



BRUSSELS CINCINNATI CLEVELAND COLUMBUS DAYTON NEW YORK WASHINGTON, D.C.

January 12, 2004

Via Hand Delivery

Ms. Renee J. Jenkins  
Director of Administration  
Secretary of the Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215

RECEIVED-DOCKETING DIV  
2004 JAN 12 PM 2:22  
PUCO

RE: In the Matter of the Application of Vanlue Telephone Company, P.U.C.O. No. 8 to Revise the Local Service Guarantee Credit Language to Increase the Service Outages Hours from 8 to 24; PUCO Case No. 03-2332-TP-ATA

Dear Ms. Jenkins:

Enclosed are an original and three (3) copies of final tariff sheets to be filed on behalf of Vanlue Telephone Company. The TRF Number for Vanlue Telephone Company is 90-5042-TP-TRF.

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

Very truly yours,

Carolyn S. Flahive

Enclosure

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 CH Date Processed 1/12/04

Carolyn.Flahive@ThompsonHine.com Fax 614.469.3361 Phone 614.469.3294

dij 400733.1

THOMPSON HINE LLP  
ATTORNEYS AT LAW

10 West Broad Street  
Columbus, Ohio 43215-3435

www.ThompsonHine.com  
Phone 614.469.3200  
Fax 614.469.3361

P.U.C.O. NO. 8  
GENERAL RULES AND REGULATIONS

LOCAL SERVICE GUARANTEE CREDIT

A. Description

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:

1. Missed Service Installations: If the Company fails to provide new install within 5 business days of receiving an application for new service, or by a requested date, when at least 5 business days notice has been given, the Company will waive 50% of all regulated non-recurring installation charges. If failure to install within 10 days, 100% waiver of charges

If the Company fails to meet an installation appointment, it shall waive 50% of regulated non-recurring install charges.

2. 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 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.

3. Service Outages of More Than 24 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 24 hours after the interruption was reported to or discovered by the Company. (T)

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. (T)

ISSUED: November 25, 2003

EFFECTIVE: January 12, 2004

IN ACCORDANCE WITH ORDER NO. 03-2332-TP-ATA  
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF OHIO  
BY: PAUL E. PEDERSON, VICE - PRESIDENT  
VANLUE, OHIO