The Champaign Telephone Company

126 Scioto Street, Urbana, Ohio 43078 • P. 937-653-4000 F. 937-652-2329

July 6, 2011

Barcy McNeil, Secretary The Public Utilities Commission of Ohio 180 East Broad Street Columbus, Ohio 43215

Re: In the Matter of the Application of The Champaign Telephone Company to Detariff
Services and Make Other Changes Related to the Implementation of Case No. 10-1010-TP-ORD
PUCO, Case No. 11-2943-TP-ATA, TRF Docket 90-5011-TP-TRF

Dear Ms. McNeil:

Attached are eighteen (18) revised pages to be filed on behalf of The Champaign Telephone Company in the above-referenced matter. Please replace the sheets originally filed on May 19, 2011 with the sheets attached hereto. Additionally, please remove Section No. 1, sheets 24 through 26, and Section No. 4, sheets 6 and 7.

Thank you for your assistance. Please call, if you have any questions.

Sincerely,

/s/ Timothy J. Carney Timothy J. Carney

Enclosure

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ISSUED: May 19, 2011 EFFECTIVE: May 19, 2011

1.2 Definitions

As used throughout this tariff, the following definitions of terms shall apply.

ACCESS LINE - The Telephone Company line from the central office switching point up to and including the termination of the customer's premises in either a terminal block, jack, or other point of termination.

ACCESSORIES - Devices attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically or inductively connected to the communication path of the telephone system.

ACTUAL COST - The cost of materials, labor and necessary overhead actually incurred by the Company to complete a particular project or task.

APPLICANT - An individual, firm, corporation, partnership, institution, association or organization whether public or private, applying for or requesting provision of utility service in accordance with this tariff.

BASE RATE - A schedule rate for any form of exchange service which does not include mileage or other incremental charges.

BASE RATE AREA - That part or parts of an exchange area, as specified in the Local Exchange Tariff, within which base rates apply for local telephone services.

BASIC LOCAL EXCHANGE SERVICE (BLES) – See Section 1 – General of this tariff – BLES has the meaning set forth in division (A)(1) of Section 4927.01 of the Ohio Revised Code.

BUSINESS OFFICE - The office of the Company which handles subscriber billing, collections and public requests for service.

BUSINESS SERVICE - See Commercial Service.

CENTRAL OFFICE - The location of the Company's dial switching equipment and where an individual telephone station may be switched to another.

CENTRAL OFFICE LINE - A circuit directly connecting and individual line or party line with a central office.

 $\underline{\text{CHANGE}}$ - Revisions in telephone service, lines or equipment subsequent to the establishment of such service, lines or equipment, and also to rearrangements of outside or inside wiring (including house cable) which do not involve moves, at the customer's request.

<u>CLASS OF SERVICE</u> - The various categories of service generally available to the customer: Business, residence, public, and semi-public.

COAM - See Customer Owned and Maintained Equipment.

<u>COMMERCIAL SERVICE</u> - Company service provided to firms, corporations, agencies, partnerships, associations, and other institutions, public or private, whose basic concern is the conduct of business, or the fulfillment of a public responsibility and normally engaged in acts of commerce. One indication of commercial service is the reference to a user's phone number in public advertising of a business nature.

COMMISSION - Public Utilities Commission of Ohio.

<u>COMMUNICATIONS SYSTEMS</u> - Channels and other facilities which are capable, when not connected to the telecommunications network, of communications between customer-provided terminal equipment or Telephone Company Stations.

COMPANY - The Champaign Telephone Company.

<u>CONNECTING ARRANGEMENT</u> - The equipment provided by the Telephone Company to accomplish the direct electrical connection of customer provided facilities with the facilities of the Telephone Company.

<u>CONSTRUCTION</u> - All activities required by the Company in order to initiate, rearrange, discontinue or otherwise provide or modify service or facilities provided to the subscriber.

<u>CONTINUOUS PROPERTY</u> - The land, including any building or buildings thereon, occupied or used in the conduct of one establishment or business, throughout which there is general access without the necessity of crossing land used publicly or privately by others. Continuous property has a single mailing address.

<u>CONTRACTS</u>, <u>SPECIAL</u> - The agreement between the Company and a subscriber for the furnishing of utility service in instances where all or a part of this tariff does not apply.

<u>COST</u> - "Cost" or "Actual Cost" represent the actual cost of material, labor and incidentals, plus a charge for administration.

<u>CUSTOMER</u> - The person, firm or corporation responsible for the payment of charges and compliance with the regulations of the Telephone Company. May be different from the user. (See Subscriber.)

<u>CUSTOMER OWNED AND MAINTAINED EQUIPMENT (COAM)</u> - Any device or apparatus provided by the customer, which does not constitute a competing telecommunication system, and for which complete ownership and maintenance responsibility resides with the customer and the Company's liability is limited to interconnection in accordance with the rules and regulations outlined elsewhere in this tariff or as provided under a separate written agreement.

<u>DATE OF PRESENTATION</u> - The date upon which a bill or notice is mailed. In case of a hand delivered special bill or notice, the date of presentation is the date delivered.

<u>DIRECT ELECTRICAL CONNECTION</u> - A physical connection of the electrical conductors in the communications path.

<u>DISCONNECT</u> - Discontinuance of utility service made at the request of the subscriber or at the option of the Company for nonpayment of service or other valid reasons; the facilities so disconnected by the Company may be made immediately available for use by another subscriber.

<u>DROP WIRE</u> - Wires between an open wire lead or aerial or under-ground cable terminal and the point of entrance to the building in which the subscriber's telephone service is located.

<u>EMERGENCY</u> - A situation or condition, as determined by the Company, which demands immediate attention and requires substantial change from the normal conduct of utility business and which left unattended could seriously threaten the public safety.

<u>EXCHANGE</u> - A unit of a telephone utility for the administration of communication service in a specified area. It usually consists of one or more central offices together with the associated plant used in furnishing telecommunication services in that area.

<u>EXCHANGE AREA</u> - The territory served by an exchange as specified in the Local Exchange Tariff.

<u>EXCHANGE MESSAGE</u> - A completed telephone call or telephonic communication between exchange stations in the same local service area.

<u>EXCHANGE SERVICE</u> - The service of furnishing equipment and facilities for telephone communication within a local service area in accordance with the regulations and for the rates and charges specified in the Local Exchange Tariff.

<u>FLAT RATE SERVICE</u> - The type of exchange service furnished at a stipulated monthly rate with an unlimited number of calls within a specified local service area.

<u>INDIVIDUAL LINE</u> - A central office line designed for the connection of one main telephone.

<u>INSTALLATION</u> - any activity required by the Company in order to initiate, rearrange, delete or otherwise provide or modify service or facilities for use by the general public.

<u>INSTALLATION CHARGE</u> - An initial, nonrecurring charge made under certain conditions to cover all or a portion of the cost of installation of Company equipment. The payment of an installation charge gives the subscriber no ownership wholly or in part to the property installed.

<u>LINE EXTENSION</u> - The outside plant required in addition to existing facilities to render telephone service, exclusive of instrumentalities.

<u>LOCAL EXCHANGE</u> - In connection with foreign exchange service, that company service area in which the primary station is located.

<u>LOCAL MESSAGE</u> - A communication between a calling station and any other exchange station within the local service area of the calling station.

LOCAL SERVICE AREA OR EXTENDED LOCAL SERVICE AREA - That area throughout which an exchange service subscriber, at a given rate, may make calls without the payment of a toll charge. A local service area may be made up of one or more exchange areas.

<u>LOCAL TELEPHONE SERVICE</u> - Service available within the company service area for communication between subscribers located within that company service area only.

<u>LOCALITY RATE AREA</u> - An area located outside and remote from the base rate area but within an exchange area and within which urban grades of service are furnished at incremental rates.

 $\underline{\text{MILEAGE CHARGE}}$ - The additional charge for exchange telephone service based upon distance measurement for service furnished off the premises of the primary station or in connection with foreign exchange service.

<u>MINIMUM CONTRACT PERIOD</u> - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

<u>MOVE</u> - Relocations of telephone service lines on the same continuous property subsequent to the establishment of such service lines for a customer.

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

<u>NETWORK CONTROL SIGNALING UNIT</u> - The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

NORMAL WORKING SITUATIONS - Those situations which can be reasonably anticipated by the Company, planned for in advance and handled as a part of the usual day- to-day operations, without requiring substantial deviation from standard operating practices.

<u>ONE-PARTY SERVICE</u> - A grade of exchange service furnished by means of a central office line arranged to serve one primary station only, although additional stations may be connected to the line.

OTHER COMMON CARRIER (OCC) - Specialized Common Carriers, Domestic and International Records Carriers, Domestic Satellite Carriers and Value-Added Carriers that are authorized by the FCC to provide private or off-network MTS/WATS equivalent services.

<u>PARTY LINE SERVICE</u> - A grade of service furnished by means of a central office line arranged to serve more than one primary station and with segregated ringing for each main station on that line.

<u>PAY TELEPHONE SERVICE</u> - Telephone service provided to the general public in public or semi-public places by means of a telephone coin box arrangement which requires the deposit and collection of coins prior to the initiation of a local telephone message. Public telephone service is provided in locations selected by the Company.

<u>PERMANENT DISCONNECT</u> - Termination of Company service where the intent is not to reconnect the service in the foreseeable future. Facilities related to such disconnections of service become immediately available to the Company to satisfy other service requirements.

<u>PREMISES</u> - The area owned or controlled by the subscriber and served by the Company.

<u>PUBLIC TELEPHONE SERVICE</u> - A non-listed, non-customer exchange station installed for the convenience of the public at a location chosen or accepted by the Company. A coin collecting device may be provided for immediate collection of charges for each outgoing local and toll message, or the paystation may be of a coinless nature intended for collect or third number billing purposes.

<u>RESIDENTIAL TELEPHONE SERVICE</u> - Service furnished to home, personal quarters or abode used only for residential or domestic purposes and from which business is not normally conducted. Residential service does not include multifamily apartments or hotels where a landlord or manager is responsible for payment to the Company.

<u>SAME BUILDING</u> - A structure under one roof, or two or more structures under separate roofs, throughout which there is general access by means of doors, elevators, stairways, enclosed passageways or continuous corridors. Sidewalks, driveways, heating and utility tunnels, pipes and conduits are not considered enclosed passageways.

<u>SAME HOUSEHOLD</u> - Those who dwell as a family under one roof, including relatives and not more than four other persons residing with the family and participating in the common use of such facilities as dining room, kitchen, living room, etc. Premises occupied by any group of four or less persons functioning in the same manner as a family are also considered as the same household.

<u>SAME PREMISES</u> - All the space in the same building in which a subscriber has the right of occupancy to the exclusion of others or shares the right of occupancy with others; and all space in different buildings on continuous property, provided such buildings are occupied solely by one subscriber. Foyers, hallways, and other space provided for the common use of all occupants of a building are considered the premises of the operator of the buildings.

<u>SEMI-PUBLIC TELEPHONE SERVICE</u> – Exchange service designed for use of the customer and the public at locations somewhat public in character and involving a stipulated charge for each outgoing local message. A coin collecting device is provided for immediate collection of charges for each outgoing local and toll message.

<u>SERVICE CONNECTION</u> – The establishment of telephone service lines for a customer, and transfers of telephone service lines from one premises to another on non-continuous property subsequent to the establishment of such service lines for a customer.

<u>SERVICE CONNECTION CHARGES</u> – See Installation Charges.

<u>SERVICE, GRANDFATHERED</u> – Services no longer offered to new subscribers. Existing subscribers may continue service until moves or changes of service occur.

SPECIAL BILL – A bill for accumulated exchange and toll service charges rendered in lieu of the requirement of a cash deposit for the reestablishment of credit before disconnection of service as provided in the tariff schedules, or a bill for accumulated exchange and toll charges rendered at such time as the amount of the unpaid charges, billed and unbilled, materially exceed the normal amount of any prepaid charges or any deposits made in connection with a particular service.

<u>SUBSCRIBER</u> - The person or organization in whose name service is furnished as evidenced by the signature of the application or contact for that service, or in the absence of a signed instrument, by the receipt and payment of a bill regularly issued in his name regardless of the identity of the actual user of the service.

SUBSCRIBER SERVICE OFFICE - See Business Office.

<u>SUPPLEMENTAL EQUIPMENT</u> - Attachments, apparatus, and accessories or devices which, at the request of the subscriber, the Company provides in accordance with the rate schedules of this tariff.

<u>TARIFF</u> - The entire embodiment of the rules, regulation, definitions and charges under which service is provided within the exchange area of the Company. A contract between the Company and its subscribers binding on both and approved by the Commission.

TARIFF SHEET - An individual sheet of the Company's tariff.

<u>TELECOMMUNICATIONS SERVICES</u> - The provision of facilities for the transmitting and reception of messages, impressions, pictures and signals by means of electricity, electromagnetic waves, and any other kind of energy, force variation, or impulses whether conveyed by cable, wire, radiation through space, or transmitted by means of other media within a specific area or between designated points.

TELEPHONE COMPANY - The Champaign Telephone Company.

<u>TEMPORARY DISCONNECT</u> - A short-term suspension of utility service without removal or disconnection of any subscriber equipment. Such disconnections may be made at the request of the subscriber or on the initiative of the Company in accordance with the rules and regulations of this Tariff.

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<u>TEMPORARY SERVICE</u> - The short-term or occasional service contracted for by an enterprise or organization where the duration can be determined in advance of the contemplated operations, such as construction or exploration projects with their related housing and miscellaneous camp service facilities, summer or winter resorts, amusement or sports concerns, fairs, exhibit structures or places or other enterprises of a limited duration.

<u>TERMINATION CHARGE</u> - A special charge applied under certain conditions defined in a special contract with the subscriber when service is terminated by the subscriber before the expiration of the minimum contract period. Termination charges shall be specified in the written agreement and known in advance by the subscriber.

<u>TIE LINE</u> - A dedicated telephone circuit connecting two private branch exchange systems for the purpose of interconnecting the stations of one system with the stations of the other.

 $\underline{\text{TWO PARTY LINE}}$ - A central office line designed for the connection of two subscribers.

<u>TYPE OF SERVICE</u> - The grade or level of service provided to a subscriber in a particular circumstance.

<u>USER</u> - The user of a service regardless of the identity or location of the subscriber or customer of the service.

<u>UTILITY</u> - The Champaign Telephone Company.

 \underline{ZONE} - A portion of an exchange area shown on maps filed elsewhere in the tariff schedule.

ZONE RATE AREA - An area, as defined in the Local Exchange Tariff, located outside of the base rate area and within the exchange area within which grades of service are furnished at incremental rates as specified in the Local Exchange Tariff.

SECTION 2. RULES AND REGULATIONS

2.16 Construction Charges

2.167 <u>Special Types of Construction or Facilities</u>

Outside Construction of Facilities

When an applicant requires a special type of construction or a type of facilities not normally provided, or where the conditions imposed by the applicant, such as the time and place involved, make the installation abnormally or excessively expensive, the applicant shall be required to pay the additional expense incurred by the Telephone Company, determined as follows: The difference between the expense incurred by the Telephone Company for such construction, facilities or installation and the expense which would other wise be incurred for a normal type of construction of facilities or a normal installation.

2.2 Telephone Service

2.21 <u>Description of the Company's Service</u>

Local exchange telephone service is available to the general public through the facilities owned and operated by the Company in accordance with the rules and regulations of this tariff. These services consist principally of local exchange telephone service for residential and commercial subscribers of the Company; interconnection to acceptable customer owned and maintained telecommunication equipment; public pay telephone service.

Charges for company services offered under this tariff are covered in Section 3 and consist of nonrecurring charges for installation and certain administrative expenses; monthly recurring charges for line services and supplemental equipment; and charges for use of public pay station service.

SECTION 2. RULES AND REGULATIONS (Continued)

2.3 <u>Subscriber Billing and Credit</u> (Continued)

2.34 <u>Change of Occupancy</u> (Continued)

All such notices shall be made in person or in writing <u>Telephone communications</u> shall not be considered proper notice. The company is not responsible for errors, delay or expense resulting from procedures other than those defined in this tariff.

Continuance of existing service is conditioned upon the acceptance of the present arrangement of equipment and services, including directory advertising.

2.35 <u>Cancellation of Service At Subscriber Request</u>

All cancellation requests made to the Company by the subscriber shall be made to the business office of the Company. Such requests shall be made at least two (2) business days in advance. All charges may be assessed and payable immediately upon such cancellation.

When cancellation occurs prior to the start of installation or service by the Company, no charges will apply.

When installation of facilities has been initiated or service established and provided to cancellation; a charge equal to in the estimated installed cost, less salvage value may be applied or a charge equal to the minimum period of service, including installation charges, if any, and full amount of any termination charges applicable, whichever is less.

Installation of facilities for a subscriber is considered to have started when the Company has incurred any expense in the connection therewith, or the preparation thereof, which it would not have otherwise incurred, provided the subscriber had advised the Company to proceed with such installation.

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BASIC TELEPHONE ASSISTANCE

4.1. Lifeline/Link-Up Requirements

4.11. General

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

4.12 Regulations

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

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4.1 Lifeline/Link-Up Requirements (Con't.)

- 4.12 Regulations (Continued)
 - 4.122 Lifeline Assistance is available to residential customers whose total household income is at or below one-hundred fifty percent (150%) of the federal poverty level.
 - 4.123 The Telephone Company shall require, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section 4.121 above; identify the specific program or programs from which the customer receives benefits and agree to notify the carrier if the customer ceases to participate in such program or programs. If a customer is applying for Lifeline based on income see Section 4.125 for examples of income documentation.
 - 4.124 The Telephone Company must verify Lifeline service eligibility for customers who qualify through household income-based requirements consistent with the FCC requirements in 47 C.F.R. 54.
 - 4.125 Consistent with federal law, examples of acceptable income documentation includes the following:
 - a. State or federal income tax return;
 - b. Current income statement or W-2 from an employer;
 - c. Three consecutive months of current pay stubs;
 - d. Social security statement of benefits;
 - e. Retirement/Pension statement of benefits;
 - f. Unemployment/Workmen's Compensation statement of benefits;
 - g. Any other legal document that would show current income (such as a divorce decree or child support document).
 - 4.126 Customers qualifying for Lifeline with past due bills for regulated local service charges shall be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. Lifeline service customers with past due bills for toll service charges shall have toll restricted service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider.
 - 4.127 All other aspects of the state-specific lifeline service shall be consistent with the federal requirements. The rates, terms, and conditions for lifeline service shall be tariffed in accordance with Rule 4901:1- 6-11 of the Administrative Code.

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BASIC TELEPHONE ASSISTANCE

4.1 Lifeline/Link-Up Requirements (Con't.)

4.12 Regulations (Continued)

- 4.128 The Telephone Company shall provide written notification to the customer applying for Lifeline service that is determined ineligible for Lifeline service and shall provide an additional 30 days to prove eligibility.
- 4.129 The Telephone Company shall provide written customer notification if a customer's Lifeline service benefits are to be terminated due to failure to submit acceptable documentation for continued eligibility for that assistance. The lifeline customer shall have an additional sixty (60) days to submit acceptable documentation of continued eligibility or dispute the findings regarding termination of benefits.
- 4.1291 The Telephone Company shall establish procedures to verify an individual's continuing Lifeline eligibility for both program and income based criteria consistent with the FCC's requirements in 47 C.F.R. 54.409-54410.

4.13 Enrollment Process

4.131 Existing Customers

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

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4.1 Lifeline/Link-Up Requirements (Con't.)

4.13 Enrollment Process (Continued)

4.132 New Customers

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

4.14 Income Eligibility

- 4.141 The Telephone Company must verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification must be performed within 60 days of a customer's service establishment. Examples of income documentation are identified in Section 4.125.
- 4.142 Regardless of when the Company completes the verification process Lifeline benefits shall go back to the date the qualified customer established lifeline.
- 4.143 The Telephone Company shall provide written notification to customers that do not qualify for Lifeline Assistance. The notice shall give the customer an additional 30-day opportunity to prove eligibility or dispute the company's determination. If after that additional 30 days the customer has failed to prove eligibility or provide the necessary documentation, the customer must reapply for the lifeline discounts.

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In Accordance with Case No 10-1010-TP-ORD and 11-2943-TP-ATA
Issued by the Public Utilities Commission of Ohio
Michael W. Conrad, President
Urbana. Ohio

- 4.1 Lifeline/Link-Up Requirements (Con't.)
 - 4.14 Income Eligibility (Continued)
 - 4.144 Written notification must include: 1) the earliest date termination of lifeline benefits will occur if the customer has been receiving the benefits or the last date the customer has to provide documentation to prove eligibility to receive the benefits; 2) the reason(s) for termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and 4) a statement explaining who customers may contact in the event of a dispute.
 - 4.145 If a customer disagrees with a company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.
 - 4.15 Verification for Continued Eligibility
 - 4.151 The Telephone Company must notify customers at least 60 days prior to the company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of lifeline benefits would occur; 2) the reason(s) for termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the telephone company and 4) a statement explaining who the customer should contact in the event of a dispute.
 - 4.152 Should a customer fail to submit proper documentation within the 60 day period, the Telephone Company will terminate the customer's lifeline benefits and require the customer to reapply.

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in

Case No(s). 11-2943-TP-ATA

Summary: Tariff Application of The Champaign Telephone Company to Detariff Services and Make Other Changes Related to the Implementation of Case No. 10-1010-TP-ORD PUCO, Case No. 11-2943-TP-ATA, TRF Docket 90-5011-TP-TRF electronically filed by Mr. Timothy J. Carney on behalf of The Champaign Telephone Company