

P.U.C.O. NO. 1

*This Tariff, P.U.C.O NO. 1, Issued by Telephone Service Company Cancels and Replaces
Consolidated Communications of Ohio Company, LLC d/b/a Consolidated Communications
CCI P.U.C.O. NO. 1.*

TELEPHONE SERVICE COPMANY
BASIC LOCAL EXCHANGE SERVICE TARIFF
P.U.C.O. NO. 1

P.U.C.O. NO. 1

SECTION INDEX

SECTION 1:	TARIFF DESCRIPTION, BLES RATES AND CHARGES
SECTION 2:	N11 SERVICE
SECTION 3:	GENERAL RULES AND REGULATIONS
SECTION 4:	UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE – 911
SECTION 5:	LIFELINE
SECTION 6:	INTRALATA PRESUBSCRIPTION

P.U.C.O. NO. 1

SUBJECT INDEX

<u>SUBJECT</u>	<u>SECTION</u>	<u>SHEET</u>	
211 Service for Information and Referral Services	2	1	
811 Service for "One Call" Notification Systems	2	8	
911 Emergency Telephone Service – County Rate List	4	8	
- A -			
Alterations	3	4	
Application for Service	3	4	
Application of Business and Residence Rates	1	24	
Application of Charges	1		
Application of Construction Charges	1	26	
Ashtabula County Local Calling Plan	1	25	
Availability of Facilities	3	1	
- B -			
Basic Local Exchange Service (BLES) Definition	1	1	
Bill Payment Options	3	4	(N)
Business and Residence Service Distinguished	1	24	
- C -			
Central Office Charge	1		
Construction, Installation, and Maintenance Charges	1	26	
Convenience Fee Charge	3	5	(N)
- D -			
Defacement of Premises	3	2	
Disclaimer	3	2	
- E -			
Establishment and Furnishing of Service	3	4	
Exchange Rates	1		
Extra Exchange Line Mileage	3	8	

P.U.C.O. NO. 1

SUBJECT INDEX (Continued)

<u>SUBJECT</u>	<u>SECTION</u>	<u>SHEET</u>
	- F -	
	- G -	
General Rules and Regulations	3	
	- I -	
Initial Contract Periods	3	5
IntraLATA Presubscription	6	
	- K -	
	- L -	
Late Payment Charge	1	22
Liability of Company	3	7
Lifeline Requirements	5	1
Line Connection Charge	1	
	- M -	
Maintenance and Repairs	3	5
	- N -	
	- O -	
Obligations and Liability of Company	3	1
Ownership and Use of Equipment	3	2

P.U.C.O. NO. 1

SUBJECT INDEX (Continued)

<u>SUBJECT</u>	<u>SECTION</u>	<u>SHEET</u>
- P -		
Per Call Blocking	1	22
Poles on Private Property	1	28
Premises Visit Charge	1	14
- Q -		
- R -		
Reconnect Charge	1	
- S -		
Service Connection Charges	1	
Service Ordering Charge	1	
Special Assemblages	3	8
Special Services and Facilities	3	7
Special Type of Construction	1	29
- T -		
Tariff Description	1	1
Telecommunications Relay Services (TRS) Charge	1	23
Telephone Numbers	3	4
Termination of Service	3	6
Transmitting Messages	3	1
Touch Tone Service	1	22
- U -		
Universal Emergency Telephone Number Service - 911	4	1
Unusual Installation Costs	3	5
Use of Connecting Company Lines	3	2
Use of Subscriber Service	3	3
Use of Service and Facilities	3	2
- V -		
- W -		
- X -		
- Y -		
- Z -		

P.U.C.O. NO. 1

1.1 TARIFF DESCRIPTION

This Basic Local Exchange Service (BLES) Tariff applies to residential single-line customers and to the primary access line of business customers.

BLES is provided by Consolidated Communications of Ohio LLC (The “Company” or “Company”) in accordance with Rule 4901:1-6-12, Ohio Administrative Code.

Basic local exchange service, as defined in Section 4927.01, Revised Code, means residential end-user access to, and usage of, telephone-company-provided services over a single line, or small-business-end-user access to and usage of telephone-company-provided services over the business’s primary access Line of Service, which in the case of residential and small-business access and usage is not part of a bundle or package of services. BLES enables a customer to originate or receive voice communications within a local service area and consists of the following services:

- (i) Local dial tone service;
- (ii) For residential end users, flat-rate telephone exchange service;
- (iii) Touch tone dialing service;
- (iv) Access to and usage of 9-1-1 services, where such services are available;
- (v) Access to operator services and directory assistance;
- (vi) Provision of a telephone directory in any reasonable format for no additional charge and a listing in that directory, with reasonable accommodations made for private listings;
- (vii) Per call, caller identification blocking services;
- (viii) Access to telecommunications relay service; and
- (ix) Access to toll presubscription, interexchange or toll providers or both, and networks of other telephone companies.

1.2 EXCHANGE RATES

- A. Unless otherwise specified, the charges quoted in this Tariff are for periods of one month, and are payable in advance.

ORWELL, WINDSOR AND COLEBROOK EXCHANGE AREAS

Within the Orwell, Windsor and Colebrook Exchange Areas:

Individual Access Line <u>Monthly Business</u> <u>Rates</u>	<u>Max. Rate</u>	<u>Monthly</u> <u>Residence Rates</u>	<u>Max. Rate</u>	<u>BLES Anniversary</u> <u>Date</u>
\$32.00	\$32.00	\$21.90	\$21.90	January 31, 2022 (C)

NORTH BLOOMFIELD EXCHANGE

Within the North Bloomfield Exchange Area:

Individual Access Line <u>Monthly Business</u> <u>Rates</u>	<u>Max. Rate</u>	<u>Monthly</u> <u>Residence Rates</u>	<u>Max. Rate</u>	<u>BLES Anniversary</u> <u>Date</u>
\$38.00	\$38.00	\$25.73	\$25.73	January 31, 2022 (C)

MT. CORY EXCHANGE

Within the Mt. Cory Exchange Area:

Individual Access Line <u>Monthly Business</u> <u>Rates</u>	<u>Max. Rate</u>	<u>Monthly</u> <u>Residence Rates</u>	<u>Max. Rate</u>	<u>BLES Anniversary</u> <u>Date</u>
\$35.00	\$35.00	\$23.68	\$23.68	January 31, 2022 (C)

1.2 EXCHANGE RATES (Continued)BELMORE, GILBOA, LEIPSIC AND PANDORA EXCHANGE AREAS

Within the Belmore, Gilboa, Leipsic and Pandora Exchange Areas:

Individual Access Line <u>Monthly Business</u> <u>Rates</u>	<u>Max. Rate</u>	<u>Monthly</u> <u>Residence Rates</u>	<u>Max. Rate</u>	<u>BLES Anniversary</u> <u>Date</u>
\$32.00	\$32.00	\$21.90	\$21.90	January 31, 2022 (C)

For the Belmore, Colebrook, Gilboa, Leipsic, Mt. Cory, North Bloomfield, Orwell and Windsor Exchanges:

The semi-public paystation subscriber will be charged a monthly rate of forty-one and 25/100 (\$41.25) plus all of the long distance charges and taxes.

The standard, one party business rate currently in effect in each exchange area, or its equivalent, shall be the proper rate to be applied to the furnishing of COCOT Service.

GERMANTOWN EXCHANGE

Within the Germantown Exchange Area:

Individual Access Line <u>Monthly Business</u> <u>Rates</u>	<u>Max. Rate</u>	<u>Monthly</u> <u>Residence Rates</u>	<u>Max. Rate</u>	<u>BLES Anniversary</u> <u>Date</u>
\$41.50	\$41.50	\$23.37	\$23.37	January 31, 2022 (C)
<u>Other Lines:</u>	<u>Monthly Rate</u>			
<u>Public Pay Phone</u>	\$36.42			
<u>COCOT</u>	\$19.50			
<u>Coin Supervision</u>				
<u>Additive</u>	\$7.20			

1.2 EXCHANGE RATES (Continued)COLUMBUS GROVE EXCHANGE

Within the Columbus Grove Exchange Area:

Individual Access Line

Within the Base Rate Area*

<u>Monthly Business</u> <u>Rates</u>	<u>Max. Rate</u>	<u>Monthly</u> <u>Residence Rates</u>	<u>Max. Rate</u>	<u>BLES Anniversary</u> <u>Date</u>
\$24.50	\$24.50	\$17.05	\$17.05	January 31, 2022 (C)

Individual Access Line

Outside the Base Rate Area**

<u>Monthly Business</u> <u>Rates</u>	<u>Max. Rate</u>	<u>Monthly</u> <u>Residence Rates</u>	<u>Max. Rate</u>	<u>BLES Anniversary</u> <u>Date</u>
\$27.00	\$27.00	\$19.65	\$19.65	January 31, 2022 (C)

Basic Coin Transmission Rate

Within the Base Rate Area*

<u>Element</u>	<u>Rate</u>
Smart Payphone Line	\$19.60
Dumb Payphone Line	\$19.60
Coin Supervision Additive	\$7.20

Basic Coin Transmission Rate

Outside the Base Rate Area**

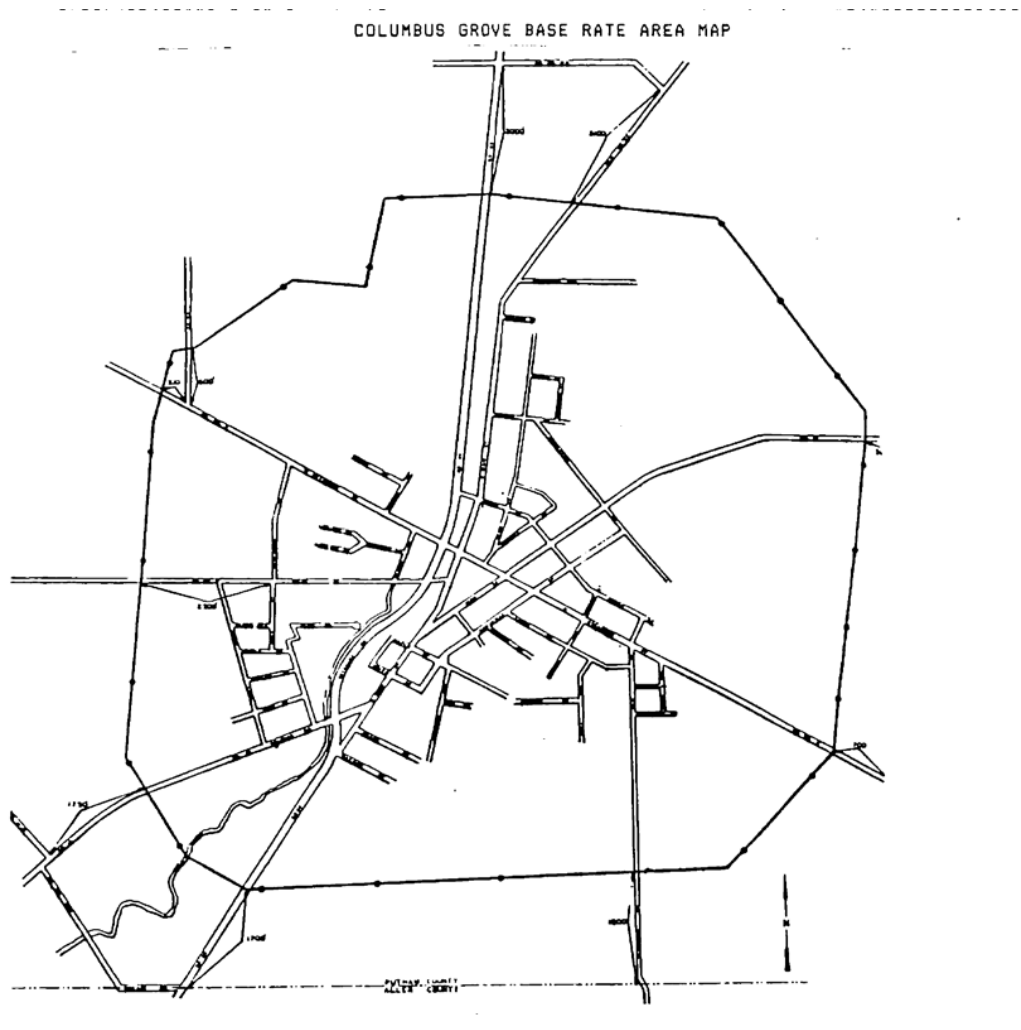
<u>Element</u>	<u>Rate</u>
Smart Payphone Line	\$22.20
Dumb Payphone Line	\$22.20
Coin Supervision Additive	\$7.20

* As defined on the map shown in Section 1, Sheet No. 5

** As defined on the map shown in Section 1, Sheet No. 7

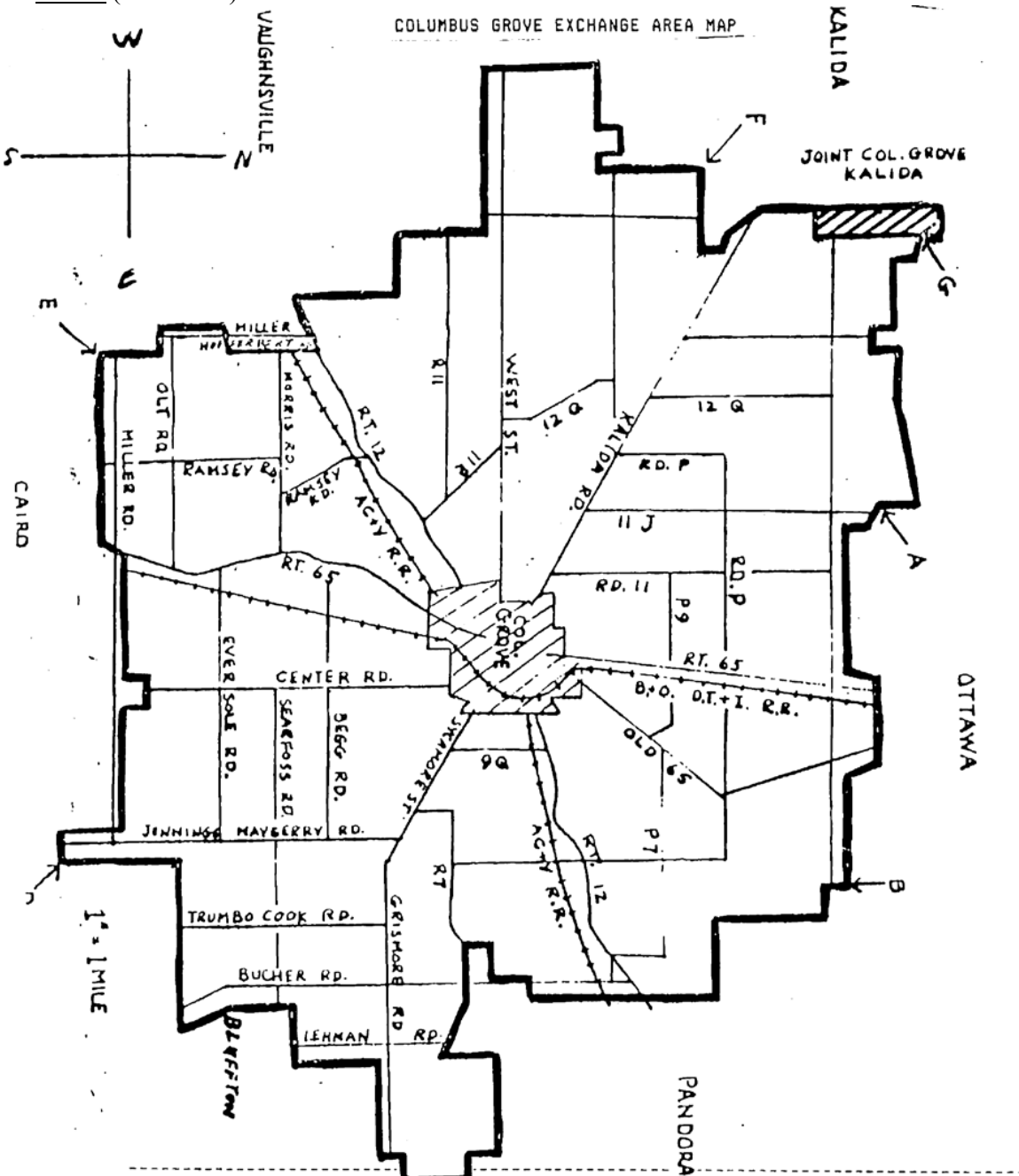
P.U.C.O. NO. 1

1.3 MAPS



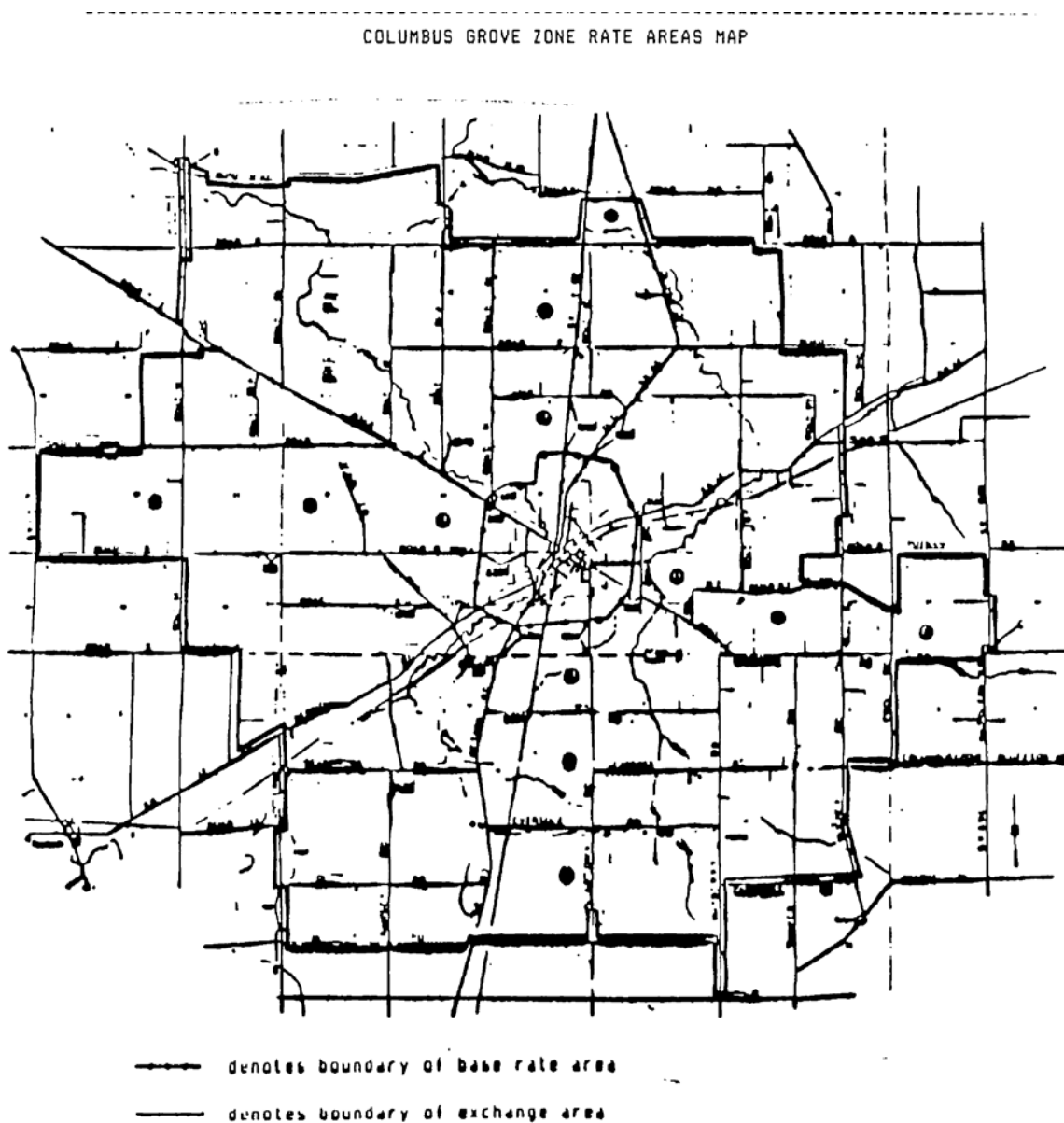
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1.3 MAPS (Continued)



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1.3 MAPS (Continued)

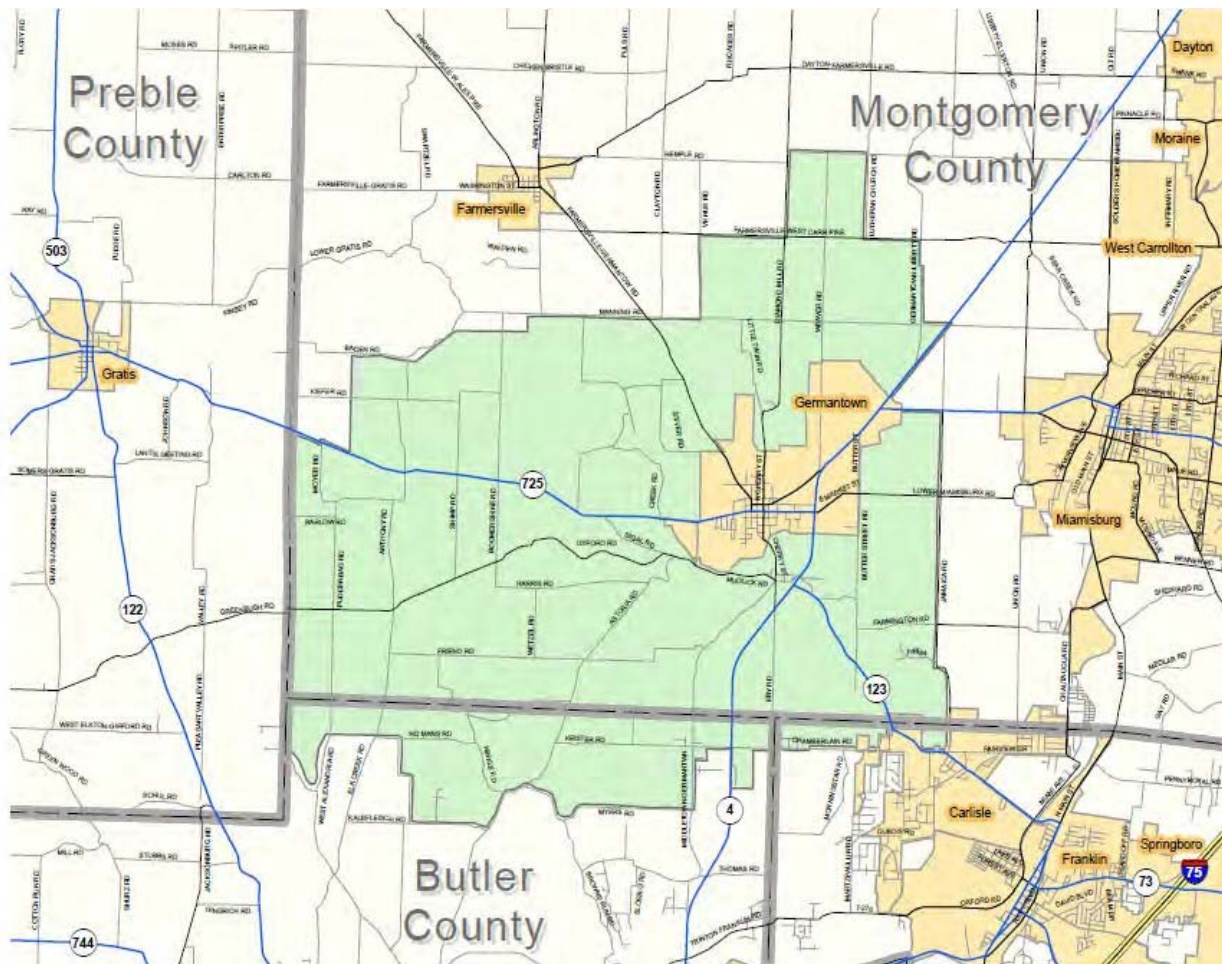


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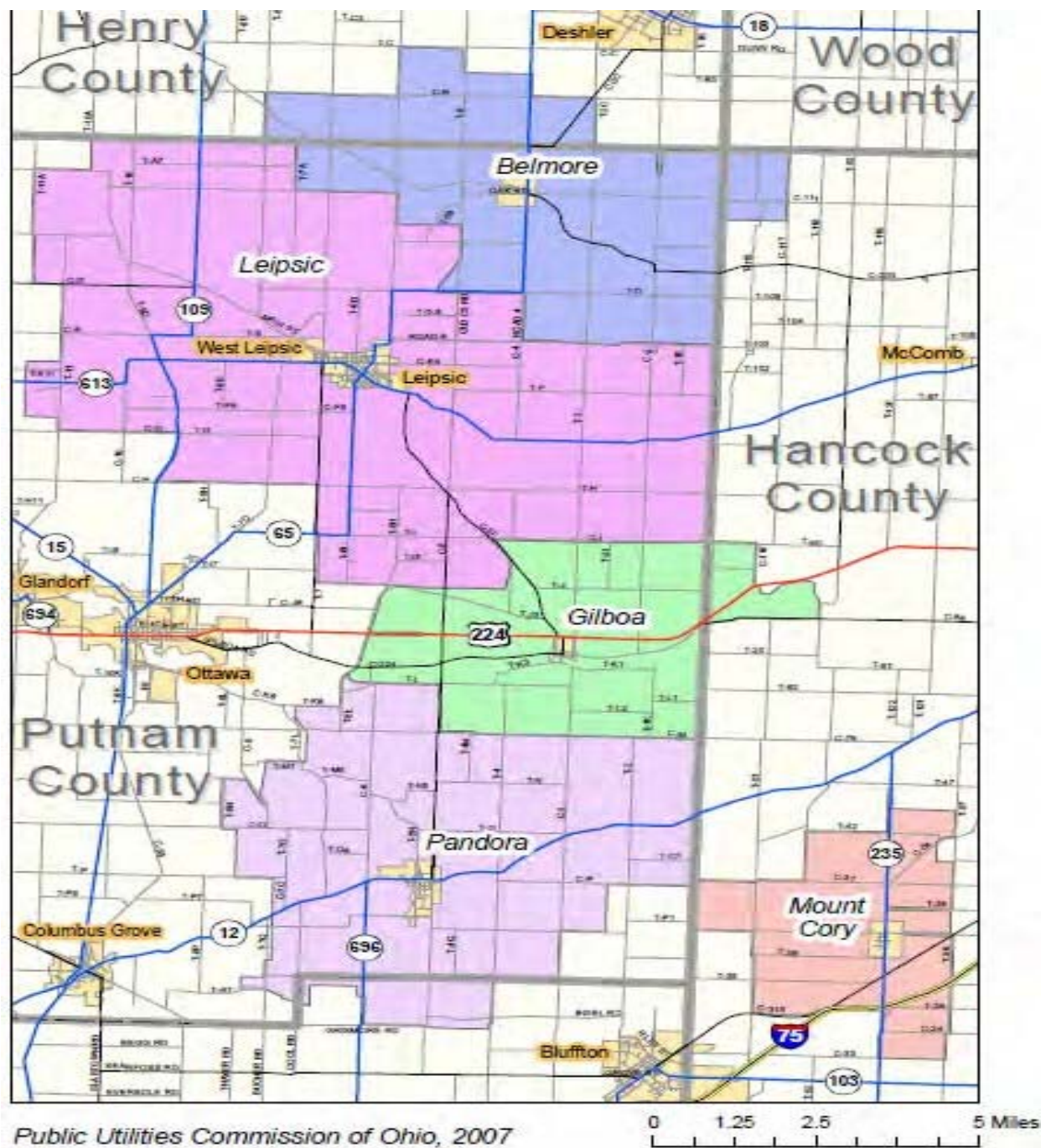
In Accordance with Case No. 21-1172-TP-ATR
Issued by the Public Utilities Commission of Ohio

1.3 MAPS (Continued)

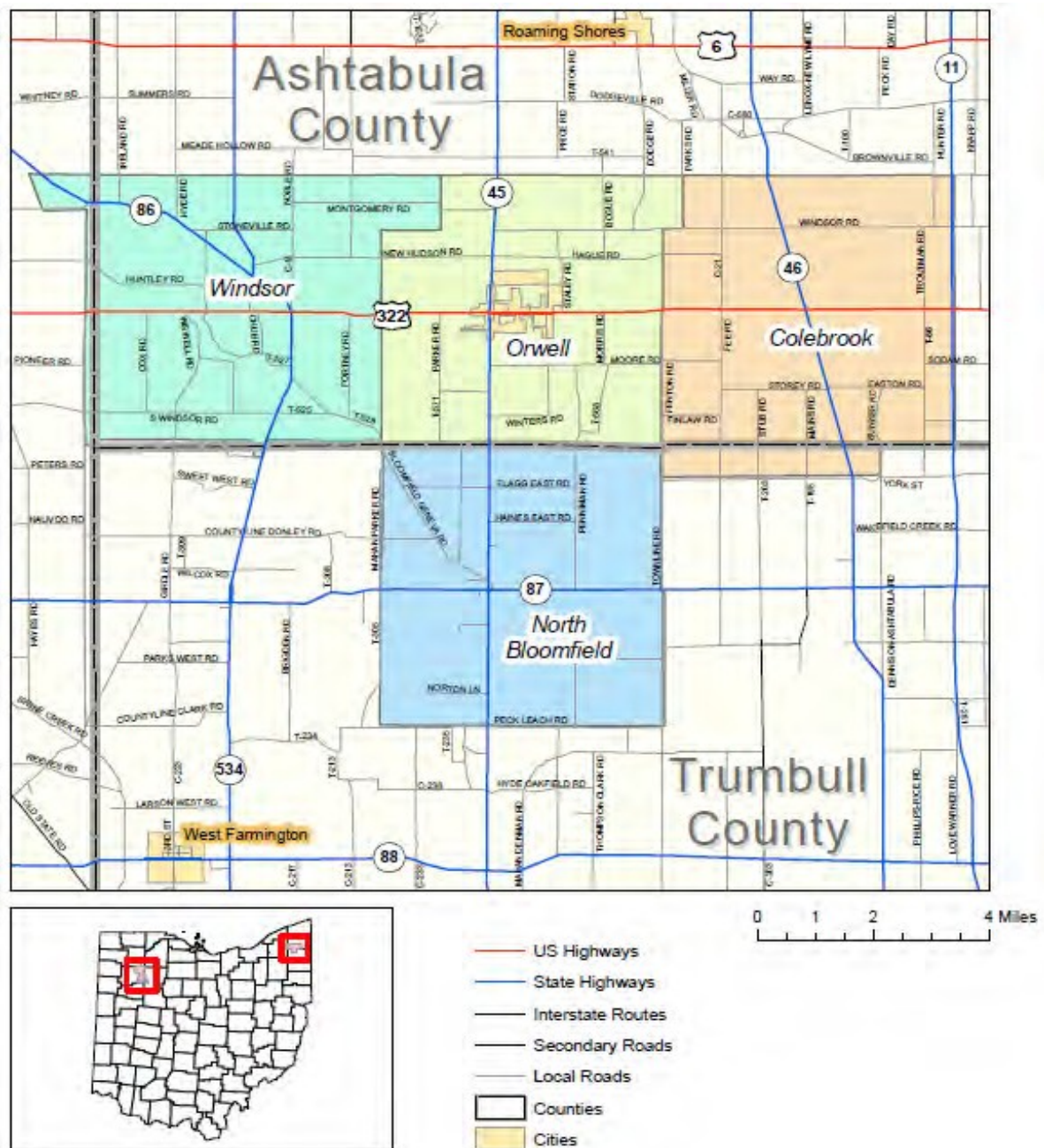


P.U.C.O. NO. 1

1.3 MAPS (Continued)



P.U.C.O. NO. 1

1.3 MAPS (Continued)

P.U.C.O. NO. 1

1.4 EXTENDED AREA SERVICE

The rates quoted herein also entitle the subscribers of these exchanges to call, without additional charge, subscribers in the following groups of exchange service areas:

From Belmore Exchange	EAS to	Deshler, Hamler, Gilboa and Leipsic Exchanges
From Colebrook Exchange	EAS to	New Lyme, Orwell, Andover, Windsor, North Bloomfield, Cherry Valley, Wayne, and Williamsfield Exchanges
From Columbus Grove	EAS to	Glandorf, Kalida, Vaughnsville, Cairo, Ottawa and Pandora Exchanges
From Germantown	EAS to	Franklin, Middletown, Dayton, Miamisburg-West Carrollton, Gratis and Farmersville Exchanges
From Gilboa Exchange	EAS to	Benton Ridge, Ottawa, Belmore, Pandora and Leipsic Exchanges
From Leipsic Exchange	EAS to	Miller City, Glandorf, New Bavaria, Hamler, Ottawa, Belmore, Gilboa and Pandora Exchanges
From Mt. Cory	EAS to	Benton Ridge, Pandora and Findlay Exchanges
From North Bloomfield Exchange	EAS to	Colebrook, Bristolville, Greene, Mesopotamia, Middlefield, Orwell, Warren and Windsor Exchanges

P.U.C.O. NO. 1

1.4 EXTENDED AREA SERVICE (Continued)

The rates quoted herein also entitle the subscribers of these exchanges to call, without additional charge, subscribers in the following groups of exchange service areas: (Continued)

From Orwell Exchange	EAS to	Colebrook, North Bloomfield, Rock Creek, Windsor, Trumbull, and Hartsgrove Exchanges
From Pandora	EAS to	Benton Ridge, Bluffton, Columbus Grove, Ottawa, Gilboa, Leipsic and Mt. Cory Exchanges
From Windsor Exchange	EAS to	Claridon, Huntsburg, Colebrook, Mesopotamia, Middlefield, Orwell, Trumbull, North Bloomfield and Hartsgrove Exchanges

P.U.C.O. NO. 1

1.5 SERVICE CONNECTION CHARGESBELMORE, COLEBROOK, GILBOA, LEIPSIC, MT. CORY, NORTH BLOOMFIELD, ORWELL AND
WINDSOR EXCHANGES

A. Service Charges

1. A residential service charge consisting of more of the charges shown in this section is applicable for the following activities undertaken at customer request:
 - a. Connections
2. Residential service charges are in addition to all other applicable rates and charges associated with the service being provided. All business service charges are based on time and material and are calculated on actual cost of the installation.
3. Payment of Service Charges: Service charges for the initial establishment of residential or business service are due and payable in advance or on the first billing cycle after installation date of the equipment.
4. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the subscriber nor do they contemplate work begun being interrupted by the subscriber. If the subscriber requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.
5. Service Charges are the following:
 - a. Service Ordering Charge: Applicable for work done in receiving, recording, and processing information necessary to execute a customer's request for connection of service or moves, changes, or additions to existing service.
 - b. Line Connection Charge: Applicable to work done in the Central Office and elsewhere in association with providing an access line or making changes thereto.
 - c. Premises Visit Charge: Applicable if a Company employee must visit the customer's premises to complete requested work.
6. Service charges are not applicable to the upgrading of basic service, when done in conjunction with a general upgrading of facilities.
7. Service charges are not applicable to removal of service or equipment.

P.U.C.O. NO. 1

1.5 SERVICE CONNECTION CHARGES (Continued)BELMORE, COLEBROOK, GILBOA, LEIPSIC, MT. CORY, NORTH BLOOMFIELD, ORWELL
AND WINDSOR EXCHANGES (Continued)

A. Service Charges (Continued)

8. Application of Charges

a. Service Ordering Charge

Service order activity is classified as either initial (establishment of service) or subsequent (modification to an existing service).

1. One initial service ordering charge is applicable to each order for connection of the service.
2. One subsequent service order charge is applicable to each order for move, change, or addition and the following:
 - a. Change of telephone number requested by subscriber.
 - b. Only one charge is applicable per order if more than one change is requested on the order.

b. Line Connection Charge

1. One line connection charge is applicable to the provision of each access line in association with Individual or Multi-party Residence Service.
2. Line connection charges are not applicable when service responsibility is assumed by a customer prior to discontinuance by another customer (supersedure) and there is no change of telephone number.
3. A line connection is applicable to each change in telephone number made at the request of the customer.

c. Premises Visit Charge

1. One premises visit charge is applicable whenever a Company employee is dispatched to the customer's premises to complete a customer's request.
2. A premises visit charge is not applicable for subsequent visits required to complete an order to which a visit charge has been applied.
3. The premises visit charge is applicable on a per visit basis.

P.U.C.O. NO. 1

1.5 SERVICE CONNECTION CHARGES (Continued)BELMORE, COLEBROOK, GILBOA, LEIPSIC, MT. CORY, NORTH BLOOMFIELD, ORWELL
AND WINDSOR EXCHANGES (Continued)

A. Service Charges (Continued)

9. Charges for Residence Services

- | | |
|--|---------|
| a. Service Ordering*: | |
| 1. Initial Order, each | \$20.00 |
| 2. Subsequent Order, each | 15.00 |
| b. Line Connection*, each | 20.00 |
| Premises Visit | 15.00 |
| Reconnect Charge for Disconnect, for non-payment of telephone bill | 25.00 |
| Reconnect charge for a left-in station or an account which has been disconnected for 90 days or more | 40.00 |

*The Service Ordering and Line Connection charges will be waived for all former customers who reconnect their service with the Company after having previously disconnected and ported their telephone number to either a provider of digital or wireless phone service.

10. Charges for Business Services

- | | |
|--|---------|
| a. Service Ordering*: | |
| All Orders, each | \$25.00 |
| b. Line Connection*, each | T&M* |
| * T&M or Time and Material is the actual cost of installation including direct labor, transportation, indirect labor and overhead costs. | |
| c. Reconnect Charge for disconnect, for non-payment of telephone bill | \$25.00 |
| d. Reconnect charge for a left-in station or an account which has been disconnected for 90 days or more | \$45.00 |

*The Service Ordering and Line Connection charges will be waived for all former customers who reconnect their service with the Company after having previously disconnected and ported their telephone number to either a provider of digital or wireless phone service.

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P.U.C.O. NO. 1

1.5 SERVICE CONNECTION CHARGES (Continued)GERMANTOWN EXCHANGE

B. Service Charges

1. Residential and business service connection charges are in addition to all other applicable rates and charges associated with the service being provided.
2. The service connection charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the subscriber nor do they contemplate work begun being interrupted by the subscriber. If the subscriber requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.
3. Service charges are not applicable to removal of service or equipment.
4. Service connection charges apply to the following (see below for charges.):
 - a. Service Ordering Charge: Receiving, recording and processing information necessary to execute a customer's request for service, including digital switching services.
 - b. Central Office Charge: Performing all or part of the work associated with the connection of a central office line. This includes connections or changes in the central office, cable, or drop wire up to the house protector.
5. Application of Service Connection Charges
 - a. Service Ordering Charge (Business and Residence Services)

Service order activity for establishment of service or for modification to an existing service.

 - 1) One service ordering charge is applicable to each order for connection of the service, or changes to the service made at the same time.
 - 2) One service ordering charge is applicable to each order for change or addition and the following:
 - a) Reconnect of service for nonpayment.
 - b) The establishment of digital switching services.

P.U.C.O. NO.

1.5 SERVICE CONNECTION CHARGES (Continued)GERMANTOWN EXCHANGE (Continued)

B. Service Charges (Continued)

5. Application of Service Connection Charges (Continued)

b. Central Office Charge (Business and Residence Services)

1) One central office charge is applicable to each access line as well as to:

- a) Move to different premises
- b) Off-premise extension

c. All residence and business service connection charges except Service Ordering and Central Office charges shall be based on time and material or the actual cost of direct labor, indirect labor, overheads and materials.

6. For all telephone service connections ordered by a subscriber for installation at the same time and considered standard by the Company, the following nonrecurring charges will apply:

a. Residence and Business

1) Service Ordering Charge

Receiving, recording and processing information necessary to execute a customer's request for service..... \$6.60

2) Central Office Charge

Performing all or part of the work associated with the connection of a central office line. This includes connections or changes in the central office cable or drop wire up to house protector..... \$63.50

(Same as above with drop in place) \$45.00

P.U.C.O. NO. 1

1.5 SERVICE CONNECTION CHARGES (Continued)GERMANTOWN EXCHANGE (Continued)

B. Service Charges (Continued)

6. (Continued)

a. Residence and Business (Continued)

3) Reconnect Charge

When service is disconnected for non-payment of charges, the service will be restored upon payment of past-due charges and a Reconnect Charge will be applied..... \$20.00

The Reconnect Charge will be waived for all former customers who reconnect their service with the Company after having previously disconnected and ported their number to either a provider of digital or wireless phone service.

P.U.C.O. NO. 1

1.5 SERVICE CONNECTION CHARGES (Continued)COLUMBUS GROVE EXCHANGE

C. Service Charges

1. A service charge consisting of one or more of the charges shown in this section is applicable for the following activities undertaken at customer request:
 - (a) Connections
2. Service charges are in addition to all other applicable rates and charges associated with the service being provided.
3. Payment of Service charges: Service charges for the initial establishment of residential or business service are due and payable in advance or on the first billing cycle after installation date of the equipment.
4. The charges specified herein do not contemplate work by Company employees at a time when overtime wages apply due to the request of the subscriber nor do they contemplate work begun being interrupted by the subscriber. If the subscriber requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved. (To include but not be limited to labor, material, supervision, travel, meals, overhead, or other related expenses).
5. Service Charges are the following:
 - a. Service Ordering Charge: Applicable for work done in receiving, recording, and processing information necessary to execute a customer's request for connection of service or moves (e.g. from one address to another), changes (e.g. from one class of service to another), or additions to existing service.
 - b. Line Connection Charge: Applicable to work required to provide the access line. This is inclusive of central office wiring, cable facilities, and drop wire, up to and including protector equipment.
6. Service charges are not applicable to the upgrading of basic service, when done in conjunction with a general upgrading of facilities.
7. Service charges are not applicable to removal of service or equipment.

P.U.C.O. NO. 1

1.5 SERVICE CONNECTION CHARGES (Continued)COLUMBUS GROVE EXCHANGE (Continued)

C. Service Charges (Continued)

8. Application of Charges

a. Service Ordering Charge

Service order activity is classified as either initial (establishment of service) or subsequent (modification to an existing service).

1. One initial service ordering charge is applicable to each order for connection of the service.
2. One subsequent service ordering charge is applicable to each order for move, change, or addition and the following:
 - a. Change of telephone number requested by subscriber
 - b. Only one charge is applicable per order if more than one change is requested on the order.

b. Line Connection Charge

1. One line connection charge is applicable to the provision of each access line in association with Residence or Business Service.
2. Line connection charges are not applicable when service responsibility is assumed by a customer prior to discontinuance by another customer (supersedure) and there is no change of telephone number.
3. A line connection is applicable to each change in telephone number made at the request of the subscriber.

P.U.C.O. NO. 1

1.5 SERVICE CONNECTION CHARGES (Continued)COLUMBUS GROVE EXCHANGE (Continued)

C. Service Charges (Continued)

8. Application of Charges (Continued)

c. Charges	<u>Non-Recurring Charge</u>
1. Service Ordering	
(a) Initial Order, each	\$20.00 *
(b) Subsequent Order, each	\$15.00
2. Line Connection, each	\$20.00*
3. Re-Establish Suspended Service	\$13.00**

* When two residential lines are ordered at the same time, the customer will be charged the full amount of the initial order charge and line connection charge for the first line and half price for the initial order charge and line connection charge for the second line.

** This charge is in addition to the Line Connection Charge of \$20.00.

The Service Ordering and Line Connection charges will be waived for all former customers who reconnect this service with the Company after having previously disconnected and ported their telephone number to either a provider of digital or wireless phone service.

	<u>Rate</u>
d. Maintenance and Service Time Charge	
1. First 1/2 hour, or part thereof	\$25.00
2. In excess of First 1/2 hour (per 1/4 hour)	\$8.75
3. Material Charge	Company Cost

P.U.C.O. NO. 1

1.5 SERVICE CONNECTION CHARGES (Continued)

D. Miscellaneous Access Line Charges

1. TouchTone Service

This service, more commonly known as pushbutton dialing, will be offered to subscribers.

Monthly Charge

Belmore, Colebrook, Gilboa, Leipsic, Mt. Cory,
North Bloomfield, Orwell and Windsor Exchanges: \$2.95/main line

Germantown and Columbus Grove Exchanges: No additional charge, included in
basic service charge

2. Per Call Blocking

Per Call Blocking enables customers to prevent the disclosure of their telephone number on a per call basis to the called party. The disclosure of the calling party's number can be prevented on a per call basis by dialing a preassigned access code before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number. Per Call Blocking is provided according to the availability of facilities, features, and central office equipment in locations determined by the Company. The features described will only operate on call originating and terminating within suitably-equipped offices, or similarly equipped offices of interconnecting Local Exchange Companies. Per Call Blocking will be provided to all eligible customers at no charge.

3. Late Payment Charge

A late payment charge of 1.5% per month shall apply to amounts that exceed \$50.00 that remain unpaid after the date due. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. Late charges are to be applied without discrimination.

Applicable to customers in the Germantown exchange:

Upon customer request, each residential customer shall be permitted a one-time waiver of a late payment charge in cases where the customer has already paid the monthly bill for which the late payment charge was applied.

P.U.C.O. NO. 1

1.5 SERVICE CONNECTION CHARGES (Continued)

D. Miscellaneous Access Line Charges (Continued)

3. Late Payment Charge (Continued)

Applicable to customers in the Germantown exchange: (Continued)

The late payment charge does not apply to:

- a. Amounts which are in dispute at the time the late payment charge would otherwise be applied.
- b. Federal excise tax or any other taxes levied by law directly on the customer.
- c. Amounts billed by the Company for other entities for which the charge is not authorized by those entities' appropriate tariffs or contracts, other than Interexchange Carrier Services for which the Company, acting as the principal Billing and Collection Agent, purchases the accounts receivable in advance of subscriber billing.
- d. Service order charges associated with the commencement of Lifeline service.

Credit, deposit and collection procedures outlined elsewhere in this tariff are not waived by the application of a late payment charge.

The late payment charge will be assessed on the past due amount 19 days after the bill date.

4. Telecommunications Relay Service (TRS) Charge

Customers may be assessed an annual charge per line to fund the telecommunications Relay Services for the State of Ohio in accordance with section 4905.84 of the Revised Code. This charge shall in no event exceed the per end user line (or equivalent) assessment of the Public Utilities Commission of Ohio levied upon the Company.

P.U.C.O. NO. 1

1.6 APPLICATION OF BUSINESS AND RESIDENCE RATES**A. Business rates apply at the following locations:**

1. In offices, stores, factories, and all other places of a strictly business nature.
2. In boarding houses, except as noted herein, offices of hotels, halls, and offices of apartment buildings; quarters occupied by Clubs or Lodges; public, private or parochial schools or colleges, hospitals, libraries, churches, and other similar institutions.
3. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens, or other advertising matters, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
4. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
5. In any location where the listing of service at that location indicates a business, trade or profession, except as specified below.

B. Residence rates apply at the following locations:

1. In private residences where business listings are not provided.
2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
3. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinary, provided the subscriber does not maintain an office in the residence.
4. When it is determined that a customer of residential service is using the service in such a manner that it should be classified and charged as a business service under the above provisions, the Company will discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay the applicable business rates.

P.U.C.O. NO. 1

1.7 ASHTABULA COUNTY LOCAL CALLING PLAN

A. Description

1. This plan is restricted to the areas hereinafter described within Ashtabula County.
2. This plan provides for a measured rate or optional flat rate service between specific Ashtabula County intrastate exchanges listed below.
3. This is a local service offering; therefore, any stimulation to calling volumes between exchanges that occur after is implementation may not be used as a basis for any flat rate alternative besides the flat rate additives as listed in this section.
4. This plan is available to residence and business customers in the exchanges and routes as listed below.
5. This plan is restricted to customer dialed, station to station calls and does not include operator assisted calls.

P.U.C.O. NO. 1

1.8 CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES**A. General**

1. Under certain conditions, as hereinafter set forth, construction charges are applied to cover all or a portion of the unusual expense incurred by the Company in the establishment of service, in addition to the rate for the class and type of service furnished and to any mileage charges or other charges that may apply in accordance with this tariff. Deposits or advance payments covering construction charges may be required at the time the application for service is made and are based on an estimate of the expense to be incurred by the Company in providing the construction required. Material and labor, which may be furnished by the applicant, are subject to the approval of the Company. All telephone plant construction on private property must be in accordance with Company standard specifications.
2. Where a Company constructs permanent facilities on public highways, in order to furnish service to an applicant or applicants, in the territory where no facilities are available, the maximum construction charges applicable shall be determined in the following manner, regardless of the actual route to be followed by such construction.
 - (a) Where only one applicant is to be furnished service, the length of construction required to reach the point of entrance of the applicant's private property, measured along the public highway either from the nearest existing distributing plant of the Company or the nearest point to which the Company plans to extend its facilities under an approved construction program, whichever is closer, shall be determined by the Company.

For the length thus determined, the applicant may be required to pay construction charges in excess of the cost of one-half (1/2) mile of standard pole line in place.

A credit against the cost of excess construction charges may be given where an applicant performs the labor of digging holes or trimming or removing trees in the right-of-way, in accordance with Company specifications.

- (b) Where more than one applicant is to be furnished service along the same route, the length of construction required to reach the point of entrance of each applicant's private property, measured along the public highway either from the nearest existing distributing plant of the Company or from the nearest point to which the Company plans to extend its facilities under an approved construction program, whichever is closer, shall be determined. For the length thus determined, the applicants as a group may be required to pay construction charges in excess of the cost of one-half (1/2) mile of standard pole line in place, multiplied by the number of applicants.

P.U.C.O. NO. 1

1.8 CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES (Continued)

A. General (Continued)

2. (Continued)

- (c) If the Company elects to attach its facilities to poles of other utility companies in lieu of providing standard pole line construction, the Company will place one-half (1/2) mile of circuit for each subscriber without construction charges. For placing facilities in excess of one-half (1/2) mile on other utility companies' poles, the excess construction charges to be applied shall not exceed those which would have been applied if standard pole line construction had been provided by the Company.
- 3. The total amount of construction charges to be paid by the applicants as a group shall be apportioned among them in such manner as the group may determine. The necessary construction need not be started, however, until satisfactory arrangements have been made for the payment of such construction charges. In the event the applicants fail to agree upon an apportionment of construction charges within sixty (60) days of the Company's quotation of charges, then the Company may suggest pro-rated distribution of charges, based on relative distances of extension of pole lines among the applicants involved. If this suggestion is unacceptable to all applicants, then the Company may handle each applicant separately, in accordance with the provisions herein.
- 4. In case the Company has on file other applications for service, from applicants located along the route to be used to serve the applicants referred to above, the Company shall combine the construction projects for the current applicants and the applicants who previously applied for service in accordance with and subject to the provisions herein, if such action will serve to reduce the amount of construction charges to be paid by either of such groups.
- 5. If the application of the rules and regulations stated herein result in unusual hardship to the Company, application will be made to the Commission requesting relief from the afore stated rules and regulations and requesting the authority to apply construction charges in excess of those allowed by said rules and regulations.

P.U.C.O. NO. 1

1.8 CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES (Continued)**B. Poles on Private Property**

1. Poles on private property to be used in serving an individual subscriber will be furnished by the Company at a charge to the subscriber of an actual cost of time and material, including engineering, supervision and general administrative overheads, for each such pole. All poles and wires constructed on private property are to be under the control of the Company as long as they are connected with the system of the Company. The maintenance and renewal of poles and wires on private property shall be at the expense of the subscriber but under the control and direction of the Company.
2. Poles on private property to be used as a part of the standard distributing plan serving subscribers in general are furnished, maintained and owned by the Company, subject to such construction charge as may be applicable.
3. Circuits on poles on private property are furnished, owned and maintained by the Company.
4. When an applicant is so located that it is necessary to use a private right-of-way to furnish service, and the Company is unable to obtain the required right-of-way without additional expense, the applicant may be required to pay the expense (or rental) incurred by the Company in securing and retaining such right-of-way.
5. When the Company attaches its facilities to poles of other companies in lieu of providing pole line construction, the charges to be applied are the same as those which would have been applied if pole line construction had been provided by the Company.
6. For underground service entrance the Company will place the necessary duct, cable, or wire in the street to the curblin; on private property, the Company will make a charge based on time and material or the actual cost of direct labor, indirect labor, overheads and materials. Such underground extensions on private property shall be made under control and direction of the Company. The maintenance and renewal of duct, cable or wire on private property shall be at the expense of the subscriber, but under the control and direction of the Company. The Company will not place its cables or wires in the same duct with electric light or other high tension lines.

P.U.C.O. NO. 1

1.8 CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES (Continued)**C. Special Type of Construction**

1. When underground service connections are desired by customers as initial installations in places where aerial drop wires would ordinarily be used to reach the customer's premises, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the following regulations apply:
 - a. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition the customer shall pay the cost of the underground cable—including the cost of installing—less the estimated cost to the Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Company.
 - b. The duct or ducts required in the underground conduit by the Company to furnish service shall be reserved for its exclusive use.
 - c. Where armored cable or direct burial cable is laid in a trench, the trench shall be constructed and back-filled by or at the expense of the customer. In addition, the customer shall pay the cost of the cable—including the cost of installing it—less the estimated cost to the Company of installing such aerial drop as would be (or is) required to furnish the same service.
 - d. Cable installed in conduit will be maintained and replaced at the expense of the Company where the conduit has been inspected in place by the Company and approved, but repairs or replacements of cable in conduit not so inspected and approved, or repairs or replacements of cable in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.
 - e. Where facilities are changed from aerial to underground, in addition to the above, the customer is charged the cost of dismantling and removing the aerial facilities.
 - f. The above charges do not apply where underground facilities are installed at the Company's option, but only where such service is demanded by the subscriber and aerial construction is standard practice.

P.U.C.O. NO. 1

1.8 CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES (Continued)

C. Special Type of Construction (Continued)

2. Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual service connection charges and monthly rates, when the nature of the service is sporadic or occasional or there is unusual investment or expense. Examples include but are not limited to:
 - a. The facilities are provided in remote or undeveloped sections within the Exchange Area.
 - b. Conditions require the provisions of special equipment or unusual methods of plant construction, installation or maintenance.
 - c. The customer's location requires the use of costly private right-of-way.
3. When an applicant for a service installation, move, or other change to their service, revises or cancels his original service request before completion of the work involved, any additional cost experienced by the Company as a result of this change will be charged to the applicant.

P.U.C.O. NO. 1

2.1 N11 SERVICE

A. 211 Service for Information and Referral Services

1. General

- a. In Order No. 93-1799-TP-COI, the Public Utilities Commission of Ohio ("P.U.C.O.") locally assigned the three digit 211 abbreviated dialing code to the Approved Information and Referral Service Provider for use in providing community information and referral services to the public by way of voice grade facilities. The P.U.C.O. ordered incumbent local exchange carriers in each local calling area to make the 211 abbreviated dialing code available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "211 Service").
- b. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
- c. All 211 abbreviated dialing code calls shall be local in nature and shall not result in any expanded local calling area ("ELCA"), intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers. However, 211 Service calls may result in local measured service charges where Company subscribers' service plans include such charges as part of home and EAS exchange calling.
- d. The 211 Service is not available for the following classes of service:
 1. Hotel/motel/hospital service
 2. Inmate service
 3. 1+ and 0+ calling
 4. O-operator assisted calling
 5. 101XXXXX calling

2. Obligations of the Approved Information and Referral Service Provider

- a. The Approved Information and Referral Service Provider shall make written application for 211 Service to the Company at the local exchange level. The Approved Information and Referral Service Provider may establish 211 Service in all, part or none of the Company's local exchanges.

P.U.C.O. NO. 1

2.1 N11 SERVICE (Continued)

A. 211 Service for Information and Referral Services (Continued)

2. Obligations of the Approved Information and Referral Service Provider (Continued)

- b. The Approved Information and Referral Service Provider's written application to establish 211 Service in a Company local exchange shall include the following:
 - 1. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated in an exchange, then the Approved Information and Referral Service Provider shall make a new application.
 - 2. A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.
 - 3. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
 - 4. An acknowledgment of the possibility that the Commission's assignment of the 211 abbreviated dialing code may be recalled at any time.
- c. Local Calling for Company Subscribers
 - 1. The Company, in cooperation with the Approved Information and Referral Service Provider, shall assure that all 211 Service calls are local in nature and do not generate ELCA, intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - 2. When the Approved Information and Referral Service Provider makes application for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider shall supply the Company with a seven (7) or ten (10) digit telephone number that terminates within the Company local exchange or one of the local exchange's EAS exchanges. The Company's exchange facilities will translate the dialed 211 dialing code into the telephone number the Approved Information and Referral Service Provider provides once 211 Service is established in the local exchange.

P.U.C.O. NO. 1

2.1 N11 SERVICE (Continued)

A. 211 Service for Information and Referral Services (Continued)

2. Obligations of the Approved Information and Referral Service Provider (Continued)

c. Local Calling for Company Subscribers (Continued)

3. When the Approved Information and Referral Service Provider makes application for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange or one of the local exchange's EAS exchanges, then the Approved Information and Referral Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls remain local in nature.

d. The liability language in Section 3 of this Tariff applies to 211 Service.

e. The Approved Information and Referral Service Provider shall develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.

f. The Approved Information and Referral Service Provider must be prepared to receive all calls to the 211 Service during normal business hours. To this end, the Approved Information and Referral Service Provider agrees to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.

g. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any service offered by the Company. For each line subscribed to by the Approved Information and Referral Service Provider, there will be one path available.

h. The Approved Information and Referral Service Provider shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 211 abbreviated dialing code in the event of a national assignment contrary to that made by the P.U.C.O.

i. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.

P.U.C.O. NO. 1

2.1 N11 SERVICE (Continued)

A. 211 Service for Information and Referral Services (Continued)

2. Obligations of the Approved Information and Referral Service Provider (Continued)

- j. If requested by the Company, the Approved Information and Referral Service Provider shall assist the Company in responding to complaints made to the Company concerning the 211 Service.
- k. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.
- l. The Company can only make 211 Service available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
- m. The Approved Information and Referral Service Provider should work separately with competitive local exchange carriers ("CLEC") operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

3. Obligations of the Company

- a. The Company shall provision 211 Service no later than thirty (30) days after the effective date of its tariff.
- b. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
- c. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.

P.U.C.O. NO. 1

2.1 N11 SERVICE (Continued)

A. 211 Service for Information and Referral Services (Continued)

4. Liability

The Company's entire liability to any person or entity for interruption or failure of the 211 Service shall be limited to the terms set forth in Section 3.

5. Other Terms and Conditions

- a. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service.
- b. The 211 Service is provided solely for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.
- c. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
- d. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

P.U.C.O. NO. 1

2.1 N11 SERVICE (Continued)

A. 211 Service for Information and Referral Services (Continued)

6. Rates and Charges

- a. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
- b. The Approved Information and Referral Service Provider shall pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the Approved Information and Referral Service Provider's designated premises.
- c. The Approved Information and Referral Service Provider shall pay a nonrecurring Central Office Charge for each Company host central office out of which 211 Service is established.
 1. Some Company local exchanges are served by more than one host central office. In order to establish 211 Service in such an exchange, the Approved Information and Referral Service Provider shall pay a Central Office Charge for each host central office in the Company local exchange.
 2. Some host central offices serve more than one Company local exchange. If the Approved Information and Referral Service Provider makes applications to establish 211 Service in multiple Company local exchanges served by the same host central office, then only one Central Office Charge shall apply. However, the Approved Information and Referral Service Provider shall pay the full Central Office Charge whether or not it requests 211 Service in all the Company local exchanges served by the host central office.
- d. Where applicable, the Approved Information and Referral Service Provider shall pay a nonrecurring Exclusion Charge.
 1. When the Approved Information and Referral Service Provider does not make contemporaneous applications to establish 211 Service in every Company local exchange served by a host central office, the Approved Information and Referral Service Provider shall pay an Exclusion Charge for each Company local exchange served by the host central office where 211 Service is not established.
 2. When a Company local exchange is once excluded, but the Approved Information and Referral Service Provider later makes application to establish 211 Service in the Company local exchange, then an Exclusion Charge shall again apply.

P.U.C.O. NO. 1

2.1 N11 SERVICE (Continued)

A. 211 Service for Information and Referral Services (Continued)

6. Rates and Charges (Continued)

- e. The Approved Information and Referral Service Provider shall pay a nonrecurring Number Change Charge of \$20.00 when it makes application to change the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge shall be applied on a per telephone number, per host central office basis.

f. Rates

	<u>Non-Recurring Charge</u>
Central Office Charge* (per host Central Office)	\$115.00
Exclusion Charge (per Exchange, except in the Germantown and Columbus Grove exchanges)	\$225.00
Number Change Charge (per telephone number)	\$20.00
Service Order Charge – Germantown and Columbus Grove Exchanges	\$20.00
Service Order Charge – All Other Exchanges	\$25.00

* The Central Office Charge is applied at the host Central Office only, and covers all offices that are part of that host complex with a single translated number. This charge applies for each translated number if multiple numbers are required.

P.U.C.O. NO. 1

2.1 N11 SERVICE (Continued)

B. 811 Service for “One Call” Notification Systems

1. General

- a. The Federal Communications Commission (FCC) assigned the 811 dialing code for nationwide access to One Call Notification Systems. The 811 dialing code (“811 Service”) is a nationwide toll-free number to be used by state “One Call” notification systems for providing advanced notice of excavation activities to underground facility operators.
- b. The three digit 811 abbreviated dialing One Call Notification code is assigned to the approved “811 Provider” for use in providing One Call notification services to the public by way of voice grade facilities.
- c. 811 Service is available from the Company within its services area only. To provide access to 811 to end users in another company’s service area or to Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 811 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 811 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.
- d. All 811 abbreviated dialing code calls must be local in nature and will not result in any expanded local calling area (ELCA), intraLATA toll, interLATA long distance, or pay-per-call charges to Company subscribers. However, 811 Service calls may result in local measured service charges where Company subscribers’ service plans include such charges.
- e. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 811 Service is otherwise available wherever local service is accessible.

2. Obligations of the Approved “One Call” Notification Systems Provider

- a. The 811 Provider must submit a written application for 811 Service to the Company. The 811 Provider may establish 811 Service in all or part of the Company’s exchanges. The Company will make switch translations on an exchange basis only. The Company has no obligation to translate 811 to different numbers within an exchange. There may be only one 811 Provider per exchange.
- b. The 811 Provider’s written application to establish 811 Service in a Company local exchange must include the following:
 1. The local, foreign exchange, or toll free telephone number into which the Company should translate the dialed 811 abbreviated code. If the 811 Provider desires to change the telephone number into which the 811 abbreviated dialing code is translated, the 811 Provider must pay a Number Change Charge as set forth in Section 6.c below.

P.U.C.O. NO. 1

2.1 N11 SERVICE (Continued)

B. 811 Service for “One Call” Notification Systems (Continued)

2. Obligations of the Approved “One Call” Notification Systems Provider (Continued)

b. (Continued)

2. For network sizing and protection, an estimate of annual call volumes and holding time for calls to the 811 Service.
3. An acknowledgement of the possibility that the Commission’s assignment of the 811 abbreviated dialing code may be recalled at any time.

c. Local Calling for Company Subscribers

1. The 811 Provider, in cooperation with the Company, will assure that all 811 Service calls are local and do not generate ELCA, intraLATA toll, interLATA long distance, or pay-per-call charges for Company subscribers.
 2. When the 811 Provider applies for 811 Service from the Company, the 811 Provider must supply the Company with a toll free number. The Company will translate the 811 digits into the telephone number provided by the 811 Provider.
- d. The 811 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 811 Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the 811 Provider or others, arising out of or resulting directly from the 811 Service.
- e. The 811 Provider must develop an appropriate method of responding to 811 calls directed to it out of confusion or in error by Company subscribers.
- f. The 811 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 811 Provider to receive calls to the 811 Service during normal business hours.
- g. The 811 Service is provided on the condition that the 811 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 811 Service without interfering with or impairing any services offered by the Company.
- h. The 811 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.

P.U.C.O. NO. 1

2.1 N11 SERVICE (Continued)

B. 811 Service for “One Call” Notification Systems (Continued)

2. Obligations of the Approved “One Call” Notification Systems Provider (Continued)

- i. The 811 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 811 Service. The 811 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers, and releases and all other rights from all holders of copyrights, trademarks and patents used in connection with the 811 Service.
- j. The 811 Provider must respond promptly to all complaints lodged with any regulatory authority against the 811 Service. If requested by the Company, the 811 Provider must assist the Company in responding to complaints made to the Company concerning the 811 Service.
- k. The 811 Provider shall not promote the 811 Service with the use of any auto dialer or broadcasting of tones that dial the 811 abbreviated dialing code.
- l. The 811 Provider must work separately with CLECs operating and serving customers in the Company’s exchange(s) to ascertain whether 811 abbreviated dialing will be available to their end users.

3. Obligations of the Company

- a. The Company will establish the 811 Service within ninety days after receipt of the 811 Provider’s completed application(s) for service or the effective date of this Tariff, whichever is later.
- b. When an 811 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 811 Service call, the quality of the call or any features that may otherwise be provided with the 811 Service.
- c. The Company will route 811 calls originating from end users on the Company’s local exchange network whether they purchase service directly from the Company or from another provider reselling Company service. Otherwise, the Company is not responsible for establishing 811 Service for calls originating from other telecommunications providers.
- d. The Company does not undertake to answer and forward 811 Service calls but furnishes the use of its facilities to enable the 811 Provider to respond to such calls at the 811 Provider-established call centers.
- e. The rates charged for 811 Service, if applicable, do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 811 Provider must conduct such operational tests as, in the judgment of the 811 Provider, are required to determine whether the Company’s facilities are functioning properly for its use. The 811 Provider must promptly notify the Company in the event the Company’s facilities are not functioning properly.

P.U.C.O. NO. 1

2.1 N11 SERVICE (Continued)

B. 811 Service for “One Call” Notification Systems (Continued)

4. Liability

- a. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 811 Provider for the 811 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect of failure in facilities occurs.
- b. The Company is not liable for any losses or damages caused by the negligence of the 811 Provider.
- c. The Company’s entire liability to any person for interruption or failure of the 811 Service is limited to the terms set forth in this and other sections of this Tariff.
- d. The Commission’s local assignment and the 811 Provider’s use of the 811 abbreviated dialing code are subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 811 Provider for any damages the 811 Provider may incur that result from a national assignment of the 811 abbreviated dialing code.
- e. The Company will make every effort to route 811 calls to the appropriate 811 Provider call center. However, the Company will not be held responsible for routing mistakes or errors.

5. Other Terms and Conditions

- a. The 811 Service will not provide calling number information in real time to the 811 Provider. If this type of information is required, the 811 Provider must subscribe to compatible Caller ID service as described elsewhere in this Tariff.
- b. The 811 Service is provided for the benefit of the 811 Provider. The provision of the 811 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 811 Provider.
- c. A written notice will be sent to the 811 Provider following oral notification when its 811 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If, after such notification, the 811 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 811 Provider is unwilling to accept the modifications, or if the 811 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.

P.U.C.O. NO. 1

2.1 N11 SERVICE (Continued)

B. 811 Service for “One Call” Notification Systems (Continued)

5. Other Terms and Conditions (Continued)

- d. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

6. Rates and Charges

- a. A Central Office Charge applies for each Company host central office out of which the 811 Provider orders 811 Service, as follows:
 - 1. When a Company exchange is served by more than one host central office, a Central Office Charge is applicable for each host central office in that exchange.
 - 2. If the 811 Provider establishes 811 Service in multiple Company exchanges serviced by the same host central office, only one Central Office Charge applies.
- b. Where applicable, the 811 Provider shall pay a nonrecurring Exclusion Charge.
 - 1. When the 811 Provider does not make contemporaneous applications to establish 811 Service in every Company local exchange served by a host central office, the 811 Provider shall pay an Exclusion Charge for each Company local exchange served by the host central office where 811 Service is not established.
 - 2. When a Company local exchange is once excluded, but the 811 Provider later makes application to establish 811 Service in the Company local exchange, then an Exclusion Charge shall again apply.
- c. A Number Change Charge applies when the 811 Provider establishes service or applies to change the telephone number into which the 811 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
- d. When translating the seven or ten digit number to the 811 abbreviated dialing code, applicable Service Order Charges will apply.

P.U.C.O. NO. 1

2.1 N11 SERVICE (Continued)

B. 811 Service for “One Call” Notification Systems (Continued)

6. Rates and Charges (Continued)

e. Rates:

	Nonrecurring <u>Charge</u>
Central Office Charge* (per host Central Office)	\$115.00
Exclusion Charge (per Exchange, except in the Germantown and Columbus Grove exchanges)	\$225.00
Number Change Charge (per Telephone Number)	\$20.00
Service Order Charge – Columbus Grove and Germantown Exchanges	\$20.00
Service Order Charge – All Other Changes	\$25.00

*The Central Office Charge is applied at the host central office only, and covers all offices that are part of that host complex with a single translated number. This charge applies for each translated number if multiple numbers are required.

3.1 GENERAL RULES AND REGULATIONS

A. Application

The rules and regulations specified herein apply to the provisions of BLES as defined in Section 1, Sheet No. 1 herein.

In the event of a conflict between any rates, rules, regulation or provision contained in these General Rules and Regulations and any rate, rule regulation or provision contained in the other section of this BLES Tariff, the rate, rule, regulation or provision contained in the specific section of this Tariff shall prevail.

B. Obligations and Liability of Company

1. Availability of Facilities

The Company's obligation to furnish exchange service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights in the construction and maintenance of the necessary pole lines, circuits and equipment.

2. Transmitting Messages

The Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties, the operator, in order to accommodate the subscriber, repeats messages, she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or misunderstanding that may arise between subscribers because of the errors.

P.U.C.O. NO. 1

3.1 GENERAL RULES AND REGULATIONS (Continued)

B. Obligations and Liability of the Company (Continued)

3. Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Company is not responsible for any action of the Connecting Company.

4. Defacement of Premises

The Company shall exercise due care in connection with all work done on subscriber's premises. No liability shall attach to the Company by reason of any defacement or damage to the subscriber's premises resulting from the existence of the Company's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Company.

5. Disclaimer

Approval of the above tariff language by the PUCO does not constitute a determination by the Commission that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a court's responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

C. Use of Service and Facilities

1. Ownership and Use of Equipment

- a. Except as expressly provided for herein, equipment, instruments, and lines (not including inside wiring) furnished by the Company, on the premises of a subscriber are the property of the Company. The Company, its agents and employees, shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments and lines, or for the purpose of making collections from coin boxes, or upon termination of the service for the purpose of removing such equipment, instruments and lines. Such equipment, instruments and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Company, without the written consent of the Company.

P.U.C.O. NO. 1

3.1 GENERAL RULES AND REGULATIONS (Continued)**C. Use of Service and Facilities (Continued)****1. Ownership and Use of Equipment (Continued)**

- b. If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Company's employees or to the public or to property, the Company may refuse to install and maintain such service, and, if such service is furnished, may require the subscriber to install and maintain such service, and may also require the subscriber to indemnify and hold the Company harmless from any claims, loss or damage by reason of the installation and maintenance of such service.
- c. If visitation to the customer's premises is sought for any purpose, such visitation shall preferably be prearranged by telephone, however, if such permission is not feasible, the Company' agent or employee seeking entrance to the subscriber's premises shall approach a responsible adult member of the household, shall identify himself to such person's satisfaction, and shall state the reason for his proposed visitation. Entrance shall not be gained by force or subterfuge or by approach to a child or other irresponsible person. The Company shall be responsible for any damage to the subscriber's property arising from such visitation, whether such visitation is negligently, willfully, or inadvertently caused.

2. Use of Subscriber Service

Subscriber telephone service, as distinguished from public and semi-public telephone service, is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a subscriber's residential premises. The Company has the right to refuse to install subscriber service or to permit such service to remain on premises of a public or semi-public character when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. At such locations, however, service may be installed, provided the instrument is so located that it is not accessible for public use.

3. Unauthorized Attachments

Except as herein provided, subscribers shall not connect or permit to be connected to or with the facilities or other property of the Company, whether physically, by induction or otherwise, any device, attachment or other thing not furnished by or expressly approved by the Company. In case any such unauthorized attachment or connection is made, the Company shall have the right to disconnect or terminate the service during the continuance of said attachments or connections.

3.1 GENERAL RULES AND REGULATIONS (Continued)

D. Establishment and Furnishing of Service

1. Application for Service

- a. Application for service shall constitute a contract when accepted verbally or in writing by the Company or upon the establishment of service. The initial minimum contract period for exchange service is one (1) month from the date service is established. Where an application for service is cancelled before service is established, the applicant may be required to reimburse the Company for the expense incurred in connection with the application and installation of the service before notice of cancellation is received.
- b. Any change in rates or regulations authorized by legally constituted authorities effects a modification of all contracts for service in conformity thereto, without further notice.

2. Telephone Numbers

The subscriber has no property right in the telephone number which is assigned by the Company nor any right to continuance of service through any particular central office. The Company reserves the right to change the telephone number or the central office designation or both, of a subscriber whenever it deems it necessary to do so in the conduct of its business.

3. Alterations

The subscriber agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's wiring or equipment; and the subscriber agrees to pay the Company's current charges for such changes.

4. Bill Payment Options

Customers may pay their bill by using the following options without incurring a charge from the Company:

- mailing the payment to the Company address on the remittance slip attached to the monthly invoice;
- making a payment via the Company's website by either enrolling for recurring payments or making a one-time payment;
- making on-line payments via the Customer's banking institution or other non-Company payment application or agent.

(N)

(N)

3.1 GENERAL RULES AND REGULATIONS (Continued)

D. Establishment and Furnishing of Service (Continued)

5. Convenience Fee - Customers that make a payment via the phone either through a live agent of the Company or via the Company's automated Interactive Voice Response (IVR) system may be charged a Convenience Fee as set forth in the Telephone Service Company Local Exchange Services Price List.

(N)
|
(N)

6. Maintenance and Repairs

(T)

- a. All ordinary expense of maintenance and repairs, unless otherwise specified in the Company's Tariffs, is borne by the Company. The Customer agrees to take good care of the equipment connected therewith. In the event of loss of, damage to, or destruction of any of the Company's instruments or accessories which is not due to ordinary wear and tear, the Customer is held responsible for the cost of restoring the equipment to its original undamaged condition. The Customer agrees not to rearrange, disconnect, remove, or permit others to rearrange, disconnect or remove any Company owned access lines and facilities except inside wiring, except upon written consent by the Company.
- b. In the event of any installation or any change requested by a subscriber for which no specified tariff rate or charge is applicable, the Company will charge the subscriber based on time and material or the actual cost of direct labor, indirect labor, overheads and materials.

7. Unusual Installation Costs

(T)

Where special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay a reasonable proportion of such costs.

E. Initial Contract Periods and Termination of Service

1. Initial Contract Periods

- a. Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.
- b. The Company may require a contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra costs.

Telephone Service Company

SECTION NO. 3
First Revised Sheet No. 5
Cancels Original Sheet No. 6

P.U.C.O. NO. 1

Issued: December 30, 2021

Effective: January 30, 2022

In Accordance with Case No. 21-1172-TP-ATR
Issued by the Public Utilities Commission of
Ohio

P.U.C.O. NO. 1

3.1 GENERAL RULES AND REGULATIONS (Continued)

E. Initial Contract Periods and Termination of Service (Continued)

2. Termination of Service

- a. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.
 - i. In the case of service for which the initial contract period is one month, the charges due are for the balance of the initial month.
 - ii. Contracts for periods of longer than one month covering services whose installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber.
- b. Service may be terminated after the expiration of the initial contract period, and upon payment of all charges due to the date of termination of the service.

P.U.C.O. NO. 1

3.1 GENERAL RULES AND REGULATIONS (Continued)**F. Special Services and Facilities**

Special services and facilities, not ordinarily used in the furnishing of telephone service and not otherwise mentioned in, provided for or contemplated by the tariff schedules of the Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, not to exceed one year, provided such special service or facility or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Company. In the event any such special service or facility or the use made thereof interferes with the furnishing of the telephone service by the Company, the Company may terminate such contract and cease to furnish such special service or facility after thirty (30) days written notice to the subscriber; and provided further that the Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

G. Liability of Company

1. In view of the fact that the customer has exclusive control of his or her communication over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished to him by the Company, and because of unavoidable errors incident to the service and to the use of such facilities of the Company, the service and facilities furnished by the Company are subject to the terms, conditions, and limitations herein specified.
2. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission occurs. No other liability shall in any case attach to the Company. The approval by the PUCO of the foregoing language in this tariff does not constitute a determination by the PUCO that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the PUCO recognizes that since it is a court's responsibility to adjudicate negligent and consequential damage claims, it is also the court's responsibility to determine the validity of the limitation of liability therefore.
3. When the lines of other telephone companies are used in establishing connection to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies.

P.U.C.O. NO. 1

3.1 GENERAL RULES AND REGULATIONS (Continued)**H. Special Assemblages**

Where special assemblages of equipment or extra equipment installations are desired or special equipment which is not provided for or established under these existing tariff schedules is required, the charge shall be commensurate with time and material or the actual cost of direct labor, indirect labor, overheads and materials.

Special assemblages or extra equipment installations will only be made at the discretion of the Company.

A special assemblage is to be a temporary arrangement for a period of not more than three (3) years to allow the Company to gain appropriate cost experience before filing for rates under Section 4909.18 of the Ohio Revised Code or entry into an arrangement with the customer covering the provisions under which such equipment or service shall be furnished, which shall be submitted to the Commission pursuant to Section 4905.31 of the Ohio Revised Code.

I. Extra Exchange Line Mileage

1. Urban classes of service will be furnished outside the local Base Rate Area, but within the Exchange Area and within the operational limits of the switchboard, associated equipment and lines at the rates quoted herein plus Extra Exchange Line Mileage Charges for the additional circuit required as quoted herein.
2. Mileage charges are computed on airline measurement from the location of the main station to the nearest point of the local Base Rate Area boundary and apply to each circuit and to each party line subscriber separately. In those cases where the local Base Rate Area boundary follows the center line of a street or highway, all dwellings or structures within 150 feet of the center line of the street or highway shall be considered within the said area and shall be furnished service without the application of extra mileage charges. Extra mileage charges are payable in the same manner, as charges for associated service.
3. Where additional construction is required to furnish urban classes of service outside the local Base Rate Area, the provisions set forth under "Construction Charges" apply.

P.U.C.O. NO. 1

4.1 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE – 911**A. General**

When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number "9-1-1" for the use of Public Safety Answering Points (PSAP's) engaged in assisting local governments in the protection and safety of the general public. Use of the 9-1-1 number will provide each caller with telephone access to the appropriate local PSAP.

B. Regulations

1. The regulations specified herein apply to "Enhanced 9-1-1" Service, hereinafter referred to as 9-1-1 Service.
2. Application for 9-1-1 Service must be executed in writing by each participating local government authority or their duly appointed agent. If application is made through an agent of the local government authority, the Company must be provided with evidence, satisfactory to the Company, of the appointment and authority of the agent prior to acceptance of the application and establishment of service. As a minimum, both police and fire departments in each local government authority must participate in any 9-1-1 Service and participation shall be in the same 9-1-1 Service.
3. The 911 Service customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been legally delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire and other services with the telephone central office areas arranged for 9-1-1 Service calling.
4. Each participating local governmental authority must furnish to the Company its written agreement, duly executed, by which it shall agree to:
 - a. Provide sufficient personnel to adequately handle all incoming calls on a continuous 24 hour basis.
 - b. Accept responsibility for dispatching, or referring, forwarding or transferring 9-1-1 calls to other participating local government authorities for the dispatch of police, fire, ambulance or other emergency services to the extent such services are reasonably available.

P.U.C.O. NO. 1

4.1 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE – 911 (Continued)

B. Regulations (Continued)

4. (Continued)

- c. Subscribe to additional local exchange service at the PSAP, for administrative purposes, for placing of outgoing calls and for receiving other emergency calls, including those relayed by an operator.
- d. Make operational tests as, in the judgment of the Company, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.

C. Conditions of Furnishing Service

- 1. Provision of this service is limited to the use of central office number 9-1-1 as the universal emergency number and once 9-1-1 Service has been established in any given area, whether consisting of one or of a combination of more than one participating local government authority, no other 9-1-1 service will be provided within such area.
- 2. The 9-1-1 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.
- 3. When 9-1-1 Service replaces an existing emergency number, intercept service shall be the responsibility of the agency. However, if the agency is unable to provide this service, the operator will intercept and forward the request for emergency aid for a period of at least one year.
- 4. The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.
- 5. 9-1-1 Service is provided solely for the benefit of the local government unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Company obligation toward or any cause of action on behalf of, any third person or other legal entity.
- 6. 9-1-1 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 9-1-1 Service is offered.

P.U.C.O. NO. 1

4.1 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE – 911 (Continued)

C. Conditions of Furnishing Service (Continued)

7. The Company's liability to any person, whether arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or from any other cause occurring in the course of furnishing 9-1-1 Service under this tariff, shall be limited to the terms otherwise set forth in this tariff.
8. The Company and its officers, directors, employees, and agents are not liable in damages in a civil action for injuries, death, or loss to persons or property incurred by any person resulting from the Company's, its officers', directors', employees', or agents' participation in acts or omissions in connection with such participation in a 9-1-1 system, whether such system is established pursuant to Sections 4931.40 to 4931.50 of the Ohio Revised Code or otherwise in accordance with the Company's schedules regarding 9-1-1 systems filed with the Public Utilities Commission pursuant to Section 4905.30 of the Ohio Revised Code.

D. Enhanced Emergency Number Service (E-9-1-1)

1. General

- a. Enhanced Emergency Number Service, also referred to as E-9-1-1 Service, is a service arrangement whereby Public Safety Answering Points (PSAPs) designated by the customer may receive and answer telephone calls placed by dialing the number 9-1-1. It includes the services provided by the lines and equipment associated with the service arrangement, for the answering, transferring and dispatching of public emergency telephone calls dialed to 9-1-1. Equipment used in conjunction with Enhanced 9-1-1 Service located at the PSAP must be provided by the customer.
- b. E-9-1-1 Service is offered subject to the availability of central office facilities.
- c. The following regulations apply to E-9-1-1 Service in addition to the regulations specified above.

2. Regulations

- a. The service is limited to the use of central office telephone number 9-1-1 as the emergency number. Only one E-9-1-1 Service will be provided within any government agency's locality.
- b. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.

P.U.C.O. NO. 1

4.1 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE – 911 (Continued)

D. Enhanced Emergency Number Service (E-9-1-1) (Continued)

2. Regulations (Continued)

- c. E-9-1-1 Service is arranged only for one-way incoming service to an appropriate PSAP. Outgoing calls can be made only on a transfer basis.
- d. Information contained in the Company's data base management system will be maintained for E-9-1-1 Service and will be used exclusively for this purpose.
- e. E-9-1-1 Service information consisting of the name, address and telephone numbers of Customers who subscribe to non-published telephone service is confidential and the PSAP agency agrees to use such information only for the purpose of responding to emergency E-9-1-1 Service calls. No liability for damages arising from disclosure of a non-published telephone number shall be attached to the Company.
- f. Any party residing within the E-9-1-1 Service serving area forfeits the privacy afforded by non-published telephone numbers to the extent that the customer's name, telephone number and address associated with the originating station location are furnished to the PSAP.
- g. Because the Company service boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its E-9-1-1 Service lines that originate from all telephones served by central offices within the E-9-1-1 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
- h. The customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to an E-9-1-1 Service PSAP by calling parties.
- i. The number of lines to a primary PSAP or multiple primary PSAPs will be determined by the Company based upon anticipated call volumes. Secondary PSAPs that do not meet these specifications will receive calls on a transfer basis over the exchange network.
- j. The calling party is not charged for calls placed to the E-9-1-1 number, however regular message toll charges will be applied to the PSAP line, where appropriate, for messages transferred by a PSAP over exchange facilities from the central office serving the PSAP initiating the transfer to the point of termination of the transfer, if located outside the local calling area of the exchange.

P.U.C.O. NO. 1

4.1 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE – 911 (Continued)

E. E-9-1-1 Service Features

1. The following standard features are included with all E-9-1-1 Service offerings:
 - a. Forced Disconnect: A function of the E-9-1-1 central office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up.
 - b. Manual Transfer: A feature that enables the PSAP attendant to transfer an incoming call by code dialing. This feature is associated with the E-9-1-1 trunk unit.
 - c. Speed Calling: A feature which provides the customer with the ability to enter a fixed number of frequently called telephone numbers. These numbers will subsequently be dialed automatically with the input of a abbreviated code. This service will only be provided from central offices where the Company has arranged for such facilities.
2. The following features are furnished subject to the regulations in this tariff, where technically available, and are provided at rates and charges based upon costs incurred by the Company, the elements of which are subject to the review and approval of the Commission.
 - a. Automatic Location Identification (ALI): A feature by which the name and address associated with the calling party's telephone number are forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premise, etc.) will be identified with the address of the telephone number at the main location.
 - b. Automatic Number Identification (ANI): A feature by which the calling party's telephone number is forwarded to the E-9-1-1 control office and to the PSAP's display and transfer units. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc...) will be identified with the address of the telephone number at the main location.

Except as otherwise scheduled by the Company, central offices that are not currently equipped to transmit ANI will not be modified to provide ANI; in such circumstances, when the Selective Routing feature is provided, default routing and central office identification will be provided in lieu of Selective Routing and ANI display.

P.U.C.O. NO. 1

4.1 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE – 911 (Continued)

E. E-9-1-1 Service Features (Continued)

2. (Continued)

- c. Selective Routing: A feature that routes an E-9-1-1 call from a central office to the designated primary PSAP based upon the identified number of the calling party.

When the Selective Routing Feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the E-9-1-1 serving area. An Emergency Service Number (ESN) will be assigned by mutual agreement between the customer and the Company for each unique combination. The customer will associate these ESNs with street ranges or other mutually agreed upon routing criteria in the E-9-1-1 serving area. These ESNs will be carried in the data base management system to permit routing of E-9-1-1 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E-9-1-1 serving area. The customer's responsibility in providing this information is as follows:

- i. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company prior to the effective date of service.
 - ii. After establishment of service it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG), and to promptly advise the Company of any change, deletion, or addition that will affect the routing of E-9-1-1 calls to the proper PSAP.
- d. The Selective Routing feature must be subscribed to in order to provide the following optional transfer features.
 - i. Alternate Routing (AR): A feature provided to allow E-9-1-1 calls to be routed to a designated alternate location if (1) all E-9-1-1 exchange lines to the primary PSAP are busy, or (2) the primary PSAP closes down.
 - ii. Default Routing (DR): A feature activated when incoming E-9-1-1 calls cannot be selectively routed due to a failure of the automatic number identification feature, garbled digits or other cause. Such incoming calls are routed to a "default" PSAP.

P.U.C.O. NO. 1

4.1 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE – 911 (Continued)

E. E-9-1-1 Service Features (Continued)

2. (Continued)

- e. E-9-1-1 Service is available in any five service feature combinations:
 - i. Automatic Number Identification (ANI)
 - ii. Selective Routing (SR)
 - iii. Automatic Number Identification and Selective Routing
 - iv. Automatic Number Identification and Automatic Location Identification (ALI)
 - v. Automatic Number Identification, Automatic Location Identification and Selective Routing.
- f. Rates and Charges
 - i. Tie lines, private line channels, extension lines and other facilities connecting a PSAP to various agencies such as police, fire or ambulance service are provided under the regulations and at the rates and charges set forth in this tariff and other appropriate tariffs concurred in by the Company.
 - ii. E-9-1-1 Service is provided to residents who subscribe to local exchange telephone service in counties where E-9-1-1 Service is available. The rate for this service will be as indicated for the appropriate county on the County Rate List located in 4.1.F.

P.U.C.O. NO. 1

4.1 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE – 911 (Continued)

F.

COUNTY RATE LIST

<u>County (Exchange if applicable)</u>	<u>911 Subscriber Charge *</u>	<u>Effective Date</u>	<u>Effective Case No.</u>
Allen (Columbus Grove)	\$.43	3/12/98	90-1499-TP-EMG
Allen (All Other Exchanges)	\$.37	3/12/98	97-419-TP-EMG
Ashtabula	\$.50	12/10/92	91-1831-TP-EMG
Butler	\$.13	8/19/90	90-960-TP-EMG
Geauga	\$.50	12/01/94	93-237-TP-EMG
Hancock	\$.50	1/01/95	94-1200-TP-EMG
Henry	\$.37	3/12/98	97-419-TP-EMG
Montgomery	\$.13	3/29/91	90-1749-TP-EMG
Preble	NA	NA	NA
Putnam (Columbus Grove)	\$.43	3/12/98	97-419-TP-EMG
Putnam (All Other Exchanges)	\$.37	3/12/98	97-419-TP-EMG
Trumbull	\$.50	7/01/94	93-505-TP-EMG
Warren	NA	NA	NA

*Monthly charges apply to both business and residence service on a per access line basis.

P.U.C.O. NO. 1

5.1 LIFELINE

The Company shall provide Lifeline services as defined in 47 C.F.R. § 54.401 (a) on a non-discriminatory basis to all qualifying low-income customers. The Company's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to 47 C.F.R. Part 54, Subpart E; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42 *et.al.*), the FCC Modernization Order (Third Report and Order released on April 27, 2016, WC Docket No. 11-42, *et.al.*), and any subsequent clarifying orders; Section 4927.13, Ohio Revised Code; Rule 4901:1-6-19, Ohio Administrative Code; and the Commission's nontraditional Lifeline service order (Finding and Order adopted May 23, 2012, Case No. 10-2377-TP-COI) and any subsequent entries and/or orders.

P.U.C.O. NO. 1

6.1 INTRALATA PRESUBSCRIPTION

A. General

IntraLATA Presubscription is a procedure whereby a subscriber designates to the Company the carrier which the subscriber wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. IntraLATA presubscription does not prevent a subscriber who has presubscribed to an intraLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

B. IntraLATA Presubscription Options

- Option A. Subscriber may select the Company's intraLATA carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.
- Option B: Subscriber may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.
- Option C: Subscriber may select a carrier other than the Company's intraLATA carrier or the subscriber's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.
- Option D: Subscriber may select no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the subscriber to dial a carrier access code to route all intraLATA calls to the carrier of choice of each call.

C. Rules and Regulations

Subscribers of record on the effective date of this tariff will retain their current dialing arrangements until they request that their dialing arrangements be changed. Until an affirmative choice is made, all subscribers will be assigned to the Company's intraLATA carrier.

Subscribers of record or new subscribers may select either Options A, B, C, or D for intraLATA Presubscription.

Subscribers may change their selected Option and/or their presubscribed IntraLATA toll carrier at any time subject to charges specified in Paragraph E. below.

P.U.C.O. NO. 1

6.1 INTRALATA PRESUBSCRIPTION (Continued)

D. IntraLATA Presubscription Customer Notices

The Company will notify subscribers that intraLATA Presubscription is available no longer than sixty (60) days following the effective date of this tariff. The notice will contain a description of intraLATA toll presubscription, how to make an intraLATA toll presubscription carrier selection, and a description of when and what charges apply related to the selection of an intraLATA toll carrier.

E. IntraLATA Presubscription Charges

1. Application of Charges

- a. There will be no charges for a subscriber's initial intraLATA toll presubscription selection for a period beginning on the effective date of this tariff and ending no sooner than ninety (90) days following the mailing date of subscriber notification of intraLATA presubscription availability.
- b. New local service subscribers will be asked to select a carrier(s) for their intraLATA toll and interLATA calls subject to presubscription at the time they place an order with the Company for local exchange service. If the new subscriber is unable to make a selection, at that time, the new subscriber will be read a random listing of all available intraLATA toll carriers to aid their selection. If the new subscriber is still unable to make a selection, at that time, the Company will inform the new subscriber that he/she will be given ninety (90) days in which to inform the Company of an intraLATA toll presubscription carrier choice at no charge. The new subscriber will also be informed that the Company will assess a charge for any selections made after the ninety (90) day window and that until a selection is made the subscriber will be required to dial a carrier access code to route all intraLATA toll calls.
- c. New subscribers who do not make an intraLATA toll carrier presubscription choice at the time the new subscriber places an order establishing local exchange service with the Company will not be presubscribed to any intraLATA toll carrier, but rather will be required to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.
- d. After a subscriber's initial selection for a presubscribed intraLATA toll carrier, for any change thereafter, an IntraLATA Presubscription Change Charge will apply as follows:

P.U.C.O. NO. 1

6.1 INTRALATA PRESUBSCRIPTION (Continued)

E. IntraLATA Presubscription Charges (Continued)

1. Application of Charges (Continued)

- e. The charge shall be no greater than those set forth in Paragraph E.2, unless modified by a Company-specific Commission-approved tariff.
- f. If a Subscriber changes both the InterLATA and IntraLATA Presubscribed Interexchange Carrier at the same time, 50% of the otherwise applicable IntraLATA Presubscription Change Charge will apply.

2. Nonrecurring Charges IntraLATA Presubscription Change Charge

Per business or residence line, trunk, or port:

--	Manual Process	\$5.50
--	Electronic Process	\$1.25