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PUCO



201 E. Fourth St.  
P.O. Box 2301  
Cincinnati, Ohio 45201-2301

September 30, 2002

Ms. Daisy Crockron  
Docketing Division Chief  
The Public Utilities Commission of Ohio  
180 East Broad Street, 10th Floor  
Columbus, Ohio 43215-3793

RE: Case No. 90-2021-TP-ATA  
Case No. 90-5013-TP-TRF  
Case No. 93-1020-TP-ATA  
Case No. 96-899-TP-ALT

Dear Ms. Crockron:

Cincinnati Bell Telephone Company (CBT) proposes to revise its **General Exchange Tariff PUCO No. 8** in order to conduct a **promotion on the Trunk Advantage, Prime Advantage and LAN Advantage Services. This promotion provides business customers who purchase one of these services, a 30-day customer satisfaction guarantee.** The promotional period is October 1, 2002 – December 31, 2002.

In accordance with the Commission's guidelines for promotions established in the cases referenced above, CBT is forwarding for filing three copies of the addendum sheets to the tariff pages affected by this promotion. Addendum sheets, in the form authorized by the Commission are being issued for CBT's General Exchange Tariff PUCO No. 8 Section 47, Original Page 1.12 and original page 80. The addendum sheets specify the terms and conditions that will be in effect for these services during the promotional period.

Please date-stamp and return the enclosed duplicate of this transmittal to acknowledge its receipt. Any questions regarding this transmittal should be directed to me at 513-397-1296.

Sincerely,

*Kathy Reid*

Kathy Reid  
Regulatory Specialist

Attachment

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business  
Technician AM Date Processed 10/1/02

GENERAL EXCHANGE TARIFF  
PUCO No. 8

CINCINNATI BELL TELEPHONE COMPANY

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PROMOTIONAL OFFERINGS

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SECTION	SUBJECT	Page	
47.2	Promotional Offerings (Cont'd)		
47.2.72	Prime, Trunk & LAN Advantage Services ( <b>Business</b> )	80	(N)
	• October 1, 2002 – December 31, 2002		
	• 30-day customer satisfaction guarantee		(N)

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Issued: October 1, 2002

By: Christopher S. Colwell, Vice-President – Government Relations  
Cincinnati, Ohio

Effective: October 1, 2002

In accordance with Case No. 90-2021-TP-ATA, issued by the Public Utilities Commission of Ohio on March 7, 1991, PUCO Case No. 93-1020-TP-ATA, issued July 22, 1993 and PUCO Case No. 96-899-TP-ALT, issued April 9, 1998.

GENERAL EXCHANGE TARIFF  
PUCO No. 8

CINCINNATI BELL TELEPHONE COMPANY

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PROMOTIONAL OFFERINGS

ADDENDUM TO PRIME, TRUNK AND LAN ADVANTAGE SERVICES

47.2.72 Trunk Advantage Service (Business) - ERT, Section 5, Pages 4 and 5  
Prime Advantage Service (Business) - ERT, Section 6, Pages 6 and 7  
LAN Advantage Service (Business) - GET, Section 37, Page 9

(N)

a. Terms & Conditions

- (1) This promotion is for business customers who subscribe to the following services during the promotional period noted in c:

Trunk Advantage Service (including Integrated Advantage)  
Prime Advantage Service (including Integrated Prime Advantage)  
LAN Advantage Service

- (2) Promotional Offer

Provides eligible customers with a thirty (30) day Customer Satisfaction Guarantee. This guarantee will provide dissatisfied customers up to a 30-day credit for the monthly charges associated with the aforementioned services, up to a maximum of 30 days. To receive the credit the customer must notify the Telephone Company of their dissatisfaction with the service and place an order to discontinue the service within 30 days of the time that the service was installed. Customers will also be credited for any nonrecurring charges associated with the installation of the service, if a nonrecurring charge was incurred.

b. Market Area Exchange targeted by Special Promotion

All Exchanges served by Cincinnati Bell Telephone Company

c. Promotional Period

October 1, 2002 - December 31, 2002

d. Twelve Month Promotional History

Prime and Trunk Advantage Services (including Integrated Advantage Services)  
June 1, 2001 - June 1, 2002

LAN Advantage Service  
None

(N)

Issued: October 1, 2002

By: Christopher S. Colwell, Vice-President - Government Relations  
Cincinnati, Ohio

Effective: October 1, 2002

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