

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

This tariff cancels and supersedes  
P.U.C.O. No. 1, P.U.C.O. No. 2 and P.U.C.O. No. 4  
issued by Frontier Communications of Michigan, Inc.,  
including all supplements thereto.

**This tariff applies to the following  
Basic Local Exchange Services offered by  
Frontier Communications of Michigan, Inc., in the State of  
Ohio.**

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

---

TABLE OF CONTENTS

	<u>Page</u>
Application of Tariff	1
Local Exchange Service Rates	1
Extended Local Calling Service	2
Cooney Exchange	6
Explanation of Symbols	7
Service Connection Charges	8
Basic Telephone Assistance	11
Telecommunication Relay Service	16
Moves and Changes	17
E911 Service	19
2-1-1 Service	25
8-1-1 Service	34
Touch Calling Service	39
IntraLATA Presubscription	40
Payphone Service	44
Obligation and Liability of Telephone Company	48
Use of Service and Facilities	49
Establishing and Furnishing of Service	53
Telephone Directories	54
Establishment and Maintenance of Credit	55
Application of Business and Residence Rates	57
Construction, Installation and Maintenance Charges	59
Termination of Service	60
Payment for Service and Facilities	61

**BASIC LOCAL EXCHANGE SERVICE TARIFF****APPLICATION OF TARIFF**

The regulations and schedules of charges in this Tariff apply to residential single-line customers and to the primary access line of business customers. Basic Local Exchange Service (BLES) is provided by Frontier Communications of Michigan, Inc. 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:

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

**LOCAL EXCHANGE SERVICE RATES**

The rates shown below entitle the customers to messages without other charges to all stations bearing the designation of a central office of the following exchanges which comprise the Local Service Area:

<u>Exchange</u>	<u>Local Calling Area</u>
Cooney	Frontier, MI Camden, MI Montgomery, MI

**MONTHLY RATES**

	<u>One-Party</u>		<u>BLES</u>	
	<u>Current</u>	<u>Maximum</u>	<u>Anniversary Date</u>	
Business (Initial Line)	\$12.33	\$14.33	May 13, 2025	(C)
Residence (Initial Line)	\$8.00	\$10.00 (I)	May 13, 2025	(C)

The company was granted BLES pricing flexibility in Case No. 18-0584-TP-BLS, effective May 13, 2018

**Issued: May 9, 2025**

**Effective: May 13, 2025**

**In compliance with The Public Utilities Commission of Ohio**

**Case No. 25-0541-TP-ZTA**

**by Leslie Zink, Manager, Regulatory Reporting**

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**EXTENDED LOCAL CALLING SERVICE**

**1. DESCRIPTION**

- A. Extended Local Calling Service is a four-element measured rate service provided between specific intrastate exchanges.
- B. Extended Local Calling Service will be provided in lieu of new Extended Area Service (EAS), whether one-way or two-way, between specific exchanges of the Company and to exchanges of other telephone companies when ordered by The Public Utilities Commission of Ohio (PUCO) in an Extended Area Service complaint case.
- C. All Extended Area Service existing prior to the establishment of extended Local Calling Service will continue in its present form unless discontinued by order of The Public Utilities Commission of Ohio.
- D. Extended Local Calling Service is available with all classes of service and to all customers within the specific exchange.
- E. Extended Local Calling Service is restricted to customer dialed, station to station, sent paid calls to the extended exchange(s) and does not apply to operator assisted calls.

---

**Issued: May 19, 2011**

**Effective: May 19, 2011**

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

## P.U.C.O. No. 5

## BASIC LOCAL EXCHANGE SERVICE TARIFF

## EXTENDED LOCAL CALLING SERVICE (Continued)

## 2. RATES

A. Implementation of Extended Local Calling Service in an exchange will not affect the monthly rate, as indicated in other sections of this tariff, for access line service.

B. Extended Local Calling Service is provided at the following rates:

1. Initial Minute Rate (Tier 1 Core)

Monday through Friday: To Telephone Numbers in Designated Exchanges  
Within the Following Distance Bands

	<u>1-10 Miles</u>		<u>11-22 Miles</u>		<u>23-55 Miles</u>	
	<u>Current</u>	<u>Max.</u>	<u>Current</u>	<u>Max.</u>	<u>Current</u>	<u>Max.</u>
a) 8 A.M. to, but not including, 9 P.M.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
b) 9 P.M. to, but not including, 8 A.M.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
c) Saturday, Sunday and holidays.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05

2. Rate for Each Additional Minute (Tier 1 Core)

Monday through Friday: To Telephone Numbers in Designated Exchanges  
Within the Following Distance Bands

	<u>1-10 Miles</u>		<u>11-22 Miles</u>		<u>23-55 Miles</u>	
	<u>Current</u>	<u>Max.</u>	<u>Current</u>	<u>Max.</u>	<u>Current</u>	<u>Max.</u>
a) 8 A.M. to, but not including, 9 P.M.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
b) 9 P.M. to, but not including, 8 A.M.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
c) Saturday, Sunday and holidays.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05

Issued: May 19, 2011

Effective: May 19, 2011

**Kenneth Mason**  
Vice President, Government and Regulatory Affairs

**P.U.C.O. No. 5**  
**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**EXTENDED LOCAL CALLING SERVICE (Continued)**

---

2. RATES (con't.)

- C. Charges for calls made where Extended Local Calling Service has been implemented, whether between exchanges of the Company or to exchanges telephone companies, are based upon four measured elements, i.e., frequency (the total number of outgoing completed calls), the distance and duration of each call and the time of day each call is originated, subject to the following:

1. Distance

The charges for calls vary based on the airline distance (i.e., rate mileage) between the rate centers of the central offices serving the originating and terminating points of the call. These airline distances are determined in the same manner as message toll rate distances.

2. Duration

- a. Initial minute rates are for connections of one minute, or any fraction thereof.
- b. Additional minute rates are for each additional minute, or any fraction thereof, that the connection continues beyond the initial minute.
- c. Chargeable time is started when the called party answers or when the caller is connected to automatic answering recording equipment.
- d. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.
- e. Chargeable time does not include time lost because of faults or defects in the service.

3. Time of Day

- a. Holiday rates apply on Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4). Labor Day and Thanksgiving Day or resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, and July 4, respectively.
- b. In cases where a call begins in one rate period and ends in another, the rate in effect at the time the connection is established applies to the entire message.

---

**Issued: May 19, 2011**

**Effective: May 19, 2011**

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

## P.U.C.O. No. 5

## BASIC LOCAL EXCHANGE SERVICE TARIFF

---

EXTENDED LOCAL CALLING SERVICE (Continued)

---

## 3. AVAILABILITY

A. Extended Local Calling Service is provided in the following exchanges:

<u>Exchanges In Which Service is Offered</u>	<u>Exchange(s) Which Can Be Called</u>	<u>Mileage From Exchange Offered</u>
**Cooney	Bryan	16.2
**Cooney	Edon	7.2
**Cooney	Montpelier	8.6

\* One-Way Service

\*\* Two-Way Service

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**COONEY EXCHANGE**

Exchange Area of the Cooney Exchange; Base rate area and exchange area coincide.

----- BASE RATE AREA AND EXCHANGE AREA

---

**Issued: May 19, 2011**

**Effective: May 19, 2011**

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**



**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**EXPLANATION OF SYMBOLS**

**EXPLANATION OF SYMBOLS**

The nature and extent of revisions of these tariffs is indicated on the right hand margin by the following symbols:

- (C) Signifies a changed regulation
- (D) Signifies a discontinued rate, treatment or regulation
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (N) Signifies a new rate, treatment or regulation
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate
- (T) Signifies a change in text, but no change in rate, treatment or regulation

---

**Issued: May 19, 2011**

**Effective: May 19, 2011**

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

## P.U.C.O. No. 5

## BASIC LOCAL EXCHANGE SERVICE TARIFF

## SERVICE CONNECTION CHARGES

## A. GENERAL

1. The term "Service Connection Charge" is used to define the non-refundable charge made for the establishment of a class of telephone service or subsequent additions to that service.
2. No distinction is made between a "New Installation" and an "Outside Move." All changes of subscribers service from one premises to another (except as otherwise provided under "Moves and Changes") are treated as new service connections with Service Connection Charges applying. (For definition of "Premises" see General Rules and Regulations, "Definitions.")
3. Service Connection Charges are in addition to any other scheduled rates and charges normally applying under the tariffs.
4. Service Connection Charges may be payable at the time application is made for the particular service or facility, and prior to the establishment of service, or upon presentation of a bill. Service may be established in advance of payment in the case of Service Connection Charges for additions to the service of existing subscribers and in the case of any service for Department, Administrations, and Agencies of the Federal, State, County, Township, or Municipal Governments.
5. When any Touch Calling Service, Custom Calling Service features or Custom Local Area Signaling Service features are ordered within 30 days of the installation of initial telephone service, the Line Rearrangement Charge (Service Connection Charge) will be waived.

## B. CHARGES

1. Establishment of Service, apply as follows: (Tier 1 Core)

(a)	Access Lines, C.O. Lines,	<u>Current</u>	<u>Maximum</u>
	- - - - each	\$10.75	\$10.75

Issued: May 19, 2011

Effective: May 19, 2011

Kenneth Mason  
Vice President, Government and Regulatory Affairs

## P.U.C.O. No. 5

## BASIC LOCAL EXCHANGE SERVICE TARIFF

---

SERVICE CONNECTION CHARGES (CONTINUED)

## B. CHARGES (Con't)

	<u>Current</u>	<u>Maximum</u>	
2. Restoral of service charge - - - -	\$8.00	\$8.00	(Tier 1 Core)

Where service has been discontinued for nonpayment of any charges due or for failure of the subscriber to establish credit in accordance with regulations, as specified in this Tariff, the foregoing charge applies for reconnecting all service and facilities being provided a subscriber at one location.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**SERVICE CONNECTION CHARGES (Continued)**

**C. SERVICE CONNECTION CHARGES DO NOT APPLY TO:**

1. The following cases, provided a service and facilities are assumed prior to their discontinuance and without lapse in rendition of service or billing for service:
  - (a) A change of name without a change of ownership.
  - (b) A change of ownership without a change of name.
  - (c) When one member of a family applies for the service previously contracted for by another member of the same family residing in the same household.
2. When a receivership for an existing subscriber is established or terminated.
3. Service changed from a residence to a business classification, or vice versa, without a change of the identity of the subscriber.

Service re-established after the destruction or partial destruction of the subscriber's premises by means beyond the control of the subscriber whether at the same or another location. However, if service is established at a new location and the subscriber later moves back to the old location, the Service Connection Charge is applied in connection with the re-establishment of service at the old location.

Auxiliary services not located at and associated with a specific instrument resident extension stations installed, moved, and/or changed at the same time or which a charge is made for other work.

P.U.C.O. No. 5

---

**BASIC LOCAL EXCHANGE SERVICE TARIFF**  
**BASIC TELEPHONE ASSISTANCE**

---

1. LIFELINE

Frontier Communications of Michigan, Inc. shall provide Lifeline service as defined in 47 C.F.R. § 54.401(a) on a non-discriminatory basis to all qualifying low-income customers. Frontier'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*) and any subsequent clarifying orders; Section 4927.13, 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.

(C)

(C)

(D)

(D)

---

Issued: June 21, 2012

Effective: June 21, 2012

**In compliance with The Public Utilities Commission of Ohio**  
**Case No. 90-5009-TP-TRF**  
**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

P.U.C.O. No. 5

---

**BASIC LOCAL EXCHANGE SERVICE TARIFF**  
**BASIC TELEPHONE ASSISTANCE (Continued)**

---

(D)

(D)

---

**Issued: June 21, 2012**

**Effective: June 21, 2012**

**In compliance with The Public Utilities Commission of Ohio**  
**Case No. 90-5009-TP-TRF**  
**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**BASIC TELEPHONE ASSISTANCE (Continued)**

(D)

(D)

---

**Issued: June 21, 2012**

**Effective: June 21, 2012**

**In compliance with The Public Utilities Commission of Ohio  
Case No. 90-5009-TP-TRF  
Kenneth Mason  
Vice President, Government and Regulatory Affairs**

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**BASIC TELEPHONE ASSISTANCE (Continued)**

(D)

(D)

---

**Issued: June 21, 2012**

**Effective: June 21, 2012**

**In compliance with The Public Utilities Commission of Ohio  
Case No. 90-5009-TP-TRF  
Kenneth Mason  
Vice President, Government and Regulatory Affairs**



**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**BASIC TELEPHONE ASSISTANCE (Continued)**

(D)

(D)

---

**Issued: June 21, 2012**

**Effective: June 21, 2012**

**In compliance with The Public Utilities Commission of Ohio  
Case No. 90-5009-TP-TRF  
Kenneth Mason  
Vice President, Government and Regulatory Affairs**

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**TELECOMMUNICATION RELAY SERVICE (TRS)**

Customers may be assessed a charge per line per month to fund the Telecommunication 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.

---

**Issued: May 19, 2011**

**Effective: May 19, 2011**

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**MOVES AND CHANGES**

**A. GENERAL**

1. The charges specified herein for moves and changes do not contemplate work being performed by the Telephone Company's employees involved at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work once begun being interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, an additional charge, based on the additional cost involved, applies.
2. For definition of the term "Premises" see General Rules and Regulations "Definitions."

**B. MOVE CHARGES**

1. A move is a transfer of telephone service from one location to another on the same premises where there is no interruption of the service other than is incident to the work involved.
2. Discontinuance of telephone service at one premise and their installation at another premise is subject to the regular service connection charges and/or any installation charges that may be applicable.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**MOVES AND CHANGES (Continued)**

**C. CHANGE CHARGES**

1. A change is:

Change of telephone number.

2. Charges:

One charge of \$10.75 applies for all changes, covered herein, in such existing facilities made at the same time on the same continuous property.

**D. CHARGES FOR MOVES AND CHANGES DO NOT APPLY TO:**

1. Moves or changes required for the proper maintenance of service, excluding customer station equipment and inside wiring.
2. No charge is applicable for changes made on the initiative of the Telephone Company for service reasons, reasons of avoiding annoyance calls, obscene, abusive, harassing or threatening telephone calls.
3. When there is a substitution in the type of service or line subscriber for (E.G., change from regular telephone exchange service to P.B.X. station service) it is considered as the discontinuance of the previous service and the establishment of a new line or service.

## P.U.C.O. No. 5

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service)**1. General

- a. When requested by local government authorities, and subject to the availability of facilities, Frontier Communications of Michigan, Inc. (hereinafter referred to as "the Telephone Company") will provide a Universal Emergency Number Service (911) for the use of Public Safety Answering Points (PSAP'S) engaged in assisting local government in the protection and safety of the general public. Use of the 911 number will provide each caller with telephone access to the appropriate local PSAP.
- b. Two types of 911 service are offered: Basic 911 (B911) and Enhanced 911 Service (E911).
  1. Basic 911 Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single PSAP equipped to receive those calls.
  2. Enhanced 911 Service provides additional features, such as: selective routing of 911 calls to a specific PSAP which is selected from the various PSAPs serving customers within that central office area; E911 Trunks; Automatic Number Identification; Automatic Location Identification, PSAP Data Base Establishment and Update Service.

2. Definitions

- a. Automatic Location Identification (ANI) - an E911 feature that provides the name or address or both associated with the calling party's telephone number (identified by ANI as defined below) to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premise extensions, etc.) are identified with the address of the telephone number at the main location.
- b. Automatic Number Identification (ANI) - provides for the telephone number of the calling party to be forwarded to the PSAP.
- c. 911 Trunks - trunks between a serving central office and a PSAP or between two central offices, except where one of the central offices is a remote unit. In instances where one of the central offices is a remote unit, nonrecurring charges and monthly rates do not apply to that segment of the 911 trunk.

*The rates for 9-1-1 and E-9-1-1 are governed by 86-911-TP-COI*

---

**Issued: May 19, 2011**

**Effective: May 19, 2011**

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

## P.U.C.O. No. 5

## BASIC LOCAL EXCHANGE SERVICE TARIFF

---

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)

---

2. Definitions (cont'd)

- d. Emergency Service Number (ESN) - an ESN is a Selective Routing (SR) code assigned to each telephone number in an exchange where SR is provided to route E911 calls to an appropriate PSAP. The ESN defines the set of emergency services (e.g., police, fire, medical) within a particular serving area. An ESN is associated with a primary PSAP and possibly one or more secondary PSAPs.
- e. 911 Service Area - the geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.
- f. PSAP Data Base Establishment and Update Service - provides the PSAP with the initial list, as well as periodic updates of customer names, telephone numbers and addresses for ALI.
- g. Public Safety Answering Point (PSAP) - a communications facility operated or answered on a 24-hour basis, assigned responsibility by a public agency or county to receive 911 calls and, as appropriate, to directly dispatch emergency response services, or to transfer or relay emergency 911 calls to other public safety agencies. It is the first point of reception by a public safety agency of a 911 call, and serves the jurisdictions in which it is located and other participating jurisdictions, if any.
- h. Selective Routing Service - a feature that routes an E911 call from a central office to the designated primary PSAP based upon the identified number of the calling party.
- i. Service Supplier - any provider of regulated telephone service to a service user in the state.
- j. Serving Central Office - the central office from which a PSAP, either primary or secondary, is served.
- k. Universal Emergency Number Service - a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. The 911 Service includes lines and equipment necessary for transferring and dispatching public emergency telephone calls originated by persons within the telephone central offices area arranged for 911 calling.

## P.U.C.O. No. 5

## BASIC LOCAL EXCHANGE SERVICE TARIFF

---

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)

---

2. Definitions (cont'd)

1. Universal Emergency Number Service Customer (Customer) - the board of county commissioners is designated as the customer that is legally authorized to subscribe to service and have public safety responsibility by law to respond to telephone calls from the public or emergency police, fire or other emergency services within the telephone central office area arranged for 911 calling. A customer or group of customers may authorize an agent to subscribe to the service, but the agent is not the customer.

3. Regulations

The regulations set forth below apply to "Enhanced 911" service, hereinafter referred to as "E911" service:

- a. Application for E911 service shall 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 Telephone Company shall be provided with evidence, satisfactory to the Telephone Company, of the appointment and establishment of service. As a minimum, both police and fire departments in each local government authority must participate in any E911 service and participation shall be in the same E911 service.
- b. The E911 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 E911 service calling.
- c. Each participating local governmental authority must furnish to the Telephone Company its written agreement, duly executed, by which it shall agree to:
  1. Provide sufficient personnel to staff the PSAP on a 24 hour continuous basis.
  2. Accept responsibility for dispatching or referring, forwarding or transferring E911 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.

---

Issued: May 19, 2011

Effective: May 19, 2011

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**



## P.U.C.O. No. 5

## BASIC LOCAL EXCHANGE SERVICE TARIFF

---

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)

---

3. Regulations (cont'd)

- c. 3. Subscribe to additional local exchange service, at the PSAP location, for administrative purposes, for placing outgoing calls and for receiving other emergency calls, including calls which might be relayed by an operator.
- 4. Make operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Telephone Company in the event the system is not functioning properly.
- d. The service is limited to the use of central office telephone number 911 as the emergency number. Only one E911 service will be provided with any government agency's locality.
- e. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
- f. E911 Service is arranged only for one-way incoming service to an appropriate PSAP. Out-going calls can only be made on a transfer basis.
- g. Information contained in the Telephone Company's data base management system will be maintained for E911 service and will be used exclusively for this purpose.
- h. E911 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 E911 Service calls.
- i. Any party residing within the E911 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.
- j. The customer will agree to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing E911 Service hereunder.

---

Issued: May 19, 2011

Effective: May 19, 2011

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)**

---

3. Regulations (cont'd)

- k. Because the Telephone Company authorized service area boundary and political subdivision boundary may not coincide, the customer must make arrangements to handle all calls received on E911 Service lines that originate from all telephones served by C, C & S Telco, Inc., whether or not the calling telephone is situated on property within the geographical boundary of customer's public safety jurisdiction.
- l. The customer will develop an appropriate method for responding to calls for non-participating agencies that may be directed to an E911 Service PSAP by calling parties.
- m. The number of lines to the "host" or "lead" (Local Exchange Telephone GTE North Incorporated, Williams County) shall be as required by Williams County E911 Emergency Telephone Number System Plan.
- n. The calling party is not charged for calls placed to the E911 number; however, regular message toll charges will be applied to the PSAP line, where appropriate, for messages transferred to the point of termination of the transfer, if located outside the local calling area of the exchange.
- o. The Telephone Company does not undertake to answer and forward E911 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.
- p. The Company shall not be liable for any loss or damages arising out of errors, interruptions, defects, failures, or malfunctions of E911 Service, including any and all equipment and data processing systems associated therewith. Damages arising out of such interruptions, defects, failures, or malfunctions of the system after the Company has been so notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

---

**Issued: May 19, 2011**

**Effective: May 19, 2011**

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

## P.U.C.O. No. 5

## BASIC LOCAL EXCHANGE SERVICE TARIFF

---

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)3. Regulations (cont'd)

- q. A telephone 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 telephone company's, its officers', directors', employees', or agents' participation in or acts or omissions in connection with such participation in a 911 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 telephone company's schedules regarding 911 systems filed with the Public Utilities Commission pursuant to Section 4905.30 of the Ohio Revised Code.

4. Rates and Charges

- a. E911 service is provided to residents who subscribe to local exchange telephone service. Following is the rate for this service:

## APPENDIX A

## ENHANCED EMERGENCY TELEPHONE SERVICE (E911 SERVICE)

<u>County</u>	<u>Proposed Current 911 Subscriber Charge</u>	<u>Implementation Date For 911 Service</u>	<u>Effective Date For Current 911 Subscriber Charge</u>	<u>Initial Case No. For 911 Implementation</u>	<u>Most Current Case No. For 911 Review</u>
Williams	\$.28	5/29/1991	5/29/1992	86-911-TP-COI	90-763-TP-EMG

---

Issued: May 19, 2011

Effective: May 19, 2011

Kenneth Mason  
Vice President, Government and Regulatory Affairs

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)**

**GENERAL**

- A. In Order No. 93-1799-TP-COI, the Public Utilities Commission of Ohio ("P.U.C.O.") assigned the three digit 2-1-1 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 2-1-1 abbreviated dialing code available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "2-1-1 Service").
- B. The 2-1-1 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 2-1-1 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 2-1-1 Service as part of their local exchange services. The 2-1-1 Service is supplemental to and is not a replacement for either party's local exchange service.
- C. All 2-1-1 abbreviated dialing code calls shall be local in nature and shall not result in any expanded local calling service ("ELCS"), intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers. However, 2-1-1 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 2-1-1 Service will be available from Company owned pay telephones located in the Company's local exchange. The 2-1-1 Service will not be available for the following classes of service:
  - 1. Hotel/motel/hospital service
  - 2. Inmate service
  - 3. 1 + and 0+ calling
  - 4. 0-operated assisted calling
  - 5. 101 XXXXX calling

---

**Issued: May 19, 2011**

**Effective: May 19, 2011**

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)**

**OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER**

- A. The Approved Information and Referral Service Provider shall make written application for 2-1-1 Service to the Company at the local exchange level.
- B. The approved Information and Referral Service Providers written application to establish 2-1-1 Service in the Company's local exchange shall include the following:
  - 1. The local, foreign exchange or toll free 8YY telephone number into which the Company is to translate the dialed 2-1-1 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 2-1-1 abbreviated dialing code is translated in an exchange, then the Approved Information and Referral Service Provider shall make a new application. The Company can only provide 2-1-1 Service to one specified telephone number as provided to it by the Approved Information and Service Referral Provider.
  - 2. A location description of the Approved Information and Referral Service Provider call center where 2-1-1 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 2-1-1 Service.
  - 4. An acknowledgment of the possibility that the Commission's assignment of the 2-1-1 abbreviated dialing code may be recalled at any time.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)**

**OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER**

**C. Local Calling for Company Subscribers (Cont'd)**

1. The Company, in cooperation with the Approved Information and Referral Service Provider, shall assure that all 2-1-1 Service calls are local in nature and do not generate ELCS, 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 2-1-1 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 2-1-1 dialing code into the telephone number the Approved Information and Referral Service Provider provides once 2-1-1 Service is established in the local exchange.
3. When the Approved Information and Referral Service Provider makes application for 2-1-1 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange, 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' 2-1-1 Service calls remain local in nature.

D. The Approved Information and Referral Service Provider shall be liable for and shall 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 Approved Information and Referral Service 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 Approved Information and Referral Service Provider or others, arising out of or resulting directly or indirectly from the 2-1-1 Service.

E. The Approved Information and Referral Service Provider shall develop an appropriate method for responding to 2-1-1 calls directed to it out of confusion or in error by Company subscribers.

---

**Issued: May 19, 2011**

**Effective: May 19, 2011**

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)**

**OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER**

- F. The Approved Information and Referral Service Provider must be prepared to receive all calls to the 2-1-1 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 2-1-1 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 2-1-1 Service without interfering with or impairing any services offered by the Company. For each line subscribed to by the Approved Information and Referral Service Provider, there will be one telecommunications 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 2-1-1 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 2-1-1 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
- J. The Approved Information and Referral Service Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 2-1-1 Service. 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 2-1-1 Service.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)**

**OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER**

- K. The Approved Information and Referral Service Provider shall not promote the 2-1-1 Service with the use of an auto-dialer or broadcasting of tones that dial the 2-1-1 abbreviated dialing code.
- L. The Company can only make 2-1-1 Service available to end users located in Company local exchanges. To establish 2-1-1 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 exchange to ascertain whether 2-1-1 abbreviated dialing will be available to their end users.



**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)**

**OBLIGATIONS OF THE COMPANY**

- A. The Company shall provision the 2-1-1 Service within forty-five (45) days of the Company's receipt of the Approved Information and Referral Service Provider's completed application for service.
- B. When a 2-1-1 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 2-1-1 Service call, the quality of the call or any features that may otherwise be provided with 2-1-1 Service.
- C. The Company does not undertake to answer and forward 2-1-1 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.
- D. The rates charged for 2-1-1 Service 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 Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)**

**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 2-1-1 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 Approved Information and Referral Service Provider for the 2-1-1 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
- B. The Company has no liability for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.
- C. The Company's entire liability to any person for interruption or failure of the 2-1-1 Service shall be limited to the terms set forth in this section and other sections of this Tariff.
- D. The Commission's local assignment and the Approved Information and Referral Service Provider's use of the 2-1-1 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the Approved Information and Referral Service Provider for any damages the Approved Information and Referral Service Provider may incur that result from a national assignment of the 2-1-1 abbreviated dialing code.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)**

**OTHER TERMS AND CONDITIONS**

- A. The 2-1-1 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 from the local telecommunications service provide where the 2-1-1 call center is located.
- B. The 2-1-1 Service is provided solely for the benefit of the Approved Information and Referral Service Provider. The provision of the 2-1-1 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 2-1-1 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. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)**

**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 2-1-1 Service as part of both parties' local exchange service. The 2-1-1 Service is supplemental to and is not a replacement for either party's local exchange service.
- B. The Company will provide as a community service, at no charge, one telecommunications path via remote call forwarding service to the Approved Information and Referral Service Provider's toll free 8YY number. This means that only one call at a time can be made to the Approved Information and Referral Service Provider's 2-1-1 call center via the 2-1-1 Service provided by the Company from the Company's subscribers.
- C. The Approved Information and Referral Service Provider shall pay a nonrecurring Service Connection Charge, as specified in Sheet 8 of this tariff, when it makes application to change the toll free 8YY telephone number they provide the Company more than once per calendar year.

P.U.C.O No. 5

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS**

GENERAL

- A. 8-1-1 Service ("8-1-1") is a three-digit local dialing arrangement available in specified areas for access to a one call notification provider. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 8-1-1 code is assigned for access to one call notification centers.
- B. Calls placed to the 8-1-1 code will be routed to the point-to number based upon the central office switch where technically feasible.

OTHER TERMS AND CONDITIONS

- A. This service is provided subject to the availability of the 8-1-1 code.
- B. 8-1-1 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- C. Limitations and use of service apply as stated in Section 2 of this Tariff.
- D. Directory listings for 8-1-1 are offered under the terms, conditions, and rates specified elsewhere in this Tariff.
- E. Access to 8-1-1 is not available to the following classes of service:
  - 1+
  - 0+, 0- (credit card, third-party billing, collect calls)
  - 101XXXX

Operator-assisted calls to the 8-1-1 subscriber will not be completed.

- F. The 8-1-1 subscriber is restricted from selling or transferring the 8-1-1 code to an unaffiliated entity, either directly or indirectly.
- G. 8-1-1 will not provide calling number information in real time to the 8-1-1 subscriber. If the 8-1-1 subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.

P.U.C.O. No. 5

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Cont'd)**

OTHER TERMS AND CONDITIONS (Cont'd)

- H. Calls to the 8-1-1 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 8-1-1 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 8-1-1 from areas where 8-1-1 service is not being provided will be advised that the service is not available from their number.
- I. Disputes regarding geographic coverage by two or more 8-1-1 subscribers will be referred to the Public Utility Commission of Ohio.
- J. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 8-1-1 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 8-1-1 subscriber has failed to establish service or decides to discontinue service establishment, the 8-1-1 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- K. Only a single ten-digit toll-free or local number may be used as the point-to number.
- L. 8-1-1 Service is provided where facilities permit.
- M. The 8-1-1 subscriber shall work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach One Call Center for services provided by dialing 8-1-1.
- N. 8-1-1 will be provided under the following conditions:
  - 1. The 8-1-1 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 8-1-1 without impairing the Company's general telephone service or telephone plant.

P.U.C.O No. 5

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Cont'd)**

OTHER TERMS AND CONDITIONS (Cont'd)

- N. 8-1-1 will be provided under the following conditions: (Cont'd)
2. The 8-1-1 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  3. The 8-1-1 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
  4. Suspension of 8-1-1 Service is not allowed.
  5. The 8-1-1 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 8-1-1. If requested by the Company, the 8-1-1 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 8-1-1 service.
  6. The Company will provide both oral and written notification when a 8-1-1 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 8-1-1. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the 8-1-1 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

P.U.C.O. No. 5

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Cont'd)**

OTHER TERMS AND CONDITIONS (Cont'd)

- O. The following conditions apply if the 8-1-1 subscriber provides a pre-recorded announcement:
  - 1. The 8-1-1 subscriber will provide announcements. The Company will provide only delivery of the call.
  - 2. The provision of access to the 8-1-1 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.
  - 3. The 8-1-1 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - 4. The 8-1-1 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- P. The Company may take all legal and practical steps to disassociate itself from 8-1-1 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- Q. The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the by the Company, or its employees, or agents, in connection with this Tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.



P.U.C.O. No. 5

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Cont'd)**

RATES AND CHARGES

- A. 8-1-1 subscribers will pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the 8-1-1 subscriber's designated premises.
- B No implementation charges will apply.

## P.U.C.O. No. 5

## BASIC LOCAL EXCHANGE SERVICE TARIFF

---

TOUCH CALLING SERVICE

---

## A General

1. Touch Calling Service provides for dialing a telephone number by means of push buttons in lieu of a rotary dial.
2. Touch Calling Service is available with all classes of basic service.
3. It is not necessary that all instruments on a line be equipped for touch calling; however, all lines on the same instrument must be similarly equipped.

## B Charges

1. The charges indicated below are in addition to the regular monthly charges for the class of service or services with which Touch Calling Service is associated.

	<u>Monthly Charge</u>	
	<u>Current</u>	<u>Maximum</u>
Business		
Per Central Office Line	\$2.00	\$2.00
Residence		
Per Central Office Line	\$1.50	\$1.50

2. If an existing service is changed from Rotary Dial Service to Touch Calling Service, one service connection charge applies per line and on the same line and premises.
3. If an existing service is changed from Touch Calling Service to Rotary Dial Service, one service connection charge applies per line and includes on the same line and premises.

---

Issued: May 19, 2011

Effective: May 19, 2011

**Kenneth Mason**  
Vice President, Government and Regulatory Affairs

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**INTRALATA PRESUBSCRIPTION**

---

1. General

IntraLata Presubscription is a procedure whereby a subscriber designates to the Telephone Company the carrier which the subject 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.

IntraLATA Presubscription will become effective August 8, 1997.

2. IntraLATA Presubscription Options

Option A: Subscriber may select the telephone Company's intraLATA carrier as the presubscribed carrier for interLATA 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 Telephone Company's intraLATA carrier or the subscriber's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**INTRALATA PRESUBSCRIPTION (Cont'd)**

**3. Rules and Regulations**

Until an affirmative choice is made, all subscribers will be assigned to the Telephone Company's intraLATA carrier.

Subscribers of record or new subscribers may select either Options A, B or C 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 5 below.

**4. IntraLATA Presubscription Customers Notices**

The Telephone 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.

**5. IntraLATA Presubscription Charges**

**a. Application of Charges**

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.

**P.U.C.O. No. 5****BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**INTRALATA PRESUBSCRIPTION (Cont'd)****5. IntraLATA Presubscription Charges (Cont'd)****a. Application of Charges (Cont'd)**

New local service subscribers will be asked to select a carrier(s) for their intraLATA calls subject to presubscription at the time they place an order with the Telephone 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 Telephone Company will inform the new subscriber that he/she will be given ninety (90) days in which to inform the Telephone Company of an intraLATA toll presubscription carrier choice at no charge. The new subscriber will also be informed that the Telephone 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.

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 telephone 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.

After a subscriber's initial selection for s presubscribed intraLATA toll carrier, for any change thereafter, an IntraLATA Presubscription Change Charge, as set forth in Paragraph 5.b. will apply

**P.U.C.O. No. 5****BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**INTRALATA PRESUBSCRIPTION (Cont'd)****5. IntraLATA Presubscription Charges (Cont'd)****b. Nonrecurring Charges****(1) IntraLATA Presubscription Change Charge**

Per business or residence line, trunk or port

Additional line, or trunk or port \$5.50

Additional line, trunk or port \$1.25

**(2) In the event the subscriber requests both an interLATA and intraLATA presubscription change at the same time, only one half of the intraLATA PIC change charge shall apply.****6. IntraLATA Presubscription Implementation Charge**

The IntraLATA Presubscription Implementation Charge is a \$\_\_\_\_\_ per minute of use charge that is assessed intraLATA carriers to recover the Telephone Company's costs associated with the implementation of IntraLATA Presubscription. The charge is applied to all originating intraLATA switched access minutes generated on lines that are presubscribed for intraLATA service. The IntraLATA Presubscription Charge becomes effective one year and 45 days after the implementation date of IntraLATA Presubscription, unless otherwise ordered by the Commission, and will remain in effect for three years.

## P.U.C.O. No. 5

## BASIC LOCAL EXCHANGE SERVICE TARIFF

---

**PAYPHONE SERVICE****A APPLICATION**

This section contains regulations, rates and charges applicable to Payphone Service required by The Public Utilities Commission Ohio Opinion and Order for Case No. 84-863-TP-COI as entered in the Journal January 29, 1985, the Opinion and Order in Case No. 88-452-TP-COI as entered in the Journal February 21, 1990, and the Opinion and Order in Case No. 96-1310-TP-COI as entered in the Journal December 19, 1996.

**B. GENERAL**

1. The Telephone Company will permit the resale of Local Telephone Service Associated with payphones.
2. Payphone Service is basic exchange service, including Coin Supervision Functionality when needed, provided to customers for the connection of payphones. A payphone is defined as any telephone made available to the public on a fee-per-call basis, independent of any other commercial transaction, for the purpose of making telephone calls, whether the telephone is coin-operated or is activated either by calling collect or using a calling card. Coin Supervision Functionality is a central office function that provides the payphone with coin rating capability, coin deposit recognition and coin collection and return capability, coin deposit recognition and coin collection and return capability. The customer orders the Coin Supervision Functionality from the Company when their payphone instrument is not equipped with these functions.

**C. REGULATIONS**

1. Payphone Service is provided on an Individual Business Access Line basis only. Payphones may not, under any circumstances, be connected behind a PBX.
2. All payphones must be either:
  - a. Registered with the FCC under Part 68 of its Rules and Regulations,
  - b. Connected to the network behind an FCC-registered coupler.
3. General operating characteristics required of all Payphones:
  - a. Payphone instruments shall be hearing aid compatible;
  - b. Payphone instruments shall be mounted in accordance with federal and state height regulations for disabled persons;
  - c. Payphone instrument shall provide access to Operator, 911 Emergency Service (where available), and Directory Assistance for free and without the use of a coin.
  - d. Effective October 8, 1997, Directory Assistance charges assessed to end users will be deregulated
4. Requirements for Payphone Service:
  - a. Payphone instruments shall possess the capability of returning unused coins;
  - b. Payphone instruments shall possess the capability of accepting coins of various denominations;
  - c. Payphones, at the option of the owner, may provide either outgoing calls only or both outgoing and incoming calls. If, however, the payphone provides outgoing calls only, notice of such must be posted on the payphone instrument.

---

**Issued: May 19, 2011****Effective: May 19, 2011**

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

## P.U.C.O. No. 5

## BASIC LOCAL EXCHANGE SERVICE TARIFF

---

**PAYPHONE SERVICE (CONT'D)**

## 4. Requirements for Payphone Service (Cont'd)

- d. Payphone Service is afforded the same "essential service" status as that assigned to public service telephone locations provided by the Telephone Company.
- e. Payphone instruments shall provide both local and long distance service;
- f. Payphone instruments shall provide access to all locally certificate long distance carriers and 800 numbers.
- g. Payphone Service may not place time limitations on any phone calls.
- h. Payphone owners must program their telephone instruments in such a manner as to abide by the Commission's rules for the operation of alternative operator services. These rules include providing access to the local exchange company operator by use of keypad "O-"; providing access to all locally certified interexchange carriers; and providing access to local emergency services numbers (both 911 and other applicable numbers in those areas in which 911 is not available). Owners who choose to associate with OAS providers will be disconnected if they are found to be offering the service of a noncertified AOS provider.
- i. Payphone Service may not charge an end user a fee for using a credit card at a paystation.

## 5. Posted informational requirements for ALL Payphone Service:

The following information, which shall be provided in a clear and easy to read form, should be posted at or near each payphone location:

- a. Name and telephone number of the payphone owner;
- b. Operating instructions for the payphone instrument;
- c. Method for reporting complaints and obtaining refunds in a cost free manner;
- d. Out-of-order payphones shall be clearly marked as such;
- e. Notice must be provided if payphone instruments are not programmed to receive incoming calls.

## 6. Other charging and rate-related requirements for ALL Payphone Service:

- a. The maximum rate for a local call shall not exceed the price of a local call made from a Telephone Company-provided pay telephone instrument at the filed tariff rate authorized by the Public Utilities Commission of Ohio.
- b. The Payphone Service owner/subscriber is responsible for the payment of all calls originated from or accepted at the Access Line terminating location.



## P.U.C.O. No. 5

## BASIC LOCAL EXCHANGE SERVICE TARIFF

---

PAYPHONE SERVICE (CONT'D)

6. Other charging and rate-related requirements for ALL Payphone Service (Cont'd)
  - c. The Payphone Service user shall not be charged for incomplete calls.
  - d. Payphone Service are not permitted to resell or mark-up the price of long distance service without first obtaining Commission certification to do so.
7. Payphone Service owners must submit a completed "Application to Provide Payphone Service in the State of Ohio" to the Telephone company prior to the connection of their service. A Commission approved application form is attached and identified as Appendix A.

## D. RATES AND CHARGES

1. 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 Payphone Service. (See page 6 - Commission Opinion and Order Entered in the Journal January 29, 1985).
2. In addition to the rates and charges rate set forth in 1. above, a "Coin Supervision additive", below, will apply when the Coin Supervision Functionality must be provided by the company. (See page 3-Commission Opinion Order entered in the Journal December 19, 1996.)

Per Line

Per Month

Coin Supervision Additive     \$7.20

DISCONNECTION OF PAYPHONE SERVICE

Any provider Payphone Service that obtains a local access line or subscriber line from a local exchange company is a customer of said company and is therefore subject to the terms and conditions set forth in said company's tariffs and must comply with all the requirements set forth in the Opinion and Order issued by the Public Utilities Commission of Ohio on January 29, 1985, in Case No. 84-863-TP-COI. Failure to comply with said tariffs and Opinion and Order or any related rule approved by this Commission shall be grounds for disconnection.

If a provider of Payphone Service is in noncompliance, the local exchange company shall mail to the payphone provider a proper and reasonable disconnection notice which indicates that unless the reason for noncompliance is removed not later than fifteen (15) days from the postmarked date, service to the payphone location will be terminated unless a written protest is filed with the Docketing Division of the Public Utilities Commission prior to such date.

*The rates and terms for payphones are governed by 96-1310-TP-COI.*

## P.U.C.O. No. 5

## BASIC LOCAL EXCHANGE SERVICE TARIFF

---

**PAYPHONE SERVICE (CONT'D)**DISCONNECTION OF PAYPHONE SERVICE

However, such notification requirements do not apply if continuation of the Payphone Service would cause damage to the company's switched network, or if the disconnection is due to nonpayment. Disconnection for nonpayment shall be made in accordance with the local exchange company's normal practices for business customers.

The following constitute the minimum requirements of a proper and reasonable disconnection notice to providers of Payphone Service:

1. The date on which the disconnection will occur.
2. The reason(s) for the disconnection, and the manner in which to avoid such disconnection (e.g., necessary physical modifications to bring such payphone into compliance).
3. The necessary procedures for handling disputes, including:
  - a. The address and telephone number of the office of the telephone company that the payphone provider may contact in reference to his or her account;
  - b. Notice that the provider may, after contacting the company, pursue his or her dispute with the Public Utilities Commission of Ohio's Public Interest center on an informal basis. The toll-free telephone number of the Commission's Public Interest Center shall be provided; and
  - c. Notice that the provider may, after contacting the company, pursue his or her dispute on a formal basis by filing a written protest with the Docketing Division of the Commission within fifteen days of the service date of the disconnection notice. The address of the Commission's Docketing Division shall be provided. The notice shall state that failure to file a formal protest constitutes an acknowledgment by the payphone provider that his or her service is not in compliance with the company's tariffs and the Commission's regulations.

APPENDIX A

Application to Provide Payphone  
Service in the State of Ohio  
(Type, or use black or red pen)

Name of Applicant \_\_\_\_\_

Name of Person Authorized to Act For Applicant \_\_\_\_\_

Address of Applicant \_\_\_\_\_

Phone Number of Applicant \_\_\_\_\_

Name of Maintenance Provider \_\_\_\_\_

Address of Maintenance Provider \_\_\_\_\_

Phone Number of Maintenance Provider \_\_\_\_\_

Name of Bill Payer \_\_\_\_\_

Address of Bill Payer \_\_\_\_\_

Phone Number of Bill Payer \_\_\_\_\_

Business Name at Installation Site \_\_\_\_\_

Address of Installation \_\_\_\_\_

Location of payphone at Installation Site:

Inside \_\_\_\_\_ Outside \_\_\_\_\_

\* A. Within a Shopping Mall \_\_\_\_\_

\* B. Within an Airport \_\_\_\_\_

Other \_\_\_\_\_

Hours of Accessibility \_\_\_\_\_

FCC Registration Number \_\_\_\_\_

Name of Toll Service Provider \_\_\_\_\_

Is Operator Service Provided by a LEC? \_\_\_\_\_

If Not, Name of the Operator Service Provider \_\_\_\_\_

Telephone Number Assigned to Payphone \_\_\_\_\_

Exchange Where Located \_\_\_\_\_ Date Installed \_\_\_\_\_

## APPENDIX A (Continued)

Applicant acknowledges that he or she has read the applicable sections of the tariff of the local exchange telephone company which govern the provision of Payphone Service, understands that the rules and regulations of the tariff apply to the applicant's provision of Payphone Service, and agrees to abide by them. Applicant agrees to subject the payphone instrument and its operation to PUCO surveillance and inspection procedures. Applicant further understands that failure to abide by the rules and regulations of the tariff could result in disconnection of telephone service to the payphone.

---

DATE

SIGNATURE OF APPLICANT OR AUTHORIZED PARTY

\* With regard to 9-1-1 EMERGENCY SERVICE; i.e., if the payphone instrument is located within a shopping mall, an airport, or any similar type area, it is mandatory to pinpoint the exact location (for example, 400 ft. southeast of concourse B, 37 ft. northwest of store number 27 inside of any town shopping mall).

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**OBLIGATION AND LIABILITY OF TELEPHONE COMPANY**

Frontier Communications of Michigan, Inc. will comply with all of the Commission's Minimum Telephone Service Standards of the Ohio Administrative Code (O.A.C.).

**A. SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE/  
INTERRUPTION OF SERVICE**

The Telephone Company, incorporates by reference, and will adhere to the Commission's Minimum Telephone Service Standards for subscriber billing adjustments for local exchange service and interruption of service. No other liability shall in any case attach to the company on account of interruption of service.

**B. DIRECTORY ERRORS AND OMISSIONS**

1. The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors or omissions from its directories, nor for the result of the publications of such errors in the directory nor will the Telephone Company be a party to controversies arising between subscribers or others as a result of listings published in its directories.
2. In cases of error or omission on extra listings in the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to an amount not to exceed the established rate for such listings during the period which the error or omission continues.
3. The Company will comply with the Commission's Minimum Telephone Service Standards regarding omission of a subscriber's listing from the white pages of the telephone directory or the listing of an incorrect telephone number.

**C. HANDLING OF CONSUMER COMPLAINTS**

The Company will comply with the Commission's Minimum Telephone Service Standards regarding the handling of consumer complaints.

**P.U.C.O. No. 5****BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**USE OF SERVICE AND FACILITIES****A. OWNERSHIP AND USE OF EQUIPMENT AND RESALE OF SERVICE**

Equipment and lines furnished by the Telephone Company on the premises of a subscriber are the property of the Telephone Company, whose 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 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 and lines. Such equipment 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 Telephone Company, without the written consent of the Telephone Company.

**B. INSTALLATION IN HAZARDOUS LOCATIONS**

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Telephone Company may refuse to install and maintain such service.

**C. USE OF CUSTOMER SERVICE**

Customer telephone service, as distinguished from Payphone Service, is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, or persons subleasing such household premises except as the use of Business service may be extended to joint users and customers of Shared Tenant Service providers, as set forth in D1 through D4 following. The Telephone Company has the right to refuse to install subscriber service or to permit such service to remain on premises of a public or semipublic character when the service 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 service is so located that it is not accessible for public use.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**USE OF SERVICE AND FACILITIES (CONT'D)**

**E. TAMPERING WITH EQUIPMENT**

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Telephone Company which shows any evidence whatsoever of tampering, manipulation, or operation or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

**F. USE OF PROFANE LANGUAGE, IMPERSONATION, ANNOYANCE**

The Telephone Company may refuse to furnish or may deny telephone service to any persons, firm or corporation who, over the facilities furnished by the Telephone Company, use or permit to be used, foul, abusive, obscene or profane language; or impersonate or permit others to impersonate any other individual with fraudulent or malicious intent or to repeatedly annoy or offend another.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**USE OF SERVICE AND FACILITIES (Cont'd)**

**G. INJURIOUS USE OF SERVICE**

If the service of another customer or the manner of use of a service or facility affects injuriously the efficiency of the general telephone system or circuit, the Telephone Company may deny service to the offending subscriber until arrangements can be made to discontinue the injurious use of the facility.

**H. TERMINATION OR RE-ORIGINATION OF CALLS RECEIVED OVER A DATA SERVICE**

Other than for incidental usage, use of basic local service for the purpose of originating calls on behalf of a third party is an inappropriate use of service. Basic residential local service used for such purposes will be reclassified as a business class of service, at monthly rates shown in Tariff #2, Sheet 1. Basic business local service used for such purposes will be reclassified as a Feature Group A access arrangement and appropriate access charges will apply as described in Tariff #3, Access Services. Customers will be contacted and informed of the Company's findings and of the potential reclassification of customer's access line(s), be given the opportunity to dispute the Company's conclusion, or take corrective measures before the reclassification takes place.



**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**USE OF SERVICE AND FACILITIES (Continued)**

**K. CONNECTION WITH CUSTOMER-OWNED VOICE RECORDING EQUIPMENT**

Customer-owned voice recording equipment for the recording of telephone conversations may be used in connection with the facilities of the Telephone Company, subject to the following conditions:

**1. Obligation of the Customer**

- (a) The operating characteristics of the customer-owned recording equipment shall be such as not to interfere with any of the services offered by the Telephone Company. Upon notice from the Telephone Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.

P.U.C.O. No. 5

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**ESTABLISHING AND FURNISHING OF SERVICE**

---

A. APPLICATION FOR SERVICE

Applications for service become contracts upon the establishment of service. Applicants for service may be required to pay in advance at the time application is made, all charges accruing for the first billing period for exchange service and equipment, and the service connection charges and installation charges applicable. Such contracts are subject to these General Rules and Regulations, the General Exchange Service Tariffs and the Local Exchange Service Tariffs for the particular exchange form which service is to be furnished. Any change in rates, rules and regulations shall act as a modification of the contract.

B. PAYMENT FOR SERVICE

A subscriber's bill shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due. The subscriber is responsible for all charges for telephone service rendered at this telephone or charged to his Toll Credit card, both exchange and toll, including charges for toll messages on which the charges have been reversed. Failure to receive a bill does not relieve the customer of his liability.

C. MAINTENANCE AND REPAIRS

All expense of maintenance and repair of telephone distribution facilities, up to and including the protector (demarcation point) is the responsibility of the Telephone Company.

D. CHARGES APPLICABLE FOR FACILITY EXTENSION

When an applicant requests new service or upgraded service where construction of line facilities is required, the Telephone Company will cover the construction costs up to \$500.00. Any Construction charges over \$500.00 shall be recovered from the applicant. Construction charges for multicircuit customers will be on an ICB basis.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**TELEPHONE DIRECTORIES**

**A. DISTRIBUTION**

The Telephone Company will furnish to its subscribers, without charge, such directories as necessary for the efficient use of the service. Other directories will be furnished at a reasonable charge.

**B. OWNERSHIP AND USE**

Directories regularly furnished to the subscribers are the property of the Telephone Company, are loaned to the subscribers only as an aid to the use of the Telephone Service and are to be returned to the Telephone Company at request. Subscribers must not deface or mutilate directories. The Telephone Company shall have the right to make a charge for directories issued in replacement of directories destroyed, lost, defaced, or mutilated while in the possession of the subscriber. No binder, holder, or auxiliary cover except such as may be provided by or with the consent of the Telephone Company, shall be used on or in connection with any directory furnished by the Telephone Company.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**ESTABLISHMENT AND MAINTENANCE OF CREDIT**

---

**A. ESTABLISHMENT OF CREDIT AND AMOUNT OF DEPOSIT**

The Company, by reference herein, adopts and also makes a part of this Tariff, the rules and regulations promulgated by the Public Utilities Commission of Ohio as set forth in its the Commission's Minimum Telephone Service Standards.

**B. DEPOSIT NOT TO AFFECT REGULAR COLLECTION PRACTICES**

The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the Telephone Company's regulations as to advance payments and the prompt payment of bills on presentation; nor constitute a waiver or modification of the regular practices of the Telephone Company providing for the discontinuance of service for non-payment of any sum due the Telephone Company for services rendered. The Company may discontinue service to any subscriber failing to pay current bills without regard to the fact that such subscriber has made a deposit with the Company to secure payment of such bills or has furnished the Company with a guarantee in writing of such bills.

**C. INTEREST TO BE ON DEPOSITS**

The Company, by reference herein, adopts and also makes a part of this Tariff, the rules and regulations promulgated by The Public Utilities Commission of Ohio as set forth in its Minimum Telephone Service Standards

**D. DISCONTINUANCE OF SERVICE FOR FAILURE TO ESTABLISH CREDIT**

Service may be discontinued for failure to establish credit, as authorized above, within five days after the Company has served or mailed notice requiring the subscriber so to do.

**E. ADVANCE PAYMENTS**

Applicants may be required to pay one month's exchange service plus service connection charges and applicable installation charges before service is furnished by the Company.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)**

**F. DENIAL OR DISCONNECTION OF LOCAL SERVICE**

1. The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service.
2. When service is restored after temporary denial, the Telephone Company will make a pro-rata allowance at the scheduled rate for the service denied for the entire period of denial, except that in cases where service is restored within twenty four (24) hours after the denial became effective, no allowance will be made.
3. The Telephone Company shall respond promptly to customer inquiries pertaining to charges for IXC toll services, either by handling the inquiry itself, or referring it to the IXC, depending on the nature of the customer's inquiry.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**APPLICATION OF BUSINESS AND RESIDENCE RATES**

**A. BUSINESS RATES APPLY AT THE FOLLOWING LOCATIONS:**

1. In offices, stores, factories, mines, and all other places of a strictly business nature.
2. In boarding houses, college fraternities or sorority houses; except as noted under B-2, offices of hotels, halls, and offices of apartment buildings; quarters occupied by clubs or lodges, 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 of a business nature, which fact might be indicated by advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to a 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 line 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 under B-3 below.
6. At a residence when the main station or extension is located closer than two partitions from an adjoining business establishment.

**B. RESIDENCE RATES APPLY AT THE FOLLOWING LOCATIONS:**

1. In private residences where business listings are not provided.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**APPLICATION OF BUSINESS AND RESIDENCE RATES (Cont'd)**

**B. RESIDENCE RATES APPLY AT THE FOLLOWING LOCATIONS: (Cont'd)**

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 five boarders, provided business listings are not furnished.
2. 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, veterinarian or other like professional, provided the subscriber does not maintain an office in the residence and has business service at another location.

---

**Issued: May 19, 2011**

**Effective: May 19, 2011**

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES**

**A. GENERAL**

1. Lines will be extended in accordance with P.U.C.O. Administrative Order #154.
2. Provisions of Right-of-Way

Where required by the conditions, the applicant shall provide without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.



**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**TERMINATION OF SERVICE**

**CANCELLATION OF SERVICE**

The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service.

---

**Issued: May 19, 2011**

**Effective: May 19, 2011**

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**PAYMENT FOR SERVICE AND FACILITIES**

**A. PAYMENT PERIOD**

1. Unless otherwise provided, the customer shall, when billed, pay monthly in advance for local exchange services and facilities. For other services and facilities, including service connection, move change, installation, additional message and toll charges, the customers shall pay when billed.
2. Charges and credits for a fractional part of a month shall be computed on the basis of thirty-day month; the period of service to commence with the day following the establishment of service and to end at the close of the day the service is terminated.
3. Residential customers may elect to have their service activation fees associated with requests for new access line service and new calling features including packages and bundles, billed in monthly installments over a six month period. When installment billing is requested, it will be applied subject to the following:
  - a.) Installment billing may only be used by residence customers.
  - b.) At the election of the customer, eligible charges will be billed in six monthly installments.
  - c.) Eligible charges consist of nonrecurring charges associated with a request for new access line service or a move of existing access line service within the Telephone Company's service area and nonrecurring charges for activation of calling features including packages and bundles.
  - d.) Once installment billing has started, the customer will not be allowed to switch to another monthly installment billing option.
  - e.) A customer may not pay a portion of the charges and then request installment billing for the remaining charges.
  - f.) More than one installment plan may be in effect for the same customer at the same time.
  - g.) If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered.

---

**Issued: May 19, 2011**

**Effective: May 19, 2011**

**Kenneth Mason**  
**Vice President, Government and Regulatory Affairs**

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**PAYMENT FOR SERVICE AND FACILITIES (Cont'd)**

**A. PAYMENT PERIOD (cont'd)**

**3. Installment Billing (cont'd)**

- h.) Installment billing charges will continue even though an account is temporarily suspended.
- i.) No interest or carrying charges will be applied.
- j.) Should any installment payment become delinquent, tariffed late payment charges may apply.
- k.) If a customer fails to pay any of the installments when due, the Company may, at its option, declare the entire balance accrued thereon immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it including the right to terminate telephone service in accordance with the disconnection rules of the MTSS.
- l.) Installment billing is available only to customers who are not known credit risks to the Telephone Company.
- m.) Installment billing of nonrecurring charges is not permitted in conjunction with a promotional offering that provides a discount or credit for nonrecurring charges.
- n.) Installment billing is not available for nonrecurring charges billed back to the customer as the result of the customer's termination of a service before the end of the service commitment period that was previously agreed to as a condition of acceptance of a promotional offer.

**P.U.C.O. No. 5**

**BASIC LOCAL EXCHANGE SERVICE TARIFF**

---

**PAYMENT FOR SERVICE AND FACILITIES (Cont'd)**

**B. CUSTOMER'S RESPONSIBILITY**

1. The customer is responsible for all charges originated by him and for messages received on which the charges have been reversed with the consent of the person answering the telephone.
2. Where a customer is a subscriber for telephone service at two or more locations, each subscription is a separate service. Contracts directory advertising or other things or services not directly associated with the general telephone service offered by the utility are not enforceable by discontinuance or termination of telephone service.

**C. LATE PAYMENT CHARGE**

A late payment charge of \$7.50 or five percent, whichever is greater, will be assessed on all charges not paid on or before the due date, which will be 14 days from the date of the post mark on the bill. A late payment charge is not applicable to subsequent re-billing of any amount to which a late payment charge has already been applied. Late charges are to be applied without discrimination. (I)

**D. NON-SUFFICIENT FUNDS CHECK CHARGE**

There will be a non-recurring charge of \$20.00 for each check, both paper and electronic, returned to Frontier Communications of Michigan, Inc. by the Bank marked Insufficient Funds (NSF). This charge will apply unless the customer can establish that the charge should not be applied.

