

The definition specified herein apply to the intra-state service and facilities furnished in Ohio by the Telephone Company. This Tariff cancels and supersedes all other exchange service Tariffs or Definitions of the Telephone Company excepting Message Toll Tariffs issued and effective prior to the effective date of this Tariff.

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1542-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Keith Keck, President
Oakwood, Ohio 45873

DEFINITIONS

ALTERNATIVE REGULATION PLAN

Means a plan adopted in case number 00-1532-TP-COI under which an incumbent local exchange carrier receives earnings-free regulation with greater pricing flexibility for services other than BLES in exchange for specific commitments.

BASE RATE AREA

That portion or portions of an exchange area, usually the continuously built-up section surrounding and including the central office or offices, within which any of the regularly offered classes of main station service, except rural service are offered at rates that do not vary with the distance from the central office.

The base rate area is set forth in the Base Rate Area Boundary Map contained herein as Section 2, Original Sheet 10.

CIRCUIT

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

CONNECTING COMPANY

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

EXCHANGE

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

EXCHANGE AREA

Exchange Area denotes the territory included within the boundaries of an exchange as shown on maps on file with the Commission.

EXTRA LISTING

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

ISSUED: July 26, 2007

EFFECTIVE: September 10, 2007

IN ACCORDANCE WITH ORDER NO: 07-849-TP-ALT
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

DEFINITIONS (continued)

INDIVIDUAL LINE:

A central office line designated for the connection of only one main station (Not a PBX Line).

(D)
(D)

LOCAL MESSAGES:

A communication between a calling station and any other station within the local service area of the calling station.

LOCAL SERVICE AREA:

The area throughout which communication service is rendered to a calling station without the application of toll charges.

(D)

PARTY LINE:

A central office line designated for the connection of more than one main station.

PREMISES:

The term premises means:

1. the building, or portion or portions of a building, used and occupied at one time by the subscriber in the conduct of his business or as a residence.
2. two or more entire buildings used and occupied solely by the subscriber at one time:
 - a. when (1) such buildings are connected by enclosed, lighted and heated passageways (overhead bridges, subways, or at ground level), or by common basements, permitting access from one building to the other, or (2) there is full access between adjoining buildings by means of doorways or open archways.

(T)

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1542-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Keith Keck, President
Oakwood, Ohio 45873

P. U. C. O. NO. 3

DEFINITIONS (continued)

- b. When such buildings are not made continuous as specified in (T) 2-a, above, but (1) the airline distance between the primary building and each of the other buildings involved is not in excess of one hundred and fifty (159) feet.
3. Portions of two or more buildings, used and occupied by the subscriber at one time, (a) where such portions of the buildings are made continuous between the areas used and occupied by the subscriber by means of enclosed, lighted and heated passageways (overhead bridges, subways, or at ground level), or by a common basement used and occupied solely by the subscriber, or (b) where there is full access by means of doorways or open archways between the areas used and occupied by the subscribers in adjoining buildings. (T)

(D)

(D)

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1542-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Keith Keck, President
Oakwood, Ohio 45873

DEFINITIONS

PRIVATE BRANCH EXCHANGE TRUNK

An access line connecting a PBX system with a central office.

PUBLIC TELEPHONE

An exchange station, either attended or equipped with a coin collecting device provided by the Telephone Company at its own discretion for the use of the general public.

SUBSCRIBER

Subscriber or customer means any person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc., which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the telephone utility.

TELEPHONE SERVICE

Telephone service means any communication service whereby voice communication, through the use of electricity by the transmitting and receiving apparatus, is the principal intended use thereof and shall include all telephone lines, facilities, or systems used in the rendition of such service.

TIER 1

"Tier one" services include BLES as defined in section 4927.01 of the Revised code, as well as those services that are not essential but nevertheless retain such a high level of public interest that these services still require regulatory oversight, as set forth in paragraphs (A)(1)(a) and (A)(1)(b) of rule 4901:1-6-20 of the Administrative Code.

TIER 2

"Tier two" services include all regulated telecommunications services that do not fall in Tier one.

(N)

(N)

ISSUED: July 26, 2007

EFFECTIVE: September 10, 2007

IN ACCORDANCE WITH ORDER NO: 07-849-TP-ALT
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

DEFINITIONS (continued)

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(D)

TOLL MESSAGE:

A message from a calling station located in a different local service area for which a message charge is made.

ISSUED: October 19, 1987

EFFECTIVE: November 1, 1987

IN ACCORDANCE WITH ORDER NO. 87-1542-TP-ATA
SIGNED BY THE PUBLIC UTILITIES COMMISSION OF OHIO October 6, 1987
Keith Keck, President
Oakwood, Ohio 45873

OAKWOOD EXCHANGE

EXCHANGE

BOUNDARY

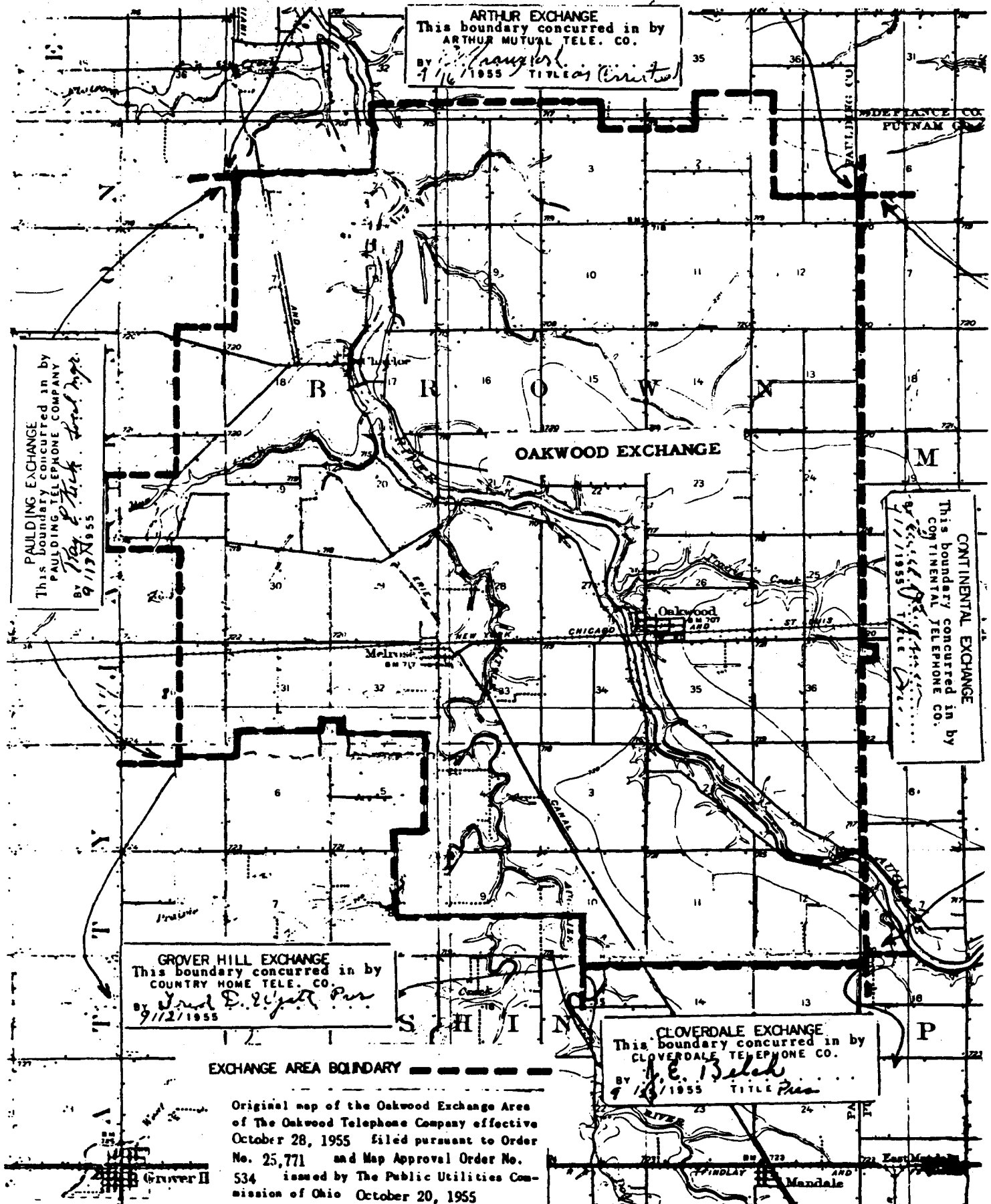
MAP

Issued: July 1, 1967 - - - Effective: April 14, 1967

Issued by Delbert Shisler, President - Oakwood, Ohio

Filed under authority of Order No. 34,318 issued by the Public Utilities Commission of Ohio

P.U.C.O. No. 3



THE OAKWOOD MUTUAL TELEPHONE CO.
Oakwood, Ohio

Section 11
Original Sheet 9

P.U.C.O. No. 3

OAKWOOD EXCHANGE

BASE RATE AREA

BASE RATE AREA

BOUNDARY

MAP

Issued: July 1, 1967 - - - Effective: April 14, 1967

Issued by Delbert Shisler, President - Oakwood, Ohio

Filed under authority of Order No. 34,318 issued by the Public Utilities Commission of Ohio



1950

P. U. C. O. NO. 3

SECTION NUMBER III
GENERAL RULES AND REGULATIONS

APPROVED

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Establishment and Maintenance of Credit	4
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Telephone Directories	7
Use of Service and Facilities	8
Limitation of Service Offering	10
Disconnection of Service	11

APPLICATION OF RULES AND REGULATIONS

The Rules and Regulations specified herein are in addition to those contained in the Tariff of Definitions and General Exchange Tariffs. They apply to the intrastate service and the subscribers to observe these rules and regulations of the Telephone Company, after due notice of such failure, automatically gives the Telephone Company the privilege of canceling the contract and discontinuing the furnishing of service.

In the event of conflict between any rate, rules, regulation, or provision contained in these General Rules and Regulations and any rate, rule, regulation, or provisions contained in the Tariff of Definitions and General Tariffs, the rate, rule, regulation, or provision contained in the specific Tariffs shall prevail.

These Tariffs of Rules and Regulations cancel and supersede all other exchange service Tariffs or General Rules and Regulations.

The Company will comply with all Minimum Telephone Service Standards set by the Public Utilities Commission of Ohio.

(N)
(N)

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

APPROVED

A. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application and Cancellation of Service and Equipment

- a. The Telephone Company reserves the right to require application for service to be made in writing on form supplied by it. When an application for service is canceled before service is established, the applicant or subscriber may be required to reimburse the Telephone Company for all expenses incurred in connection with the application for service before notice of cancellation is received, such charge, however, not to exceed all service established, i.e., all applicable service, connection, non-recurring and termination charges.
- b. When requests for additions, rearrangements, relocations, or modifications of service are canceled before the work involved has been completed, the subscriber may be required to reimburse the Telephone Company for all expenses incurred in connection with the handling of the request before notice of cancellation is received, such charge, however, not to exceed all charges which would apply if the work involved in complying with the request had been completed, i.e., all applicable service connection, move, change, non-recurring, and termination charges.
- c. Any change in rates or regulations authorized by legally constituted authorities effects a modification of all contracts for service to that extent, without further notice.
- d. Government Objections to Service
The Telephone Company has the right and duty to refuse to institute service for a potential customer or to discontinue the service of an existing customer if not doing so would be in violation of Rule No. 4901:1-3-12 of the Commission's Code of Rules and Regulations or of an order issued to the Company by a Court of competent jurisdiction.

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(D)

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

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

A. **ESTABLISHMENT AND FURNISHING OF SERVICE** (Continued)

2. Telephone Numbers

The subscriber has no property rights in the telephone number, and the Telephone Company may change any number at any time whenever it deems it advisable in the conduct of its business.

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

4. Responsibility of Subscriber for Payment

The subscriber is required to pay all charges for exchange services and facilities, for toll messages in accordance with provisions contained elsewhere in these Tariffs. The subscriber is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed. Payment for service will be individually categorized as local service and toll service.

5. Maintenance and Repair

The Telephone Company undertakes to maintain and repair the facilities which it furnishes to subscribers. The subscriber may not, or permit others to rearrange, disconnect or remove any equipment, installed by the Telephone Company.

If the equipment is rearranged, disconnected, or removed, the Telephone Company shall have the right to make a charge in accordance with the rules and regulations then in effect.

6. Unusual Installation Costs

Where special conditions or special requirement of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay all or a reasonable proportion of such costs. If a charge is made, the ownership of all materials and equipment used shall remain with the Telephone Company.

(M)

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(M)-Material now appears on Sheet 7A of this Section.

ISSUED: October 13, 2009

EFFECTIVE: November 13, 2009

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JOEL DOHMEIER, VICE-PRESIDENT
OAKWOOD, OHIO

GENERAL RULES AND REGULATIONS

APPROVED

B. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. Establishing Credit

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

(C)

(C)

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

APPROVED

F. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

(C)

2. Establishing Credit (Continued)

C. When a telecommunications provider requires the financial responsibility of a service applicant to be established, it must inform the service applicant of all options available for meeting that requirement.

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

(C)

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

GENERAL RULES AND REGULATIONS

F. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)**APPROVED****2. Establishing Credit (Continued)****C. (Continued)**

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

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

B. Deposits

1. The Company may, in order to safeguard its interest, require a deposit. The deposit will not exceed two hundred thirty per cent (230%) of the customer's average monthly bill based upon the customer's service account billing history for the same recurring regulated charges for the class of service seeking to be established with the telecommunications provider.
2. Deposits for new customers are calculated pursuant to Ohio Admin. Code 4901:1-5-05(B)(1)(a) or at the above method when the customer has a service account billing history.

(C)

(C)

ISSUED: December 26, 2007

EFFECTIVE: December 26, 2007

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE PRESIDENT
OAKWOOD, OHIO

OAKWOOD TELEPHONE COMPANY

OHIO

P. U. C. O. NO. 3

Section 3

First Revised Sheet 4.3

Cancels Original Sheet 4.3

GENERAL RULES AND REGULATIONS

F. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

2. Establishing Credit (Continued)

APPROVED

(C)

(C)

ISSUED: December 26, 2007

EFFECTIVE: December 26, 2007

IN ACCORDANCE WITH CASE NO. 07-1310-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

APPROVED

F. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

(C)

2. Establishing Credit (Continued)

F. Toll providers, or local service providers acting on behalf of toll providers subject to billing and collection agreements, may otherwise block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not, thereby, denied the right to select, through a presubscribed interexchange (PIC) mechanism, any subsequent 1+ toll service provider under the terms of Chapter 4901:1-5 of the Administrative Code. Any such subsequent toll provider may not deny establishment of 1+ presubscribed toll service on grounds that the customer has failed to establish creditworthiness, if:

1. The customer is able to establish creditworthiness using one of the means for doing so available under Chapter 4901: 1-5 of the Administrative Code; or
2. The subsequent toll provider, exercising its own discretion, does not require the customer to establish (through any of the means available for doing so under Chapter 4901: 1-5 of the Administrative Code); or
3. The subsequent toll provider attempts to require the customer to establish creditworthiness using credit establishment procedures which do not comport with the commission's credit establishment policies and/or are not set forth within a commission-approved tariff.

G. When an applicant for 1+ toll service who has previously been universally blocked for nonpayment of toll charges seeks to select, through a PIC mechanism, some subsequent toll provider as the applicant's 1+ carrier of choice, the subsequently PICed toll provider may, subject to its tariffed toll deposit policies and the commission's minimum telephone service standards set forth in Chapter 4901:1-5 of the Administrative Code. However, the subsequently PICed toll provider may accept a lower deposit, or on deposit, based upon usage, toll cap provisions in its tariff, or credit information obtained either from a credit bureau or directly from the customer.

(C)

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

APPROVED

F. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

(C)

2. Establishing Credit (Continued)

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

(C)

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

C. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY

1. Availability of Facilities

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

2. Service Irregularities and Interruptions

In view of the fact that the subscriber has exclusive control of his communications over the facilities furnished him by the Telephone Company, and of the other uses for which facilities may be furnished him by the Telephone Company, and because of unavailability of errors incident to the services and to the use of such facilities of the Telephone Company, the services and facilities furnished by the Telephone Company are subject to the terms, conditions and limitations herein specified.

The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the subscriber, or of the Telephone Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs. However, if, in the case of such interruption, service is restored on or before the day after said interruption is reported to or detected by the Telephone Company, no allowance will be made.

RECEIVED

FEB 13 1997

DOCKETING DIVISION
Public Utilities Commission of Ohio

APPROVED

RECEIVED

ISSUED: December 30, 1996

EFFECTIVE: February 13, 1997

IN ACCORDANCE WITH ORDER NO. 96-1439-TP-ATA
FEB 13 1997 ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO

BY: JOSEPH D. KIRK, PRESIDENT
OAKWOOD, OHIO

TARIFF DIVISION
Public Utilities Commission of Ohio

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

APPROVED

C. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY (Continued)

3. Transmitting Messages

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

4. Use of Connecting Company Lines

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

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

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

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

D. **PAYMENT FOR SERVICE**

1. The customer will be rendered a net bill on or about the same date each month and will show at least the following information: (T)
 - a. The billing company's name, toll free telephone number(s), and e-mail address and/or website, if applicable, for subscriber inquiries about the bill; (T)
 - b. The subscriber's name, billing address, telephone and/or account number(s); (T)
 - c. The date of the bill, the beginning and ending dates of the billing period, and the due date of the bill; (T)
 - d. The current month's charges, all credits applied to the account during the current billing period, all unpaid charges from previous bills, and all late payments; (T)
 - e. All charges for regulated competitive telecommunication services; (T)
 - f. All charges for local extended area service calls, including any usage-sensitive charges for such calls, if applicable; (T)
 - g. All nonrecurring, fractional, or non-basic service charges; (T)
 - h. All charges for non-regulated services or products that appear on the subscriber's bill; (T)
 - i. All applicable taxes and surcharges, including a brief description; (T)
 - j. All 9-1-1 charges in a clearly identifiable manner, if applicable; (T)
 - k. The total amount to be paid, including a statement as to how and where to pay the bill; (T)
 - l. An explanation of codes and abbreviations used; and (T)
 - m. The following statement: (T)

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

Residential customers may call the Ohio consumers' counsel (OCC), toll free at 1-877-742-5622 from 8:30 a.m. to 5:30 p.m. weekdays, or visit the OCC website at www.pickocc.org

ISSUED: October 13, 2009

EFFECTIVE: November 13, 2009

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JOEL DOHMEIER, VICE-PRESIDENT
OAKWOOD, OHIO

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

D. **PAYMENT FOR SERVICE** (Continued)

2. **Late Payment Charges**

- a) A Late Payment charge of 1.5% per month applies to all past due balances; except that the charge is not applicable until a Residential or Business customer's amount past due exceeds \$12.77.
- b) Customers with past due balances that sign up for electronic payments will receive a one-time waiver of the late payment charge.
- c) The Late Payment Charge will not be assessed until at least nineteen days after the postmark on the customer's bill. The Late Payment Charge will not apply to any portion of the bill that is in bona fide dispute, any previous late payment fees included in the amount due, or to service establishment charges for lifeline services.
- d) Final collection procedures, temporary disconnection of service, and the requirements for deposit are unaffected by the application of a late charge. The late payment charge does not extend the time for payment or otherwise enlarge or change the rights of the customer. Notice of intention to pay late will not avoid this charge.

(C)
(M)
(M) (C)

E. **TELEPHONE DIRECTORIES**

1. **Distribution**

The Telephone Company will furnish to its subscribers, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

2. **Ownership and Use**

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

(M)-Material previously appeared on Sheet 3 of this Section.

ISSUED: October 13, 2009

EFFECTIVE: November 13, 2009

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JOEL DOHMEIER, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

F. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment

Equipment and lines (other than inside wiring) furnished by the Telephone Company on the premises of a subscriber are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment and lines (other than inside wiring) or for the purpose of making collections from the coin boxes or upon termination of the service, for the purpose of removing such equipment and lines.

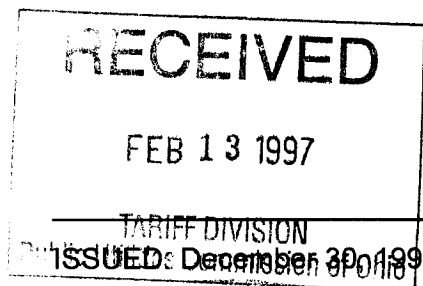
If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees, to the public or to property, the Telephone Company may refuse to install and maintain such service, and if such service is furnished, may require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

2. Authorized Attachments and Connections

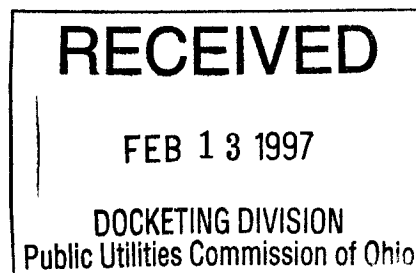
Subscriber-provided equipment and facilities may be attached to or connected with facilities furnished by the Telephone Company, subject to the provisions set forth under Section 6 of this Tariff entitled "Connections with Certain Facilities Provided by Subscribers".

3. Use of Subscriber Service

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



APPROVED



EFFECTIVE: February 13, 1997

IN ACCORDANCE WITH ORDER NO. 96-1439-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JOSEPH D. KIRK, PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

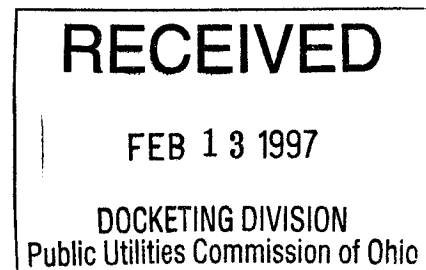
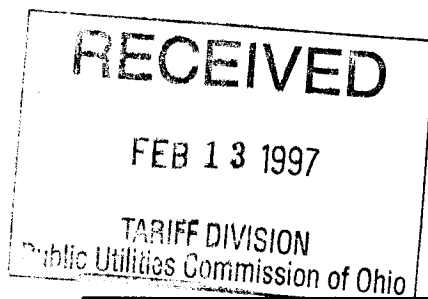
F. USE OF SERVICE AND FACILITIES (Continued)

3. (Continued)

The Telephone Company has the right to refuse to install subscriber service or permit such service to remain on premises of a public or semi-public character when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. (At such location, however, service may be installed, provided the instrument is so located that is not accessible to public use.)

4. Tampering with Equipment

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located at any telephone equipment owned by the Telephone Company which shows any evidence of tampering, manipulating, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment for the charges applicable to the service rendered.



ISSUED: December 30, 1996

APPROVED

EFFECTIVE: February 13, 1997

IN ACCORDANCE WITH ORDER NO. 96-1439-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JOSEPH D. KIRK, PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

F. USE OF SERVICE AND FACILITIES (Continued)

5. Government Objections to Service

The Telephone Company has the right and duty to refuse to institute service for a potential customer or to discontinue the service of an existing customer if not doing so would be in violation of Rule No. 4901:1-3-12 of the Commission's Code of Rules and Regulations or of an order issued to the Company by a court of competent jurisdiction.

G. LIMITATION OF SERVICE OFFERING

When the facilities immediately available are insufficient to furnish service immediately to all who may apply, those facilities available will be used in the following order:

- a. Supply service to essential Government agencies.
- b. Private Organizations and individuals directly serving the public safety, health and welfare.
- c. Charitable and religious establishments and their officiating clergy and public and private schools.
- d. Press associates, newspapers and broadcasting station.
- e. Public Utilities.
- f. Other new business services.
- g. New residence service for seriously ill or blind persons.
- h. New residence service for people engaged in other occupations essential to the public health and welfare.

New residence services other than those included above.

RECEIVED

FEB 13 1997

TARIFF DIVISION

Public Utilities Commission of Ohio

ISSUED: December 30, 1996

APPROVED

RECEIVED

FEB 13 1997

DOCKETING DIVISION

Public Utilities Commission of Ohio

EFFECTIVE: February 13, 1997

IN ACCORDANCE WITH ORDER NO. 96-1439-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JOSEPH D. KIRK, PRESIDENT
OAKWOOD, OHIO

GENERAL RULES AND REGULATIONS

APPROVED

H. DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE

1. Local service may only be disconnected for subscriber nonpayment of charges for local services regulated by the commission. Local service is defined as every regulated service provided by the Company other than toll service and 900 and 976-like services.
2. Toll service may be disconnected for subscriber nonpayment of toll service, subject to the following conditions:
 - a. Toll disconnection procedures shall comport with all applicable billing, notice, credit/deposit, and disconnection standards set forth in this tariff.
 - b. A local service provider, including one which also provides toll service, may enforce the commission-approved, tariffed disconnection procedures of a separate provider of toll services pursuant to a contract entered into between the local service provider and the separate toll service provider.
3. Partial payments applied towards any past due amount on a bill or the balance due on a disconnection notice must be apportioned to past due regulated local service charges, then to any current local charges, before being applied by a telecommunications provider to any toll or non-regulated charges unless the subscriber pays the entire amount past due or more. In that case any amount paid over the amount past due shall be applied first to current local charges.
4. A telecommunications provider must notify, or attempt to notify through any reasonable means, a subscriber before service is refused or disconnected when any of the following conditions exist:
 - a. A violation of or noncompliance with the telecommunications provider's rules or tariffs on file with the commission;
 - b. A failure to comply with municipal ordinances or other laws pertaining to telecommunications services; or
 - c. A refusal by the subscriber to permit the Company access to its facilities.
5. A telecommunications provider must notify or attempt to notify, through any reasonable means, the subscriber before service is disconnected when the subscriber has committed a fraudulent practice as set forth within this tariff.

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

APPROVED

H. DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE

6. The telecommunications provider may not disconnect the local or toll service of a subscriber who pays the company the total amount due (or an amount agreed upon between the company and the subscriber) on his/her account by the close of business on the disconnection date listed on the disconnection notice.
7. No notice is required prior to disconnection when:
 - a. 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 restore service as soon as possible;
 - b. A subscriber's use of telecommunications equipment adversely affects the company's equipment, its service to others, or the safety of the company's employees or subscribers; or
 - c. A subscriber tampers with facilities or equipment owned by the telecommunications provider.
8. If a subscriber or a member of the subscriber's household demonstrates that disconnection of service would be especially dangerous to his/her health, the Company must consider this circumstance when offering extended payment arrangements to avoid disconnection. Payment arrangements shall be offered regardless of the credit class of the subscriber.
9. When a residential subscriber's local service is disconnected for nonpayment, the Company shall maintain the subscriber's access to emergency services for a period of at least fourteen days following such disconnection.

(C)

(C)

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

APPROVED

H. DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE

10. Local service may not be refused or disconnected to any applicant or subscriber for any of the following reasons:
- a. Failure to pay for service furnished to a former subscriber unless the former subscriber and the new applicant for service continue to be members of the same household;
 - b. Failure to pay for a different class of service. Residential service may not be denied or disconnected for nonpayment of a nonresidential account and vice versa;
 - c. Failure to pay any amount which is in bona fide dispute. The company may not disconnect service if the subscriber pays either the undisputed portion of the bill or where the disputed amount is in question, the subscriber pays the amount paid for the same billing period in the previous year; or
 - d. Failure to pay any non-regulated service charges.
11. Payment schedule and disconnection procedures for nonpayment.
- a. A subscriber's bill shall not be due earlier than fourteen days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due.
 - b. The Company shall not disconnect the service:
 - 1. Sooner than fourteen days after the due date of the bill; and
 - 2. Without sending a written notice of disconnection, postmarked at least seven days prior to the date of disconnection of service.
 - c. A telecommunications provider may disconnect service during its normal business hours; however, no disconnection for past due bills may be made after twelve-thirty p.m. on the day preceding a day that all services necessary for reconnection are not available.

(C)

(C)

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

APPROVED

H. DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE

12. A notice of disconnection for nonpayment shall state the following:

- a. Failure to pay the amount required to the company by the date specified on the notice may result in the disconnection of local or toll services; (C)
- b. The earliest date when disconnection will occur;
- c. The reason(s) for disconnection and any actions which the subscriber must take in order to avoid the disconnection, including the total amount required to be paid (which shall not be greater than the past due balance); (T)
- d. The total amount due to avoid disconnection of local service as defined in paragraph (1) of this rule, which must be listed separately from 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 of the telecommunications provider that the subscriber may contact in reference to the subscriber's account;
- h. The following statement:

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Oakwood Telephone Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or for TDD/TTY toll free at 1-800-686-1570 from 8:00 a.m. to 5:30 p.m. weekdays, or visit www.puco.ohio.gov.
The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

(T)
- 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. (T)

ISSUED: February 26, 2007

EFFECTIVE: April 13, 2007

IN ACCORDANCE WITH ORDER NO. 07-188-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: JEFF JUNG, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

APPROVED

H. DENIAL OR DISCONNECTION OF LOCAL AND TOLL SERVICE

(C)

13. Reconnection of local and toll service.

- A. Unless prevented by circumstances beyond the company's control or unless a subscriber requests otherwise, each telecommunications provider shall reconnect previously disconnected service by five p.m. on the next business day following either:
 - 1. Receipt by the company or its authorized agent of the full amount in arrears for which service was disconnected, or upon verification by the company that conditions which warranted disconnection of service have been eliminated; or
 - 2. Agreement by the company and the subscriber on a deferred payment plan and a payment, if required, under the plan.
- B. Before restoring service under this rule, a telecommunications provider may not insist upon payment of any amount that has not been included on a notice of disconnection.

(C)

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

APPROVED

I. TOLL BLOCKING FOR NON-PAYMENT OF TOLL CHARGES

(N)

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

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

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

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

(N)

ISSUED: August 27, 2001

EFFECTIVE: October 12, 2001

IN ACCORDANCE WITH ORDER NO. 01-2220-TPATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

APPROVED

J. SUBSCRIBER BILL ADJUSTMENT OR CREDITS

(N)

1. The Company shall make an adjustment to a subscriber's bill in accordance with paragraph 2 of this section whenever a subscriber's service is interrupted and remains out of service for more than twenty-four consecutive hours after being reported to the Company or after being found by the Company to be out of service. The length of the service interruption must be computed on a continuous basis, Saturdays, Sundays, and holidays included. This rule does not apply if the out-of-service condition:

- a. Occurs as a result of a negligent or willful act on part of the subscriber;
- b. Occurs as a result of a malfunction of subscriber-owned telephone equipment or inside wire;
- c. Occurs as a result of a military action, war, insurrection, riot, or strike; or
- d. Cannot be repaired due to subscriber missing a repair appointment.

The Company must justify and document in its records each instance where it applied any of the exceptions listed in this paragraph.

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

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

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: PAUL E. PEDERSON, VICE-PRESIDENT
OAKWOOD, OHIO

P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

APPROVED

J. SUBSCRIBER BILL ADJUSTMENT OR CREDITS (Continued)

3. The Company may apply for a waiver to paragraphs A and B in the event of a verifiable act of God. One copy of the waiver request shall be filed with the commission's docketing division in the MTSS docket, case no. 00-1265-TP-ORD, and one copy shall be submitted to the PUCO outage coordinator within two business days of the onset of the claimed act of God. Such waiver request shall state the specific nature of the act of God, the extent and location of damaged facilities, and the number of customers affected. If the commission or its staff takes no action within two business days of the filing of such waiver request, the act of God exception may be invoked by the Company. In the event an act of God exception is applied, the provisions of paragraph B will not apply until forty-eight hours after the onset of the verified act of God. Accordingly, forty-eight hours shall be added to each of the time frames established in paragraph B for purposes of determining credits to customer accounts. Each company must justify and document in its records each instance where it has applied an act of God exception.
4. If the Company fails to install new access line service and any associated features within five business days of receiving an application for new service, or by the requested date, when at least five business days notice is given, the provider must waive at least one-half of all regulated nonrecurring installation charges associated with the new service or features. If the Company fails to install new access line service and any associated features within ten business days of an application for new service or fails to install such service by the requested installation date, when at least ten business days notice is given, the provider shall waive all regulated nonrecurring installation charges associated with the new service or features.

(N)

(N)

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

IN ACCORDANCE WITH ORDER NO. 00-1265-TP-ORD
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GENERAL RULES AND REGULATIONS

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J. SUBSCRIBER BILL ADJUSTMENT OR CREDITS (Continued)

(N)

4. Such credits shall not be required where:
 - a. Special equipment or service is involved:
 1. "Cable pairs" are not deemed to be special equipment unless the requested service is in a completely undeveloped area where no facilities of any kind exist.
 2. When special equipment or a service exception is invoked, it shall be fully documented. The documentation of the required specific special equipment or service shall be maintained with the application for new service and include a description of the special equipment or service involved.
 - b. Applicant or subscriber has not met pertinent tariff requirements;
 - c. The installation cannot be completed as a result of a military action, war, insurrection, riot, or strike; or
 - d. The installation cannot be completed due to a subscriber missing an installation appointment.
5. Missed customer appointments.
 - a. When the Company fails to meet a scheduled installation appointment, the company shall waive at least one-half of the subscriber's regulated nonrecurring installation charges associated with the new service or features.
 - b. When the Company fails to meet a repair appointment or a repair commitment, the company shall credit the subscriber's bill in the amount of at least one-half of one month's charges for any regulated local services rendered inoperative.
 - c. The credits required by paragraph 5.a do not apply when the Company provides the subscriber twenty-four hour notice of its inability to meet an installation appointment, or when the effects of a natural disaster prohibit the local service provider from providing such notice. In no event shall the application of rule 4901:1-5-16(E)(3) of the Administrative Code, affect the service installation deadline and credit required under rule 4901:1-1-16(D) of the Administrative Code.

(N)

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

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P. U. C. O. NO. 3

GENERAL RULES AND REGULATIONS

APPROVED

J. SUBSCRIBER BILL ADJUSTMENT OR CREDITS (Continued)

(N)

6. In the event the local service provider omits a subscriber's listing from the white pages of the telephone directory or lists an incorrect telephone number, the Company shall issue the subscriber a credit for the equivalent of not less than three months' regulated local service charges. Such credit shall not apply in cases where the subscriber has provided such listing information after the deadline for directory publication. The subscriber shall be given the option of taking the credit or pursuing other remedies.
7. When it is confirmed that 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 the entity for whom the telecommunications carrier 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.
 - c. Each local service provider shall state the total amount to be collected for an undercharge by the second bill mailed to the customer after such collection is discovered. This rule shall not affect the Company's recovery of regular monthly charges.
 1. No local service provider shall recover any service or billing fee pursuant to this rule; and
 2. No local service provider shall disconnect service to any customer to collect an undercharge under this rule, except for nonpayment of the amount lawfully billed under this rule.
 - d. The adjustment for an overcharge shall be in the form of either a direct payment to the subscriber or a credit to the subscriber's account within the next two billing periods.

(N)

ISSUED: January 23, 2002

EFFECTIVE: January 23, 2002

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This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

5/19/2011 5:20:43 PM

in

Case No(s). 90-5031-TP-TRF

Summary: Tariff Application to Detariff Services (Part 1 of 3) electronically filed by Ms. Rachelle A Ladwig on behalf of Oakwood Telephone Company