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PUCO

September 19, 2002

Ms. Daisy Crockron
Chief of Docketing
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43266-0573

Re: 86-1144-TP-COI (Case No. 90-5041-TP-TRF)

Dear Ms. Crockron:

Enclosed please find the original and eleven (11) copies of the following tariff sheet:

General Exchange Tariff, P.U.C.O. No.5

Price List, Section 37, Seventh Revised Sheet 3

This filing is being submitted to offer an Appointment Guarantee Credit promotion for residential customers. The promotion will be offered beginning on October 1, 2002 and ending on December 31, 2002.

During the promotional period, when an in-premise installation or repair visit is required, the Telephone Company shall specify within a two-hour window, when Telephone Company personnel will be available for an in-premise installation or repair visit. When Telephone Company personnel cannot meet the in-premise installation or repair visit within the appointed time, the Telephone Company shall notify the customer and shall then apply a credit to the subscriber's bill equal to \$20.00 or the amount applicable in compliance with the Minimum Telecommunications Service Standards of rule 4901:1-5-16 of the Administrative Code, whichever is greater.

If you have any questions or need further information regarding this filing, you may call Becky Donahue at 614-220-8624.

Sincerely,


Darlene N. Terry

Enclosure

cc: Becky Donahue

OH 02-82

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Technician _____ Date Processed 9.20.02

P.U.C.O. NO. 5
GENERAL EXCHANGE TARIFF
PRICING LIST

SPECIAL PROMOTIONS

From September 16, 2002 through and including December 1, 2002, Sprint will waive all regulated tariffed nonrecurring installation and service charges for all services installed under the same order when non-Sprint business customers establish a new account and subscribe to any business local exchange service, Centrex or Translink Service. Business local exchange service included in a Sprint SolutionsSM Business Package is also included in the local exchange services that qualify customers for the waiver of nonrecurring charges.

The customer's total monthly billed amount must be at least \$50.00. That amount does not include deregulated charges, taxes, late payment charges, charges billed pursuant to federal or state access service tariffs, charges collected on behalf of municipalities, (including but not limited to services for 911 service and dual party relay services), and charges for services provided by other companies. If the customer's total monthly billed amount is less than \$50.00, they will be billed the appropriate nonrecurring and service charges associated with the services they have subscribed to.

Existing business customers who establish a new account at a new location are eligible for this promotion upon request. This promotion does not apply to moves, changes, or additions to a customer's existing business account.

Beginning October 1, 2002, and continuing through December 31, 2002, the Telephone Company will provide an Appointment Guarantee Credit to residential customers when an in-premise visit for installation or repair of Company owned equipment used to provide service under this Tariff is required. When an in-premise installation or repair visit is required, the Telephone Company shall specify the date and the approximate time of day, within a two-hour window, when Telephone Company personnel will be available for an in-premise installation or repair visit. When Telephone Company personnel cannot meet the in-premise installation or repair visit within the appointed time, the Telephone Company shall notify the customer. The Telephone Company shall then apply a credit to the subscriber's bill equal to \$20.00 or the amount applicable in compliance with the Minimum Telecommunications Service Standards of rule 4901:1-5-16 of the Administrative Code, whichever is greater.

(N)

The Appointment Guarantee Credit is not applicable when the Telephone Company cannot make the in-premise visit within the appointed time:

- 1. And provides the customer twenty-four hour notice of its inability to meet the in-premise installation visit.***
- 2. If the customer cancels or misses the scheduled in-premise installation or repair visit within the two-hour appointed window***
- 3. As a result of natural disasters, negligent or intentional acts of customers or third parties, events outside the control of the company, or circumstances that may endanger Sprint Employees' safety.***

(N)

Issued: September 20, 2002

Effective: October 1, 2002

UNITED TELEPHONE COMPANY OF OHIO
By Chad R. Eckhart, Vice President
Overland Park, Kansas

In accordance with Order No. 86-1144-TP-COI
Issued by the Public Utilities Commission of Ohio