

June 4, 2014

Public Utilities Commission of Ohio  
Attention: Docketing Department  
180 East Broad Street  
11th Floor  
Columbus, OH 43266-0030

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Re: FINAL Local Tariff No. 1 for Digital Connections, Inc., d/b/a Digital Connections of Ohio, Inc. for a Certificate of Public Convenience and Necessity

**Case No. 14-390-TP-ACE**

Enclosed for filing, please find the revised FINAL Local Tariff No. 1 for Digital Connections, Inc., d/b/a Digital Connections of Ohio, Inc. for a Certificate of Public Convenience and Necessity to provide local exchange service and interexchange services within the State of Ohio.

Please replace the previously submitted Local Tariff No. 1, with the revision enclosed.

Sincerely,

Timothy Wotring  
Vice President

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Revised Title Sheet

**REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES  
APPLYING TO LOCAL EXCHANGE SERVICES WITHIN THE STATE OF OHIO  
BY  
DIGITAL CONNECTIONS, INC. D/B/A DIGITAL CONNETIONS OF OHIO, INC  
WITHIN THE COUNTIES OF**

Belmont	Franklin	Jefferson	Portage
Columbiana	Gallia	Mahoning	Stark
Coshocton	Geauga	Monroe	Summit
Cuyahoga	Guernsey	Muskingum	Tuscarawas
Fairfield	Harrison	Perry	Washington

This Tariff applies to the Intrastate Telecommunications Services furnished by Digital Connections, Inc., d/b/a Digital Connections of Ohio, Inc. ("Carrier") between one or more points in the State of Ohio. This Tariff is on file with the Public Utilities Commission of Ohio and copies may be inspected during normal business hours at Carriers principal place of business.

Issue Date: March 11, 2014

Effective Date: April 11, 2014

Issued under authority of the Public Utilities Commission of Ohio,

Dated April 30, 2014 In Case No. **14-390-TP-ACE**

Timothy Wotring, Vice President

Digital Connections, Inc.

452 Casteel Road

Bruceton Mills, WV 26525



### **TARIFF FORMAT**

**Page Numbering** – Page numbers appear in the upper right corner of the page. Pages numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Page 14 and 15 would be 14.1

**Page Revision Numbers** – Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4<sup>th</sup> revised Page 14 cancels the 3<sup>rd</sup> revised Page 14.

**Paragraph Numbering Sequence** – There are various levels of paragraph coding. Each level of coding is subservient to its next higher level:

2

2.1

2.1.1

2.1.1.1

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## **2. SYMBOLS USED IN TARIFF FILING**

### **General**

The following symbols will be utilized for all alteration of material within the Tariff Schedule:

- C -To signify a changed regulation
- D -To signify a discontinued rate or regulation
- I -To signify an increase in a rate
- M -To signify text or rates relocated without change
- N -To signify a new rate or regulation or other text
- R -To signify a reduction in a rate
- S -To signify reissued regulations
- T -To signify a change in text but no change in rate or regulation
- Z -To signify a correction

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### 3. DEFINATION OF TERMS

#### ACCESS LINE

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

#### AIR LINE MEASUREMENT

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

#### ANSWERING EQUIPMENT

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

#### AUTHORIZED USER

A person, firm or corporation (other than the Customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the Tariff and (1) on whose premise a station of the private line service is located or (2) who receives from or sends to the Customer over such private line or channel communications relating solely to the business of the Customer.

#### BASIC LOCAL LINE SERVICE

Provides the Customer with a single, voice-grade communications channel and access to local calls, 911 and/or E911 calls, if available in the customer's area and toll free (e.g. "8XX") calls.

#### BUILDING (SAME)

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

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### 3. DEFINITION OF TERMS

#### BUSINESS SERVICE

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

#### CALL

An attempted communication, whether completed or not.

#### CALLING AREA

See "Local Service Area"

#### CANCELLATION CHARGES

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

#### CENTRAL OFFICE

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

#### CIRCUITS

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

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

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

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### **3. DEFINITION OF TERMS**

#### **CLASS OF SERVICE**

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

#### **COMMUNICATIONS SYSTEMS**

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

#### **COMPANY**

Digital Connections, Inc. d/b/a Digital Connections of Ohio, Inc.

#### **CONNENCTING COMPANY**

A corporation, association, firm, or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

#### **CONNECTION**

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

#### **CONSTRUCTION CHARGE**

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

#### **CONTRACT**

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

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### **3. DEFINITION OF TERMS**

#### **CONTRACT PERIOD**

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

#### **COST OR COST BASIS**

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

#### **CUSTOMER**

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

#### **CUSTOMER PREMISES INSIDE WIRE**

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

#### **CUSTOMER PROVIDED TERMINAL EQUIPMENT**

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

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### 3. DEFINITIONS OF TERMS

#### CUSTOMER TROUBLE REPORT

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

#### DIRECTORY

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

#### DISCONNECTION OF SERVICE

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

#### E911 SERVICE

See Emergency Number Service

#### EMERGENCY NUMBER SERVICE

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

#### EXCHANGE

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

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### 3. DEFINITION OF TERMS

#### EXCHANGE AREA

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

#### EXCHANGE SERVICE

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

#### FACILITIES

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

#### HOUSEHOLD

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

#### INSTALLATION CHARGE

A nonrecurring charge associated with optional service features and may sometimes be called and "initial" charge, and may apply in addition to service connection charges.

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### 3. DEFINITION OF TERMS

#### INTERFACE

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

#### INTERFACE EQUIPMENT

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

#### LINE

See "Access Line."

#### LOCAL CALLING AREA

See "Local Service Area"

#### LOCAL EXCHANGE SERVICE

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

#### LOCAL MESSAGE

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

#### LOCAL SERVICE

The intercommunication (by means of facilities connected with the Company central office or offices and under the provisions of the Company) between exchange access lines located in the same exchange or in different serving areas under an extended area service arrangement.

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### 3. DEFINITION OF TERMS

#### LOCAL SERVICE AREA (LOCAL CALLING AREA)

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

#### LOCAL SERVICE CHARGE

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

#### MESSAGE

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

#### MILEAGE

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

#### OFF PREMISE EXTENSION (OPX)

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

#### PERSON

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

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### 3. DEFINITION OF TERMS

#### PREMISE

The same premise consists of:

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

#### PREMISE WIRING

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

#### PRIMARY SERVICE

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

#### PRIVATE BRANCH EXCHANGE

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

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### 3. DEFINITION OF TERMS

#### PRIVATE BRANCH EXCHANGE TRUNKS

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

#### PROTECTIVE CONNECTING ARRANGEMENT

Equipment provided by the Company for electrical protection when facilities provided by other than the Company are connected with facilities provided by the Company.

#### RATE CENTER

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

#### RESIDENTIAL SERVICE

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

#### SERVICE CHARGE

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

#### STATION EQUIPMENT

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

#### SUSPENSION OF SERVICE

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

#### TARIFF

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

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### **3. DEFINITION OF TERMS**

#### **TELECOMMUNICATIONS SERVICE**

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

#### **TELEPHONE NUMBER**

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

#### **TELEPHONE SOLICITATION**

An unsolicited telephone call

#### **TEMPORARY DISCONNECTION**

See "Suspension of Service"

#### **TERMINATION CHARGE**

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

#### **TERMINATION OF SERVICE**

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

#### **TOLL RATE**

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

#### **TRUNK LINE**

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

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Digital Connections, Inc.

452 Casteel Road

Bruceton Mills, WV 26525



#### **4. GENERAL RULES AND REGULATIONS**

##### **4.1 GENERAL APPLICATION**

###### **4.1.1 Description and Areas of Operation**

- A. This Tariff describes generally the regulations and rates applicable to the provision of Telecommunications Services for residential and business customers between points within the State of Ohio. This Tariff is governed and interpreted according to the laws of Ohio and is on file with the Public Utility Commission of Ohio. Copies may be inspected during normal business hours at the Company's principal place of business.
- B. Digital Connections, Inc. d/b/a Digital Connections of Ohio, Inc. ("Company") is a telecommunication service provider providing telecommunications service in the areas certificated to the Company by the Public Utility Commission of Ohio.

- C. Headquarters for the Company are located at:

452 Casteel Road  
Bruceton Mills, WV 26525

Company representatives may be contacted at 304-284-0779

- D. Areas of Operation

The rules and regulations set out in the Tariff apply to the services and associated facilities furnished by the Company within its operating territory in the serving area listed in Section 4.1.2 of this Tariff.

Service will be provided in the following exchanges within the State of Ohio:

Athens, Barlow, Barnesville, Bellaire, Cadiz, Cambridge, Dublin, Duffy, Gahanna, Grove City, Hilliard, Jackson, Lancaster, Lowell, Lower Salem, Marietta, Martins Ferry, Newport, Pomeroy, Portsmouth, St. Clairsville, Steubenville, Watertown, Waverly, Woodsfield, and Zanesville.

For purposes of this section, the exchanges of the Columbus Metropolitan Area consist of such areas as Columbus, Alton, Canal, Winchester, Dublin, Gahanna, Grove City, Groveport, Harrisburg, Hilliard, Lockbourne, New Albany, Reynoldsburg, Westerville, West Jefferson, and Worthington.

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**4. GENERAL RULES AND REGULATIONS****4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope**

<u>Exchange Area</u>	<u>Local Calling Area – AT&amp;T</u>	<u>Local Calling Area - Frontier</u>
Athens	None	Athens Albany Amesville Guysville New Marshfield Shade The Plains
Barlow	None	Barlow Bartlett Watertown Marietta
Barnesville	Barnesville Beallsville* Bethesda Somerton Fairview Morristown Quaker City	
Bellaire (Wheeling Zone VI)	Wheeling Zone VI Wheeling Zone VII Wheeling Zone VIII Centerville Powhattan Point Wheeling Zone I Wheeling Zone II Wheeling Zone III Wheeling Zone V	None

\*Measured Rate Service

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**4. GENERAL RULES AND REGULATIONS (Cont'd)****4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope**

<u>Exchange Area</u>	<u>Local Calling Area – AT&amp;T</u>	<u>Local Calling Area – Frontier</u>
Cadiz	None	Cadiz Adena Flushing Freeport Hopedale Jewett Scio
Cambridge	None	Cambridge Byesville New Concord Old Washington
Dublin	Columbus Metro Area Pataskala Sunbury	Cheshire Delaware* New Concord Old Washington
Duffy	Duffy Clarrington Graysville New Matamoros Woodsfield New Martinsville, WV	None

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**4. GENERAL RULES AND REGULATIONS (Cont'd)****4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope**

<u>Exchange Area</u>	<u>Local Calling Area – AT&amp;T</u>	<u>Local Calling Area – Frontier</u>
Gahanna	Columbus Metro Area Johnstown* Pataskala Sunbury	Cheshire Center Plain City Rathbone
Grove City	Columbus Metro Area Mt.Sterling* Pataskala Sunbury	Cheshire Rathbone
Hilliard	Columbus Metro Area Pataskala Sunbury	Cheshire Center Plain City Rathbone Resaca
Lancaster	Lancaster Canal Winchester Carroll Rushville Sugar Grove	Amanda North Baltimore Bremen Millersport Pleasantville

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**4. GENERAL RULES AND REGULATIONS (Cont'd)****4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope**

<u>Exchange Area</u>	<u>Local Calling Area – AT&amp;T</u>	<u>Local Calling Area – Frontier</u>
Lowell	None	Lowell Beverly Lower Salem Marietta Watertown
Lower Salem	None	Lower Salem Dexter City Lowell Marietta
Marietta	Marietta Newport Belpre* New Matamoras* Bartlett* Williamstown, WV	Barlow Beverly Dexter City Lowell Lower Salem Watertown
Martins Ferry (Wheeling Zone VII)	Wheeling Zone VII Wheeling Zone VI Wheeling Zone VIII Wheeling Zone I Wheeling Zone II Wheeling Zone III Wheeling Zone V	Adena Tiltonsville Dillonville

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**4. GENERAL RULES AND REGULATIONS (Cont'd)****4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope**

<u>Exchange Area</u>	<u>Local Calling Area – AT&amp;T</u>	<u>Local Calling Area - Frontier</u>
Newport	Newport Marietta New Matamoras	None
Pomeroy	None	Pomeroy Chester Letart Falls Portland Mason, WV
Portsmouth	None	Portsmouth Minford-Stockdale South Shore, KY
St. Clairsville (Wheeling Zone VIII)	Bethesda Wheeling Zone VIII Wheeling Zone VI Wheeling VII Centerville Morristown Wheeling Zone I Wheeling Zone II Wheeling Zone III Wheeling Zone V	Adena Flushing

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**4. GENERAL RULES AND REGULATIONS (Cont'd)****4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope**

<u>Exchange Area</u>	<u>Local Calling Area – AT&amp;T</u>	<u>Local Calling Area - Frontier</u>
Steubenville	Steubenville Mingo Junction Toronto Bloomingdale Follansbee Hopedale Weirton	Amsterdam Bergholz Brilliant* Dillonvale-Mt. Pleasant Knoxville Richmond Smithfield Tiltonsville
Watertown	None	Watertown Barlow Bartlett Beverly Lowell Marietta Stockport Watertown
Waverly	None	Waverly Beaver Idaho Piketon

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**4. GENERAL RULES AND REGULATIONS (Cont'd)****4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope**

<u>Exchange Area</u>	<u>Local Calling Area – AT&amp;T</u>	<u>Local Calling Area - Frontier</u>
Woodsfield	Woodsfield Beallsville Clarrington Duffy Graysville Lewisville Somerton	None
Zanesville	Zanesville Dresden Fultonham Norwich Philo Roseville New Lexington Adamsville Frazeysburg Gratitot	None

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#### **4. GENERAL RULES AND REGULATIONS**

##### **4.1 GENERAL APPLICATION (Cont'd)**

- 4.1.3** Complete Tariffs containing all rates for Local Exchange Service will be kept at all times in the Company's local business office where they will be available for public inspection during regular business hours. Copies may be obtained at reproduction cost.
- 4.1.4** Failure on the part of any Customer to observe these rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.

##### **4.2 ESTABLISHING SERVICE**

###### **4.2.1 Availability of Facilities**

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

###### **4.2.2 Application for Service**

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

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#### **4. GENERAL RULES AND REGULATIONS**

##### **4.2 ESTABLISHING SERVICE (Cont'd)**

###### **4.2.3 Cancellation or Change in Application for Service**

- A. Where the Customer cancels an application for service prior to the start of installation or service or of special construction no charge applies.
- B. Where installation of service has been started prior to the cancellation, a Cancellation Charge equal to the Minimum Service Charge may apply.
- C. When a Customer requests a change in location of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service prior to completion of the work involved, the Customer is also required to pay the amount of additional costs and expenses incurred by the Company in completing the work as charged.

###### **4.2.4 Refusal of Service**

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

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#### **4. GENERAL RULES AND REGULATIONS**

##### **4.2 ESTABLISHING SERVICE (Cont'd)**

###### **B. Applicant's Resource**

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

###### **4.2.5 Transfer, Assignment, or Supersedure of Service**

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

###### **4.2.6 Minimum Service Periods**

###### **A. Business**

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

###### **B. Residential**

There is no minimum period of service for residential Customers. If a residential Customer disconnects service prior to month end, charges will be prorated and the residential Customer will be responsible for paying the prorated amount.

###### **4.2.7 Priority of Establishment of Service**

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

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**1. GENERAL RULES AND REGULATIONS**

**4.3 FURNISHING OF SERVICE**

**4.3.1 Provision and Ownership of Service and Facilities**

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

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

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

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#### **4. GENERAL RULES AND REGULATIONS**

##### **4.3 FURNISHING OF SERVICE**

###### **4.3.3 Protective Equipment**

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

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#### **4. GENERAL RULES AND REGULATIONS**

##### **4.3 FURNISHING OF SERVICE**

###### **4.3.4 Installation, Maintenance, and Repair of Facilities**

- A. All ordinary expense of installation, maintenance, and repairs of Company equipment and facilities, unless otherwise specified in the Tariff, is borne by the Company. Where special conditions or requirement of the Customer involve unusual construction or installation costs, the Customer may be required to pay reasonable proportion of costs. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the Customer or other persons authorized to use the service and not due to ordinary wear and tear, the Customer shall be required to pay the actual expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- B. The Customer shall not install, disconnect, rearrange, remove, or attempt to repair any facilities owned and furnished by the Company or permit others to do so, except upon the written consent of the Company or as otherwise specified in the Company applicable Tariffs. The Company shall have the right to charge the Customer for losses experienced as a results of unauthorized tampering.
- C. The Customer may be billed the applicable Minimum Service Charge for each service call to the Customer's premise where off-hook condition is found. The Minimum Service Charge will be the minimum premise visit charge as listed in 5.3 (B.1) of this tariff.

###### **4.3.5 Work Performed Outside Regular Work Hours**

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

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#### **4. GENERAL RULES AND REGULATIONS**

##### **4.4 USE OF SERVICE AND FACILITIES**

###### **4.4.1 Use of Service**

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

###### **4.4.2 Accessories provided by the Customer**

To Equipment, accessory, apparatus, circuit or device shall be attached to or connected with the Company facilities except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection or to disconnect service. The Customer shall be held responsible for the cost of n any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his/her premises because of the use of such attachments or connections.

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#### **4. GENERAL RULES AND REGULATIONS**

##### **4.4 USE OF SERVICE AND FACILITIES (Cont'd)**

###### **4.4.3 Limit on Communication**

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

###### **4.4.4 Unlawful, Abusive, or Fraudulent Use of Service**

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

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#### **4. GENERAL RULES AND REGULATIONS**

#### **4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE**

##### **4.5.1 Restoration of Service**

- A. For restoration of a Customer's Telecommunications service when service has been disconnected the following conditions are applicable Service Charges are discussed in Section 5 of this Tariff.
- B. If the Customer's service has been terminated the Customer must reapply for telephone service as a new applicant before having service restored. Such application will be subject to applicable Service Charges.

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#### **4. GENERAL RULES AND REGULATIONS**

##### **4.6 CUSTOMER RELATIONS**

###### **4.6.1 General**

- A. The Company will maintain a current set of maps showing the physical locations of its facilities and telephone exchange locations. Each central location will have available up-to-date maps or records of its immediate are, with such other information as may be necessary to enable the Company to advise applicants and others entitled to the information, as to the facilities available for serving that locality.
- B. Upon request for service by an Applicant or upon request for transfer of service by a Customer, the Company shall inform the Applicant or Customer of the Company's lowest priced alternatives available at the Customer's location. The Company shall provide this information beginning with the lowest priced alternative and giving full consideration to applicable service or equipment options and Installation Charges.
- C. The Company will post a notice in a conspicuous place in each business office of the Company where application for service are received informing the public that copies of the rate schedules and rules relating to the services of the Company, as filed with the Commission, are available for inspection.
- D. The Company will provide to all new telephone Customers, at the time service is initiated, a pamphlet or information packet advising the Applicant of his/her rights as a Customer. This information shall inform the Customer concerning their right to request information relating to rates and services; bill payment policies; regulations in regard to termination of service; billing disputes; information about alternative payment plans; reconnection of service after involuntary termination; Customer complaints; supervisory review by the Company and registering a complaint with the Commission; Company business office hours, address and telephone numbers; deposits; statement of nondiscrimination; and availability of any special services such as readers or notices in Braille, as well as the telephone number of the teletypewriter for the deaf at the Commission.

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#### **4. GENERAL RULES AND REGULATIONS**

##### **4.6 CUSTOMER RELATIONS (Cont'd)**

###### **4.6.2 Disputed Bills**

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

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#### **4. GENERAL RULES AND REGULATIONS**

##### **4.7 LIABILITY OF THE COMPANY**

###### **4.7.1 Service Irregularities**

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

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

###### **4.7.2 Use of Facilities of Other Connecting Carriers**

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

###### **4.7.3 Indemnifying Agreement**

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

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#### **4. GENERAL RULES AND REGULATIONS**

##### **4.7 LIABILITY OF THE COMPANY (Cont'd)**

###### **4.7.4 Defacement of Premise**

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

##### **4.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS**

###### **4.8.1 General**

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

##### **4.9 APPLICATION OF RATES**

###### **4.9.1 Charges Based on Duration of Use**

Where charges for a service are based on duration of use, i.e. the duration of the telephone call, the call will be measures in terms of initial and additional increments. All fractions of an increment will be rounded to the next whole increment. "Ring-busy" and "ring-no-answer" calls will not knowingly be charged to the Customer. Timing begins at the staring event and ends at terminating event, unless specified otherwise. Time between the starting event and the terminating event is the call duration. The starting event occurs when the company's terminal experiences and "incoming Signaling Protocol Successful", i.e. upon the seizure of and inbound trunk. The terminating event occurs when the Company's terminal receives a signal from the LEC that either the calling party or the called party has hung up.

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**4. GENERAL RULES AND REGULATIONS****4.9 APPLICATION OF RATES (Cont'd)****4.9.2 Charges Based on Distance**

Where charges for a service are based on distance the distance the two points will be measured in airline miles. Airline miles will be calculated as follows:

- A. Obtain the Vertical (V) and Horizontal (H) coordinates assigned to each point.
- B. Obtain the difference between the "V" coordinates and the difference between the "H" coordinates.
- C. Square each difference obtained in step B above
- D. Add the square of the "V" difference and "H" difference obtained in step C above.
- E. Divided the number obtained in Step D by ten (10). Round to the next whole number.
- F. Obtain the square root of the whole number obtained in Step E above. Round to the next higher whole number. This is the airline mileage.
- G. The formula for airline mileage calculation is:

$$\frac{(V - V) + (H - H)}{10}$$

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## **5. SERVICE CHARGE**

### **5.1 DEFINITIONS**

#### **5.1.1 Account**

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

#### **5.1.2 Service Order Charge**

##### **A. Service Order Charge**

The Company's charge associated with the receipt, recording and processing of information in connection with a Customer's or Applicant's request for service to be provided to the same account, at the same time and on the same premise or continuous property.

##### **C. Customer Premise Visit Charge**

The Company's charge associated with a trip to the Customer/Applicant's premise to comply with the Customer/Applicant's request to establish service.

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## **5. SERVICE CHARGE**

### **5.2 APPLICATION OF CHARGES**

#### **5.2.1 General**

- A. Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the Customer as indicated throughout.
- B. The Service Charges specified in this Tariff are intended to cover costs incurred by the Company to establish, add to, or to rearrange service as requested by the Customer.
- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the Customer requests that work be performed at hours outside of the normal business hours (9:00 a.m. to 5:00 p.m.) or business week (Monday-Friday), or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.
- D. Except as otherwise provided in this Section, all changes in location of Customer's equipment or service from one (1) premise to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Payment of Service Charges may be required at the time of application for service, or upon presentation of a bill.

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## 5. SERVICE CHARGE

### 5.2 APPLICATION OF CHARGES (Cont'd)

#### 5.2.1 General (Cont'd)

F. Service Charges are not applicable for:

1. Moves or changes required for normal maintenance and repair of the Company's Service.
2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
3. An upgrade or regrade of service for Company reasons.
4. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
5. Telephone number changes for Company reasons.
6. When existing Customer disconnect their Local Exchanges Access Service
7. Implementing a toll blocking service requested either at the time the telephone service is established at a new number or within sixty (60) days of the establishment of the service.

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## 5. SERVICE CHARGE

### 5.2 APPLICATION OF CHARGES (Cont'd)

#### 5.2.2 Specific Application of Service Charges

##### A. Service Order Charges

##### 1. Service Order Charges are applicable:

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

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## **5. SERVICE CHARGE**

### **5.2 APPLICATION OF CHARGES (Cont'd)**

#### **5.2.2 Specific Application of Charges (Cont'd)**

##### **B. Customer Premise Visit Charge**

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

### **5.3 TERMINATION CHARGE**

#### **5.3.1 General**

When a Customer cancels an order for service prior to the in-service date of the order, the Customer will be responsible for the service ordering charge as specified in Section 5.6(A)(1). In addition, the Customer will be responsible for any specialized engineering costs incurred up to the order cancellation date. Specialized engineering costs are accessed only when unusual and non-customary circumstances are involved with be made aware of such costs prior to the ordering of service. If a Customer terminates services prior to the expiration of a contract, the Customer will be responsible for charges within the minimum contract period or the rules of the Fresh Look Provision.

### **5.4 RESTORATION OF SERVICE CHARGE**

#### **5.4.1 General**

When service is temporarily suspended for non-payment of charges, the service will be restored upon payment of past-due charges and Restoration of Service Charge will be applied. Payment of the service charge is not required prior to the reconnections of service; however, all past-due charges must be paid prior to the reconnection. If a premise visit is necessary, additional charges as listed in 5.6 (B) will apply.

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**5. SERVICE CHARGE****5.5 SCHEDULE OF SERVICE CHARGES**

	<b><u>Business</u></b>	<b><u>Residence</u></b>
A. Service Ordering Charge:		
1. For a service order associated	\$62.85 <i>actual</i>	<i>Reserved for Future Use</i>
With single line new service	\$75.00 <i>max</i>	
2. For a service order associated with multi	\$49.35	<i>Reserved for Future Use</i>
line/key/or PBX Trunk		
3. Change of Service		
Single Line Service	\$31.15	<i>Reserved for Future Use</i>
B. Premise Visit Charge		
1. For premise visit associated with a Customer request.		
First Quarter Hour	\$25.00	<i>Reserved for Future Use</i>
Additional Quarter Hours	\$10.00	<i>Reserved for Future Use</i>
C. Record Order Charge	\$17.90	<i>Reserved for Future Use</i>
D. Directory Service Order Charge		
Single Line Service	\$9.80 <i>actual</i>	<i>Reserved for Future Use</i>
E. Returned Check Charge, per occurrence	\$25.00 <i>actual</i>	<i>Reserved for Future Use</i>
	\$35.00 <i>max</i>	<i>Reserved for Future Use</i>
F. Restoration of Service Charge		
Single Line Service	\$33.55 <i>actual</i>	<i>Reserved for Future Use</i>
	\$40.00 <i>max</i>	<i>Reserved for Future Use</i>

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**5. SERVICE CHARGE****5.6 SCHEDULE OF SERVICE CHARGES**

	<b><u>Business</u></b>	<b><u>Residence</u></b>
A. Service Ordering Charge:		
1. For a service order associated With single line new service	\$62.85 <i>actual</i>	<i>Reserved for Future Use</i>
2. For a service order associated with multi line/key/or PBX Trunk	\$49.35	<i>Reserved for Future Use</i>
3. Change of Service Single Line Service	\$31.15	<i>Reserved for Future Use</i>
B. Premise Visit Charge		
1. For premise visit associated with a Customer request.		
First Quarter Hour	\$25.00	<i>Reserved for Future Use</i>
Additional Quarter Hours	\$10.00	<i>Reserved for Future Use</i>
C. Record Order Charge	\$17.90	<i>Reserved for Future Use</i>
D. Directory Service Order Charge		
Single Line Service	\$9.80 <i>actual</i>	<i>Reserved for Future Use</i>
E. Returned Check Charge, per occurrence	\$25.00 <i>actual</i>	<i>Reserved for Future Use</i>
F. Restoration of Service Charge		
Single Line Service	\$33.55 <i>actual</i>	<i>Reserved for Future Use</i>

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**6. LOCAL EXCHANGE SERVICE****6.1 LOCAL EXCHANGE RATES****6.1.1 General**

Local Exchange Service is provided by means of station, wire, switching and other facilities, plant and equipment to enable the establishment of telephone communication between stations in the same or different serving area at monthly rates as set forth on the Rate Sheet. The facilities, plant and equipment used to provide Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services.

Basic Service provides a Customer with a single, voice grade dial tone that allows unlimited local calls for one (1) flat monthly rate. Basic Service is provided with touch-tone as a standard feature. Basic Service is available with the features described in Section 8. The features are available individually or packaged in groups.

**6.1.2 Base Rates – Business**

	<u>Non-Recurring</u>	<u>Monthly</u>
Single Line Service	\$62.85	\$22.75

\*End User Access and E911 charges are in addition to the base rates for local service. There rates are specified in Section 6.3 and 6.4 following.

**6.1.3 Base Rates – Residential**

	<u>Non-Recurring</u>	<u>Monthly</u>
Single Line Service		Reserved for Future Use

**6.1.4 Subscriber Line Fee**

A monthly surcharge will be assessed on each of the following services: Each residential voice line, business voice line, PBX trunk, Centrex lines, and BRI ISDN. Where business lines exist on a channelized facility a subscriber line fee will be assessed on each line up to five lines.

Residential and Single Line Business	\$6.50 – Per Month
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## 6. LOCAL EXCHANGE SERVICE

### 6.2 VERIFICATION AND EMERGENCY INTERRUPT SERVICE

#### 6.2.1 General

##### A. Verification

1. The Company furnishes Verification Service for the purpose of aiding Customers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local Customer line.
2. A Customer-originated request for verification of a local number other than an emergency agency number is a chargeable verification request. No charge applies if the line is out of order.

##### B. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service when a Customer who has originated a verification request to a line which has been found to be busy informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
2. A Customer-originated request for emergency interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt Service.
3. The Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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**6. LOCAL EXCHANGE SERVICE****6.2 VERIFICATION AND EMERGENCY INTERRUPT SERVICE (Cont'd)****6.2.2 Rates**

- A. No charge will apply if the requesting Customer states that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government defined as a government agency which is operated by the federal, state or local government, and had the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- B. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- C. If the number verified is not in use, or as a result of the interrupt the lien is cleared, and, at the calling party's request the operator completes the call, then charges for Operator Assisted Local Calls as defined in Section 8 of this Tariff will apply. The operator assist charge will apply in addition to the Verification and Emergency Interrupt Charges.

	<b><u>Charge</u></b>
1. Residential Verification Request, each	<i>Reserved for Future Use</i>
Business Verification Request, each	\$1.20
2. Residential Emergency Interrupt Request, each	<i>Reserved for Future Use</i>
Business Emergency Interrupt Request, each	\$1.30

**6.3 E911 SERVICE**

Enhanced 911 Service (E911) is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) may receive telephone calls dialed to the telephone number 911. A monthly charge applies per line or trunk for provision of E911 in counties equipped with E911 service. The charges for E911 are in addition to the base rates for local service as defined in Section 6.1.2 and are dependent upon the location.

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## **7. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **7.1 LOCAL OPERATOR SERVICE**

#### **7.1.1 Operator Assisted Charges**

- A. All types of Local Exchange Service have local calling areas as specified in Section 6 of this Tariff which are the areas that can be called on a flat rate basis (no charge for individual calls) or on a local coin call rate basis.
- B. Local dial call: The call must be dialed and completed without the assistance of an operator and must be billed to the originating telephone when a charge is applicable.
- C. Operator assisted: The Customer places the call without dialing the designated number, although the capability to do it himself exists. The Customer will dial "0" for local calls and then requests the operator to dial to a called station or person.
- D. Service Charges do not apply for the following Operator Assisted Local Calls:
  - 1. Calls to designed Company numbers for official telephone business;
  - 2. Emergency calls to recognizable authorized civil agencies; or
  - 3. Those cases where an operator provides assistance to:
    - a. Re-established a call that has been interrupted after the calling number has been reached;
    - b. Reach the calling telephone number where Company-provided facility problems prevent Customer dial completion; or
    - c. Place a sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

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**7. MISCELLANEOUS SERVICE ARRANGEMENTS****7.1 LOCAL OPERATOR SERVICE (Cont'd)****7.1.2 Rates and Charges**

The following Service Charges for operator assisted local calls apply in addition to the local dial rate applicable.

1. Station-to-Station automated calling card calls. Station-to-Station refers to calls other than person to person, calls billed collect or to a third party number, and non-Customer-dialed credit card calls.  
Each Call \$\$.50
2. Station-to-Station Customer dialed calls. Station-to-Station refers to calls other than person to person, calls billed collect or to a third party number, and non-Customer-dialed credit card calls.  
Each Call \$1.25
3. Station-to-Station operator assisted calls. Station-to-Station refers to calls other than person to person, calls billed collect or to a third party number, and non-Customer-dialed credit card calls.  
Each Call \$1.10
4. Third party billed operator assisted calls. Third party billed refers to calls billed to another third party with the assistance of the operator.  
Each Call \$1.50
5. Person-to-person operator assisted local calls. These calls are completed with the assistance of an operator to a particular person, rather than a station, department, or PBX extension. The person is specified by the calling party. Calls may be billed to the calling station, collect or third party numbers.  
Each Call \$3.00

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## **7. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **7.2 EMERGENCY NUMBER SERVICE**

#### **7.2.1 General**

The Company will provide a universal central office number, 911, for the use of emergency service bureaus engaged in assisting local governments to protect the safety and property of the general public. No charge applies to the calling party for calls to the 911 number.

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**8. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES****8.1 CONNECTION ON CUSTOMER PREMISE****8.1.1 General**

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

**8.1.2 Responsibility of the Company**

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

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## **8. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

### **8.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)**

#### **8.1.2 Responsibility of the Company (Cont'd)**

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

#### **8.1.3 Liability of the Company**

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

#### **8.1.4 Responsibility of the Customer**

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

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## **8. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

### **8.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)**

#### **8.1.4 Responsibility of the Customer (Cont'd)**

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

#### **8.1.5 Connection at Hazardous or inaccessible Locations**

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

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## **8. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

### **8.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)**

#### **8.1.6 Connections of Registered Equipment**

**A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communication Systems.**

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

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

**B. Premise Wiring Associated With Registered Communications System**

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

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## **8. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

### **8.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)**

#### **8.1.7 Connections of Registered Equipment (Cont'd)**

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

#### **C. Connections Involving National Defense and Security**

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

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

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Issued under authority of the Public Utilities Commission of Ohio,

Dated April 30, 2014 In Case No. **14-390-TP-ACE**

Timothy Wotring, Vice President

Digital Connections, Inc.

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## **8. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

### **8.2 SERVICE CHARGES**

#### **8.2.1 Failure of Acceptance Tests**

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

#### **8.2.2 Line Conditioning or Treatment**

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

#### **8.2.3 Damages to Facilities**

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

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