September 22, 2011

By Electronic Filing

Ms. Daisy Cockron
Chief of Docketing
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215

RE: In the matter of the Application of Oakwood Telephone Company for Detariffing and Related Action: PUCO Case No. 11-3022-TP-ATA

Dear Ms. Cockron:

Enclosed is a replacement Exhibit B (amended tariff sheets) to be filed in connection with the above referenced matter on behalf of Oakwood Telephone Company. Please replace the Exhibit B that was originally filed on May 19, 2011 with the amended Exhibit B enclosed. The revisions made include removing services and revising some of the language related to several services, including Lifeline. Because several services were removed, the Subject Index has also been revised.

The TRF Number for Oakwood is 90-5031-TP-TRF.

Thank you for your assistance. If you have any questions, please do not hesitate to call.

Sincerely,

/s/ Rachelle A. Ladwig
TDS Telecom
Sr. Administrator – Tariffs
Phone 608-664-4169
Fax 608-830-5519
Email rachelle.ladwig@tdstelecom.com

Enclosure

EXHIBIT B

(Replacement Tariff Sheets)

OAKWOOD TELEPHONE COMPANY
BASIC LOCAL EXCHANGE SERVICE TARIFF

NOTE: This tariff P.U.C.O. No. 4 cancels and supersedes Oakwood Telephone Company Tariff P.U.C.O. No. 3.

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TARIFF DESCRIPTION

This Basic Local Exchange Service (BLES) Tariff applies to residential single-line customers and to the primary access line of business customers.

BLES is provided by Oakwood Telephone Company (The "Company" or "Telephone Company") in accordance with Rule 4901:1-6-12, Ohio Administrative Code.

Basic local exchange service, as defined in Section 4927.01, Revised Code, means residential end-user access to, and usage of, telephone company-provided services over a single line, or small-business-end-user access to and usage of telephone –company-provided services over the business's primary access Line of Service, which in the case of residential and small-business access and usage is not part of a bundle or package of services. BLES enables a customer to originate or receive voice communications within a local service area and consists of the following services:

(a) Local dial tone service;

(b) For residential end users, flat-rate telephone exchange service;

(c) Touch tone dialing service;

(d) Access to and usage of 9-1-1 services, where such services are available;

(e) Access to operator services and directory assistance;

(f) Provision of a directory in any reasonable format for no additional charge and a listing in that directory, with reasonable accomodations made for private listings;

(g) Per call, caller identification blocking services;

(h) Access to telecommunications relay service; and

(i) Access to toll presubscription, interexchange or toll providers or both, and networks of other telephone companies.

EXCHANGE RATES

A. EXCHANGE RATES AND THEIR APPLICATIONS

The classifications and rates set forth in this section apply to the total service area of the Oakwood Telephone Company. 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/]	
	Current	Maximum
RESIDENCE		
One Party	$12.77	$12.77
BUSINESS		
One Party	21.07	21.07

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.

EXCHANGE RATES

B. PAYSTATION SERVICE

1. General

Paystation Service provides telephone service to a customer-leased or owned paystation with or without coin collecting devices. A Paystation Access Line permits providers of such service to provide pay telephone service to the public.

2. Rules and Regulations

a. Paystation Service will be considered a business service for the purpose of applying the terms, rates and conditions found elsewhere in this tariff.

b. Only one paystation instrument may be connected to each Paystation Access Line.

c. The customer shall be responsible for the installation, operation and maintenance of any paystation instrument used in connection with this service.

d. Coin-free operator and emergency 911 access must be available from all paystations.

e. The demarcation point between Company facilities will generally be the minimum point of entry at the customer's premises. A Standard Network Interface will be installed at the location determined by the Company which is accessible to both the customer and the Company.

f. The Company reserves the right to disconnect service when the paystation provider does not comply with the F.C.C. and state rules and regulations related to paystation service.

EXCHANGE RATES

B. **PAYSTATION SERVICE** (Continued)

3. Rates and Charges

	Monthly Rate
a. Paystation Access Line[1]	$21.07

[1] Installation, move and change charges will be those applicable to business service.

EXCHANGE RATES

C. **TEL-TOUCH**[1]

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.

	Monthly Rate	
	Current	Max
Tel-Touch Service	$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.

EXCHANGE RATES

D. **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 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.

EXCHANGE RATES

E. **SPECIAL SERVICE AND FACILITIES** (Residence Only)

1. General

Special service and facilities, not ordinarily used in furnishing of telephone service and not otherwise mentioned in, provided for or contemplated by the tariff schedules of the Telephone Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, not to exceed one year, provided such special service or facility or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Telephone Company.

SERVICE CONNECTION CHARGES

A. **SERVICE CHARGES**

1. A residential service charge consisting of more than one of the charges shown in this section is applicable for the following activities undertaken at customer request:

   a. Connections

   b. 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.

   c. Premises Visit Charge: Applicable if a Company employee must visit the customer's premises to complete requested work.

SERVICE CONNECTION CHARGES

A. **SERVICE CHARGES** (Continued)

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.

B. **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.

C. **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 of telephone number requested by subscriber.
      2) Only one charge is applicable per order if more than one change is requested on the order.

SERVICE CONNECTION CHARGES

C. **APPLICATION OF CHARGES** (Continued)

2. Line Connection Charge

a. One line connection charge is applicable to the provision of each access line.

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. 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.

SERVICE CONNECTION CHARGES

D. **CHARGES**

		Non-Recurring Charge
1.	Service Ordering, per request**	
	a. Initial Request:	$15.00
	b. Subsequent Requests:	$10.00
2.	Line Connection, per line**	$10.00
3.	Premises Visit, per visit	$5.00
4.	Reconnect Charge for Disconnect for non-payment of telephone bill	$15.00
5.	Reconnect Charge for an account which has been disconnected for 90 days or more	$25.00

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 (**) above.

SERVICE CONNECTION CHARGES

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 Charge
During Business Hours (1st One Hour)	$60.00
Each Additional Increment of 15 Minutes	$15.00
After Normal Business Hours (1st One Hour)	$80.00
Each Additional Increment of 15 Minutes	$20.00

N11 SERVICES

A. GENERAL

In compliance with FCC Order 00-256 in CC Docket 92-105 and subsequent orders, N11 Service ("N11") establishes a three-digit local dialing arrangement in the Central Office that automatically transfers "N11" calls to another pre- programmed telephone number (point-to number) determined by the N11 Subscriber.

B. DEFINITIONS

The Federal Communications Commission (FCC) administers the N11 codes, and has nationally assigned 211, 311, 511, 711, and 811 to the following special services.

"211"
211 is assigned for community information and referral services.

"311"
311 is assigned for non-emergency police and other governmental information.

"511"
511 is assigned for traffic and transportation information.

"711"
711 is assigned for access to Telecommunications Relay Service (TRS).

"811"
811 is assigned for state One Call Services for providing advance notice of excavation activities to underground facility operators.

C. CONDITIONS AND LIMITATIONS

1. Requests for utilization of the N11 dialing code will be provisioned only to those entities who have been granted authorization to use the N11 dialing code by the state regulatory authority, consistent with applicable state law for the assignment of the N11 code.

2. Only one 7 digit or 10 digit or 800 toll-free number may be used as the lead number per basic local calling area.

3. Directory listings may be provided for N11.

N11 SERVICES

C. **CONDITIONS AND LIMITATIONS** (Continued)

4. Access to N11 is not available to the following classes of service:
   - 1+
   - 0+, 0-(credit card, third-party billing, collect calls)
   - 101XXXX

   In addition, operator assisted calls to the N11 Subscriber will not be completed.

5. Suspension of N11 Service is not allowed.

6. The N11 Subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.

7. The Company will provide both oral and written notification when a N11 Subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other Subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 Subscriber make no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

8. Calls to N11 will be delivered over existing facilities. If the N11 Subscriber requires different facilities or services; the terms, conditions, and rates for those services found elsewhere in this tariff will apply.

9. N11 Service does not provide calling number information in real time to the N11 Subscriber. If the N11 Subscriber needs this type of information, the Subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.

10. The Company will provision the Subscriber's order within a reasonable time, given the complexity of the order. The N11 Subscriber will be billed the charges when the service is provisioned by the Company.

    If the N11 Subscriber cancels the order or decides to discontinue service, the N11 code will be recalled and the number will be considered available for reassignment. Any non-recurring charges associated with the establishment of service may not be refunded or waived.

N11 SERVICES

C. **CONDITIONS AND LIMITATIONS** (Continued)

11. If the point-to number provided by the N11 Subscriber is disconnected, the Company will route the N11 call to a pre-recorded announcement for 60 days. The announcement will advise the N11 caller that the service is not available.

12. The Company only provides N11 dialing to its own customers. The N11 Subscriber should work separately with other providers of telecommunication services for the arrangement of N11 to their customers.

13. The N11 Subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

14. The N11 Subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.

15. The N11 Subscriber shall abide by all terms and conditions, which may be identified by the FCC in CC Docket 92-105 or subsequent dockets regarding the use and return of the N11 dialing code. The N11 Subscriber will be required to migrate to any access arrangement offered in the Company's tariff within the required notice period. If a recall is ordered, the company will work with the N11 Subscriber affected by such recall to transfer their service arrangements within the required notice period. The N11 Subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.

16. The N11 Subscriber, will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

17. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

N11 SERVICES

C. **CONDITIONS AND LIMITATIONS** (Continued)

18. The Company may take all legal and practical steps to disassociate itself from N11 Subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

19. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the Subscriber.

20. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in the development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

21. This service will also be subject to the general regulations of the Company as listed in Section 4 of this tariff.

22. The Company will make every effort to route 8-1-1 calls to the appropriate calling center; however it will not be held responsible for routing mistakes and errors, interruptions of service, or intervening acts of nature that interfere with telephone service. The Company's obligation under 8-1-1 applies solely to the transmission of the call and ends upon call completion to the designated point-to number.

D. **RATES AND CHARGES**

N11 Subscribers will pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the N11 Subscriber's designated premises.

		Nonrecurring Charge
1.	Initial Set-up/Activation, Per Central Office Switch Translated or Changed	$110.00
2.	Change point-to number per Subscriber request Per central office	$15.00

GENERAL RULES AND REGULATIONS

A. APPLICATION

1. General

a. The rules and regulations specified in this Tariff apply to the intrastate services and facilities furnished by the Oakwood Telephone Company, hereinafter referred to as the Company, subject to the jurisdiction of the Public Utilities Commission of Ohio.

1) Failure on the part of the customers to observe these regulations of the Company, after due notice of such failure, automatically gives the Company the privilege to discontinue the furnishing of service.

b. The regulations or conditions contained in the Local Exchange Tariff shall govern in the event of a conflict between these general regulations and any conditions applicable to the General Exchange and Local Exchange Tariff.

c. These tariffs cancel and supercede all other tariffs of the Company issued and effective prior to the effective dates shown on individual sheets of this Tariff.

d. The regulations of the Company apply to the service(s) furnished by it when services and/or facilities are provided in part by this Company and in part by other companies.

e. The customer is required to pay all charges for exchange service in accordance with provisions contained elsewhere in this Tariff. Bills for local exchange service are payable monthly in advance. The customer is responsible for all charges for telephone service rendered at his telephone.

GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY

1. Availability of Facilities

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

2. Liability of the Company

a. 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.

b. 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.

GENERAL RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES

1. Customer Service

Subscriber telephone service, as distinguished from public and semi-public telephone service, is furnished only from 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.

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.)

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.

GENERAL RULES AND REGULATIONS

C. **USE OF SERVICE AND FACILITIES** (Continued)

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.

7. 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.

8. Authorized Attachments and Connections

Subscriber-provided equipment and facilities may be attached to or connected with facilities furnished by the Telephone Company.

9. 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.

GENERAL RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service

   a. Applications for service may be made orally or in writing. These applications become contracts up on the establishment of service. Applicants for service may be required to pay an advance payment. The terms and conditions specified for such contracts are subject to these General Regulations, the General Service Tariff and the Local Service Tariff for the exchange from which service is to be furnished.

   b. Any change in rates, regulations or conditions prescribed and approved by the Public Utilities Commission of Ohio shall act as a modification of the contract to that extent without further notice.

   c. Requests from customers for additional service may be made orally. A move from one geographic location to another within the same exchange is not considered to terminate the contract; orders for such changes may be made orally.

2. Service Requirements for Basic Local Exchange Service (BLES)

   a. The Company shall conduct its operations as to ensure that the service is available, adequate, and reliable consistent with applicable industry standards.

   b. The Company shall provide Basic Local Exchange Service (BLES) pursuant to the following standards:

      1) BLES shall be installed within five business days of the receipt by a telephone company of a completed application for new access line service, unless the customer requests or agrees to a later date.

GENERAL RULES AND REGULATIONS

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

2. Service Requirements for Basic Local Exchange Service (BLES) (Continued)

b. The Company shall provide Basic Local Exchange Service (BLES) pursuant to the following standards: (Continued)

2) The requirement to install BLES in paragraph E.2.b. (1) above, is not applicable where any of the following exist:

a) A customer or applicant has not met pertinent tariff requirements.

b) The need for special equipment or service.

c) Military action, war, insurrection, riot, or strike.

d) The customer misses an installation appointment.

3) The Company will make reasonable efforts to repair a BLES outage within twenty-four hours, excluding Sundays and legal holidays, after the outage is reported to the Company.

4) A BLES outage or service-affecting problem will be repaired within seventy-two hours after it is reported to the Telephone Company.

5) If a BLES outage is reported to the Telephone Company and lasts more than seventy-two hours, the Company will credit every affected BLES customer, of which the Company is aware, in the amount of one month's charges for BLES.

6) The customer credit in paragraph E.2.b. (5) above is not applicable if the condition or failure to repair occurs as a result of any of the following:

a) A customer's negligent or willful act.

b) Malfunction of customer-owned telephone equipment or inside wire.

c) Military action, war, insurrection, riot, or strike.

d) Customer missing a repair appointment.

GENERAL RULES AND REGULATIONS

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

3. Payment of Charge for Service

a. Deposits

1) The Company may, in order to safeguard its interest, require a deposit. The deposit will not exceed two hundred thirty percent (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.

b. Bills are due not less than fourteen days from the date of the postmark.

c. The customer is responsible for the payment of charges for all services furnished including, but not limited to, calls originated or accepted at a customer's service location.

d. Payment for service will be individually categorized as local service and toll service. Any payment arrangement agreed upon by the Company and the customer must also individually categorize local service and toll service.

e. Partial payments will be applied to regulated local service charges first, before being applied to toll charges.

f. Failure to pay Charges for Service

1) Regular Monthly Bills

a) A residence customer's monthly service bill which has remained unpaid for a period of more than fifteen (15) calendar days following the date of the bill, if mailed, or delivered by other means, shall be considered a delinquent bill.

b) A business customer's monthly service bill which has remained unpaid for a period of more than fifteen (15) calendar days following the date of the bill, if mailed, or delivered by other means, shall be considered a delinquent bill.

GENERAL RULES AND REGULATIONS

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

3. Payment of Charge for Service (Continued)

f. Failure to pay Charges for Service

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.

g. The Company may disconnect BLES for nonpayment of any amount past due on a billed account not earlier than fourteen days after the due date of the customer's bill, provided that the customer is given notice of the disconnection seven days before the disconnection.

h. 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 as least fourteen days following such disconnection.

GENERAL RULES AND REGULATIONS

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

3. Payment of Charge for Service (Continued)

i. Such notice of disconnection may be included on the customer's next bill, provided the bill is postmarked at least seven days prior to the date of disconnection of service reflected on the bill, and provided that the disconnection language is clearly highlighted such that it stands apart from the customer's regular bill language. The notice will identify the total dollar amount that must be paid to maintain BLES, the earliest date disconnection may occur, and the following statement:

"If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called TDS Telecom, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov."

For residential disconnection notices, the text will also include:

"Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org."

j. The Company will, unless prevented from doing so by circumstances beyond the telephone company's control or unless the customer requests otherwise, reconnect a customer whose basic local exchange service was disconnected for nonpayment of past due charges not later than one business day after the day the earlier of the following occurs:

1) The receipt by the Company of the full amount of past due charges.

2) The receipt by the Company of the first payment under a mutually agreed upon payment arrangement.

GENERAL RULES AND REGULATIONS

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

4. Telephone Directories

a. The Company will make available to its customers at no additional charge a telephone directory in any reasonable format, including but not limited to a printed directory, an electronic directory accessible on the internet or available on a computer disc, or free directory assistance. The telephone directory will include all published telephone numbers in current use with the Telephone Company's local calling area, including numbers for an emergency such as 9-1-1, the local police, the state highway patrol, the county sheriff and fire departments, the Ohio relay service, operator service, and directory assistance.

b. Upon customer request, the Company will make available to BLES customers the option to have a printed directory at no additional charge.

c. The Company will also provide to its BLES customers with a free listing in that directory, with reasonable accommodations made for private listings.

GENERAL RULES AND REGULATIONS

E. 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:

1. Supply service to essential Government agencies.

2. Private Organizations and individuals directly serving the public safety, health and welfare.

3. Charitable and religious establishments and their officiating clergy and public and private schools.

4. Press associates, newspapers and broadcasting station.

5. Public Utilities.

6. Other new business services.

7. New residence service for seriously ill or blind persons.

8. New residence service for people engaged in other occupations essential to the public health and welfare.

9. New residence services other than those included above.

GENERAL RULES AND REGULATIONS

F. APPLICATION OF BUSINESS AND RESIDENCE RATES

1. Business Rates

Service is classified and charged for as business service at all business locations and at all other locations where the use is primarily or substantially of a business, professional, institutional, or occupational nature or where a business listing is furnished.

1. In offices, stores, factories, mines and all other places of a strictly business nature.

2. Except as noted under 2 below, in boarding houses; offices of hotels, hall and offices of apartment buildings; quarters occupied by Clubs or Lodges; public, private or parochial schools or colleges, churches, hospitals, libraries and other similar institutions.

3. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens or other advertising matter such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

4. Where the place of business and the residence of a subscriber are on the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.

5. At residence locations, when a station located in a shop, office or other place of business.

6. In any location where such location and expected usage of the service indicates a business.

GENERAL RULES AND REGULATIONS

F. **APPLICATION OF BUSINESS AND RESIDENCE RATES** (Continued)

2. Residence Rates

Service is classified and charged for as residence service:

a. At all residence where the primary use of the service is of a social or domestic nature and where the business use, if any, is merely incidental.

b. In churches, provided the use of the service is confined to the activities of the particular church subscribing for the service. Where residence service is furnished to a church or clergyman, it will be furnished only on an individual line or private branch exchange basis if the service is located in the church or if in the residence of a clergyman but listed in the name of the church.

c. Residence access lines are connected with the understanding that they will be used for normal social or domestic purposes.

d. Societies, clubs, churches and organizations will be furnished service at regular rates for comparable residence service when:

1) such groups are maintained primarily through the collection of dues from members;
2) such groups do not engage in or benefit financially from any commercial or merchandising activity. Any group engaging in this type of activity must demonstrate, upon request, that such activity is incidental to normal operations;
3) such service is maintained continuously throughout the year.

Party line services will not be furnished to such subscribers.

A residence access line will be changed to business service if used primarily or substantially for business purposes, or if the residence telephone number is advertised in connection with the sale of products or services, and the subscriber has no business service elsewhere.

GENERAL RULES AND REGULATIONS

G. CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES

1. General

a. Lines will be extended in accordance with provisions specified in paragraphs O-1, 2, 3 Line Extensions, of this Tariff.

b. Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual service connection charges and monthly rates when, because of the sporadic or occasional nature of the service or an unusual investment or expense, as for example:

1) The facilities are provided in remote or undeveloped sections within the Exchange Area.

2) Conditions require the provisions of special equipment of unusual methods of plant construction, installation or maintenance.

3) The customer's location requires the use of costly private right of way.

c. Title to all construction, as specified in N below, provided wholly or partly at the customer's expense is vested in the Telephone Company.

d. By "cost" is meant the cost of labor and materials including the usual supervisory expenses.

e. When attachments are made to poles of other companies, in lieu of providing construction for which the customer would be charged under the provisions hereof, the cost to the Telephone Company for such attachments is borne by customer.

f. The customer is required to pay construction charges as made by another company providing facilities connecting with the facilities of the Telephone Company.

g. Construction charges will not apply to the customer's aerial drop which extends from the last pole to the building in which the telephone is located.

GENERAL RULES AND REGULATIONS

H. SPECIAL TYPE OF CONSTRUCTION

When underground service connections are desired by customers as initial installations in places where aerial drop wires would ordinarily be used to reach the customer's premises, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the following regulations apply:

1. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition the customer shall pay the cost of the underground cable, including the cost of installing, less the estimated cost to the Telephone Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company.

2. The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.

3. Where armored cable is laid in a trench, the trench shall be constructed and backfilled by or at the expense of the customer. In addition, the customer shall pay the cost of the cable, including the cost of installing it, less the estimated cost to the Telephone Company of installing such aerial drop as would be (or is) required to furnish the same service.

4. Cable installed in conduit will be maintained and replaced at the expense of the Telephone Company where the conduit has been inspected in place by the Telephone Company and approved, but repairs or replacements of cable in conduit not so inspected and approved, or repairs or replacements of the cable in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.

5. Where facilities are changed from aerial to underground, in addition to the above, the customer is charged the cost of dismantling and removing the aerial facilities.

GENERAL RULES AND REGULATIONS

I. PLANT CONSTRUCTED ON PRIVATE PROPERTY

1. Construction of plant facilities on private property to be used in servicing an individual subscriber will be furnished by the Telephone Company at a charge to the subscriber at the actual cost of the time, material and overheads for such pole, except that the Telephone Company will furnish as many as two poles or 400 feet of underground plant without charge to the subscriber provided the plant thus furnished is used to carry main line circuits. Ownership and maintenance of such poles is vested in the Telephone Company.

2. Plant construction on private property to be used as part of the standard distributing plan serving subscribers in general, are furnished, maintained and owned by the Telephone Company.

3. Circuits on private property are furnished, owned and maintained by the Telephone Company.

J. LINE EXTENSIONS

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

2. Provisions of Private Right-Of-Way

   a. Where required by the conditions, applicants shall provide, without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

   b. If it is necessary to use private right of way and this cannot be obtained by the Telephone Company without expense to it, the subscriber shall obtain or pay the expense of obtaining the required right of way.

3. Other Regulations

   Applicants may be required to make advance payments to cover all or a portion of the exchange service when in the opinion of the Telephone Company there is evidence of credit risk.

ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

A. **GENERAL**

1. When requested by local government authorities, and subject to the availability of facilities, the Continental Telephone Company, will provide a universal number "E911" for the use of Public Safety Answering Points (PSAP's) 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 or 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 governmental 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.

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 which 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.

6. E911 Service is arranged only for one-way incoming service to an 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.

ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

B. **REGULATIONS** (Continued)

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 safety 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.

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 customer's designated premises.

ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

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 residents who subscribe to local exchange telephone service. The rate for this service will be indicated for the appropriate count on the County Rate List below.

County	Current 911 Subscriber Charge	Implementation Date for 911 Service	Initial Case No. for 911 Implementation	Most Current Case No. for 911 Review
Paulding	$0.25	Third Qtr. 1996	95-774-TP-EMG	95-774-TP-EMG

ENHANCED EMERGENCY TELEPHONE SERVICE (E911)

E. 911 REPORTING SERVICE

1. General

   a. The Telephone Company will provide "911" Emergency Calling Plan for Fire, Police and EMS Rescue Squad, to one central location within the exchange (419-594) boundaries, or counties involved.

2. Regulations

   a. The Telephone Company will not pay for loss of time, inconvenience, loss of use caused by the 911 Reporting Service or any incidental or consequential damages. This will not apply if any such incidental or consequential damages are caused by the Telephone Company's negligence, gross negligence, or willful misconduct, or if a person, firm, corporation, who is injured by the Telephone Company doing, or causing to be done, act or thing prohibited by Chapters 4901, 4903, 4905, 4907, 4909, 4921, 4923, and 4925 of the revised code, or declared to be unlawful, or omitting to do any act or thing required by such chapters, or by order of the Public Utilities Commission, obtains legal relief for damages sustained in consequence of such violation, failure, or omission under revised code Section 4905.61. The Telephone Company will not pay for property damage or personal injury caused by the 911 Reporting Service or its failure to work, this will not apply if personal injury or property damage is caused by the Telephone Company's negligence, gross negligence, or willful misconduct, or if a person, firm, or corporation, who is injured by the Telephone Company doing, or causing to be done, any act or thing prohibited by Chapters 4901, 4903, 4905, 4907, 4909, 4921, 4923 and 4925 of the revised code, or declared to be unlawful, or omitting to do any act or thing required by such chapters, or by order of the Public Utilities Commission, obtains legal relief for damages sustained in consequence of such violation, failure, or omission under revised code section 4905.61.

      Ohio Revised Code Section 4905.61 gives you specific legal rights against a Public Utility in certain situations specified by that statute.

      The customer's available remedies and legal rights are not altered by the approval of the Public Utilities Commission of Ohio of any exculpatory provisions of this Tariff.

LOW INCOME ASSISTANCE PROGRAMS

A. LIFELINE/LINK-UP REQUIREMENTS

1. General

   a. 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:

      1) A recurring discount to the monthly basic local exchange service rate that provides for the maximum contribution of federally available assistance;

      2) 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;

      3) Free blocking of toll service, 900 service and 976 service;

      4) A waiver of the federal universal service fund end user charge;

      5) A waiver of the telephone company's service deposit requirement.

2. Regulations

   a. 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:

      1) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid) or any state program that might supplant Medicaid;

      2) Supplemental Nutritional Assistance Program (SNAP/food stamps);

      3) Supplemental Security Income (SSI) under Title XVI of the Social Security Act;

      4) Supplemental Security Insurance – blind and disabled (SSDI);

      5) Federal public housing assistance, or Section 8;

LOW INCOME ASSISTANCE PROGRAMS

A. **LIFELINE/LINK-UP REQUIREMENTS** (Continued)

2. Regulations (Continued)

a. 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: (Continued)

6) Home Energy Assistance Programs (HEAP, LIHEAP, E-HEAP);

7) National School Lunch Program's Free Lunch Program (NSL);

8) Temporary Assistance for Needy Families (TANF/Ohio Works); or

9) General Assistance (including disability assistance (DA)).

b. 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.

c. 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 paragraph 2.a. 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 paragraph 2.e. for examples of income documentation.

d. 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.

LOW INCOME ASSISTANCE PROGRAMS

A. **LIFELINE/LINK-UP REQUIREMENTS** (Continued)

2. Regulations (Continued)

e. Consistent with federal law, examples of acceptable income documentation includes the following:

1) State or federal income tax return;

2) Current income statement or W-2 from an employer;

3) Three consecutive months of current pay stubs;

4) Social security statement of benefits;

5) Retirement/Pension statement of benefits;

6) Unemployment/Workmen's Compensation statement of benefits;

7) Any other legal document that would show current income (such as a divorce decree or child support document).

f. 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.

g. 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.

h. 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.

LOW INCOME ASSISTANCE PROGRAMS

A. **LIFELINE/LINK-UP REQUIREMENTS** (Continued)

2. Regulations (Continued)

i. 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.

j. 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.

3. Enrollment Process

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 the customer's eligibility within 30 days.

c. If the customer is eligible for the Lifeline discount, and the application was returned within 30 days of requesting the discount, the Company will credit the customer's bill retroactive to the date of the customer's request for Lifeline Service.

d. If the customer is eligible for the Lifeline discount, but the application was returned after 30 days, the Company will apply the discount to the customer's bill effective on the date eligibility is proved.

e. 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 Lifeline discounts.

LOW INCOME ASSISTANCE PROGRAMS

A. **LIFELINE/LINK-UP REQUIREMENTS** (Continued)

3. Enrollment Process (Continued)

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, and the application was returned within 30 days of requesting the discount, the Company will credit the customer's bill retroactive to the date of the customer's request for Lifeline Service.

d. If the customer is eligible for the Lifeline discount, but the application was returned after 30 days, the Company will apply the discount to the customer's bill effective on the date eligibility is proved.

e. 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 Lifeline discounts.

LOW-INCOME ASSISTANCE PROGRAMS

A. **LIFELINE/LINK-UP REQUIREMENTS** (Continued)

4. Income Eligibility

a. 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 Paragraph 2.e. above.

b. Regardless of when the Company completes the verification process Lifeline benefits shall go back to the date the qualified customer established Lifeline.

c. 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.

d. 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.

e. If a customer disagrees with the Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

LOW-INCOME ASSISTANCE PROGRAMS

A. **LIFELINE/LINK-UP REQUIREMENTS** (Continued)

5. Verification for Continued Eligibility

a. 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) contract information for the telephone company and 4) a statement explaining who the customer should contact in the event of a dispute.

b. Should a customer fail to submit proper documentation within the 60 day period, the Telephone Company will terminate the Lifeline benefits and require the customer to reapply for benefits.

c. If a customer disagrees with the Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

9/22/2011 4:33:46 PM

in

Case No(s). 90-5031-TP-TRF, 11-3022-TP-ATA

Summary: Tariff Replacement Exhibit B for Detariffing under Case No. 11-3022-TP-ATA electronically filed by Ms. Rachelle A Ladwig on behalf of Oakwood Telephone Company