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July 10, 1996

VIA HAND DELIVERY

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

Re: *Oakwood Mutual Telephone Company*
Case No. 96-476-TP-ATA
Case No. 90-5031-TP-TRF

Dear Ms. Crockron:

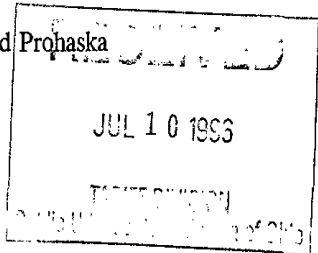
On behalf of our client, the Oakwood Mutual Telephone Company, we transmit herewith, for filing in the above-referenced cases, the final tariff sheet: Section 1, Fifth Revised Sheet 2. This tariff filing has been automatically approved.

Very truly yours,

J. Raymond Prohaska

JRP:mld

Enclosure



cc: Mr. Nathaniel H. Goldman
Ms. Jennifer R. Heise

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Technician *ron schaffer* Date Processed 7-11-96

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BRUSSELS, BELGIUM CINCINNATI CLEVELAND COLUMBUS DAYTON PALM BEACH WASHINGTON, D.C.

P. U. C. O. NO. 3

LOCAL SERVICE GUARANTEE CREDIT

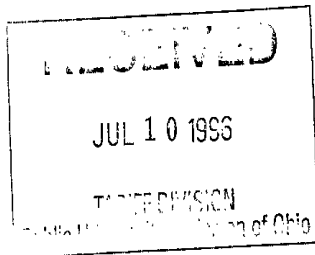
1. The Company will provide a one (1) month local service guarantee credit, which includes all recurring items of local service billed on the customer's current bill, when the Company fails to provide specified levels of customer service. This program provides for credits to all residential and single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

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

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

b. **Service Outages of More Than 8 Hours:** A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to restore basic exchange telephone service within 8 hours after the interruption was reported to or discovered by the Company. (C)

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



ISSUED: May 16, 1996

EFFECTIVE: July 1, 1996

IN ACCORDANCE WITH ORDER NO. 96-476-TP-ATA
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO
BY: KEITH KECK, PRESIDENT
OAKWOOD, OHIO