

Conneaut Telephone Company  
Conneaut, Ohio

FIRST REVISED TITLE SHEET  
REPLACES ORIGINAL TITLE SHEET

P.U.C.O. NO. 8

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CONNEAUT TELEPHONE COMPANY d/b/a GREATWAVE COMMUNICATIONS (C)  
BASIC LOCAL EXCHANGE SERVICE TARIFF  
APPLICABLE TO EXCHANGES OUTSIDE ITS GEOGRAPHIC  
SERVICE AREA AS THAT AREA EXISTED ON SEPTEMBER 13, 2010

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In accordance with Case No. 14-1508-TP-ACN  
Issued by the Public Utilities Commission of Ohio  
Ken Johnson, General Manager  
Conneaut, Ohio

P.U.C.O. NO. 8

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SECTION INDEX

SECTION 1:	TARIFF DESCRIPTION; EXCHANGE RATES; CHARGES
SECTION 2:	N11 SERVICE
SECTION 3:	GENERAL RULES AND REGULATIONS
SECTION 4:	ENHANCED EMERGENCY TELEPHONE SERVICE (E911 SERVICE)
SECTION 5:	LIFELINE/LINK-UP REQUIREMENTS
SECTION 6:	INTRALATA PRESUBSCRIPTION

P.U.C.O. NO. 8

---

SUBJECT INDEX

<u>SUBJECT</u>	<u>SECTION</u>	<u>SHEET</u>
811 Service for "One Call" Notification Systems	2	1
911 Enhanced Emergency Telephone Service	4	1
- A -		
Advance Payments	3	1
Application of Business and Residence Rates	1	4
Ashtabula County Local Calling Plan	1	3
- B -		
Basic Local Exchange Service (BLES) Definition	1	1
Boundaries	1	10
- C -		
Charges for Transfers, Moves, Changes, Disconnects and Reconnects	1	3
Construction and Installation Charges	1	5
Construction Charges	1	8
- D -		
- E -		
Enhanced Emergency Telephone Service (E911)	4	1
Exchange Rates	1	2

P.U.C.O. NO. 8

---

SUBJECT INDEX (Continued)

<u>SUBJECT</u>	<u>SECTION</u>	<u>SHEET</u>
	- F -	
	- G -	
General Rules and Regulations	3	1
	- I -	
IntraLATA Presubscription	6	1
	- K -	
	- L -	
Late Payment Charge	1	3
Lifeline/Link-Up Requirements	5	1
Local Calling Areas	1	2
	- M -	
Miscellaneous Rates and Charges	1	3
	- N -	
	- O -	
	- P -	
Per Call Blocking	1	3
Pole Line Construction	1	5
Public Highways	1	5
	- Q -	
	- R -	
	- S -	
Special Types of Construction or Installation	1	7

P.U.C.O. NO. 8

---

SUBJECT INDEX (Continued)

<u>SUBJECT</u>	<u>SECTION</u>	<u>SHEET</u>
	- T -	
Tariff Description	1	1
Telecommunications Relay Services (TRS)	1	3
	- U -	
Underground Service Connections	1	6
Use of Subscriber Service	3	1
Use of Service and Facilities	3	1
	- V -	
	- W -	
	- X -	
	- Y -	
	- Z -	

P.U.C.O. NO. 8

---

TARIFF DESCRIPTION

This Basic Local Exchange Service (BLES) Tariff applies to residential single-line customers and to the primary access line of business customers in the Company's exchanges outside its geographic service area as that area existed on September 13, 2010, pursuant to Ohio Admin. Code 4901:1-6-08(B) (the "Expanded Service Territory").

BLES is provided by Conneaut Telephone Company (The "Company" or "Telephone Company") in accordance with Rule 4901:1-6-12, Ohio Administrative Code.

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

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

P.U.C.O. NO. 8

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EXCHANGE RATES/LOCAL CALLING AREAS

A. Monthly Exchange Rates

The following rates apply to customers in the Expanded Service Territory:

	<u>Monthly Rate</u> (Kingsville, Ashtabula, Geneva, and Rock Creek Exchanges)	<u>Monthly Rate</u> (Jefferson Exchange)
Business – Primary Line .....	\$29.95	\$39.95
Residence – Individual Line .....	\$24.95	\$29.95

Service will be available where facilities exist.

B. Local Calling Areas by Exchange

Customers in:

Kingsville  
Ashtabula  
Geneva  
Rock Creek  
Jefferson

Can make local calls to:

Ashtabula, Conneaut  
Austinburg, Geneva, Jefferson, Kingsville, Pierpont  
Ashtabula, Austinburg, Madison, Perry, Trumbull  
Austinburg, Jefferson, Orwell, Trumbull  
Ashtabula, Dorset, New Lyme, Pierpont, Rock Creek,  
Andover, Austinburg, Colebrook, Conneaut, Geneva,  
Kingsville, Orwell, Trumbull, Kinsman, Windsor

PUCO NO. 8

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CHARGES FOR TRANSFERS, MOVES, CHANGES, DISCONNECTS  
AND RECONNECTS

	<u>Non-Recurring Charge</u>
For the installation of main access line .....	\$ 25.00
For the transfer of an existing installation from one subscriber to another.....	\$ 15.00
For changes other than those specified, when made on request of the subscriber, the actual cost of labor and material.	
For subscribers disconnected for non-payment, before service is again established.....	\$ 25.00

MISCELLANEOUS RATES AND CHARGES

1. Per Call Blocking (Calling Number Delivery Blocking)

Enables customers to prevent the disclosure of their telephone number on a per call basis to the called party. The disclosure of the calling party's number can be prevented on a per call basis by dialing a preassigned access code before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number. Per Call Blocking will be provided on a universal basis to all eligible customers at no charge.

All public and semi-public payphones in the Conneaut Telephone Company's service area will be equipped with Per Call Blocking.

2. Telecommunications Relay Services (TRS)

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

3. Late Payment Charge

A late payment charge of \$3.50 per month will be assessed on all balances that are over thirty days past due. The late payment charge will not apply to any portion of the bill that is in bona fide dispute or to any previous late payment fees included in the amount due.

PUCO NO. 8

---

APPLICATION OF BUSINESS AND RESIDENCE RATES

Although the location at which a subscriber's telephone service is established or the type of directory listing desired may in most cases serve as a satisfactory basis for determining whether business or residence rates apply, determination whether such service should be classified as business or residence depends on the character of use made of the service, which will be controlling in all instances.

a. Business Rates:

Service is classified and charged for as business service at all business locations and at all other locations where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business listing is furnished, except as provided in paragraph (b) following:

b. Residence Rates:

Service is classified and charged for as residence service at all residences where the primary use is of a social or domestic nature and where the business use, if any, is merely incidental. Service furnished to churches is also classified and charged for as residence service, provided the use of this service is confined to the activities of the particular church subscribing for the service. Where residence service is furnished to a church or clergyman, it will be furnished only on an individual line basis if the access line is located in the church or if in the residence of a clergyman but listed in the name of the church.

When it is determined that a subscriber to residence service is using the service in such a manner that it should be classified and charged for as business service under the above provisions, the Company will discontinue the service of such subscriber in the event he refuses to permit his service to be classified as business service and pay the applicable business rates.

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CONSTRUCTION AND INSTALLATION CHARGES

General:

1. The charges and regulations specified below apply in connection with all classes of service, equipment or facilities furnished by the Telephone Company and are in addition to any construction or installation charges specified in a particular section of this Tariff.
2. Construction and installation charges are payable at the time the application for service is signed or when the account is rendered, at the option of the Telephone Company.
3. Material and labor furnished by the applicant is subject to the approval of the Telephone Company.
4. When attachments are made to poles of other Companies, in lieu of providing pole line construction for which the subscriber regularly would be charged, the cost to the Telephone Company for such attachments must be borne by the subscriber.

POLE LINE CONSTRUCTION

The following regulations apply to pole line construction necessary to reach prospective subscribers in sections where plant facilities are not available.

PUBLIC HIGHWAYS

- (a) The Telephone Company will erect one of its standard poles, free of charge, along a public highway, to reach each applicant for service or in lieu thereof, will assume the cost of, not to exceed attachments for five (5) poles, where poles of other companies can be utilized. For any poles set in addition to that number, the subscriber is charged as his share of the additional cost of extension of the line, fifty (50%) percent, of the costs of each pole, the minimum charge being Ten Dollar (\$10.00) per pole.
- (b) Or, if the subscriber will furnish poles satisfactory to the Telephone Company, the Telephone Company will set them and furnish the necessary wires and other fixtures, not to exceed one-half mile, without charge.
- (c) In all cases of pole line construction on a public highway, ownership is vested in the Telephone Company. All circuits on public highways are owned and maintained by the Telephone Company.

CONSTRUCTION AND INSTALLATION CHARGES (Continued)

PRIVATE PROPERTY

- (a) All poles necessary, on private property, must be furnished by the subscriber and must be of a type approved by the Telephone Company. Where the subscriber cannot meet the Company's specifications as to poles, the Telephone Company will provide them at cost.
- (b) The Telephone Company at its expense will erect not to exceed five (5) such poles and provide the necessary wires and fixtures. Where more poles are required the subscriber will be charged Five (\$5.00) Dollars for the erection of each pole in excess of five (5) and One Dollar and Fifty Cents (\$1.50) per pole for wires and fixtures thereon. If the subscriber will erect all of the poles the Telephone Company will equip not to exceed ten poles with the necessary wires and fixtures.
- (c) Whenever it becomes necessary to replace poles on private property, the new poles will be furnished, in accordance with the arrangements specified above.
- (d) All poles set on private property are to be under the exclusive control of the Telephone Company as long as they are used to furnish service. All circuits on private property are owned and maintained by the Telephone Company.

UNDERGROUND SERVICE CONNECTIONS

- 1. On Streets with Subways.
  - (a) On any public highway where the Company has constructed subways, or is about to construct a subway, for supplying underground service connections, all subscribers along such public highways shall be required to make connection with said underground system
  - (b) The Company will construct the necessary subway or conduit on the public highway from the main subway to the subscriber's property line, without charge; the subscriber to pay for the extension of same in his private property beyond said property line at the subscriber's request at its extra cost and expense, which must be paid by the subscriber.
- 2. On Streets with Poles.
  - (a) When the standard method of service connection is aerial from poles, and plant conditions permit, subscribers may arrange to have such connection placed underground, as follows:
  - (b) The Company will place the necessary conduit in the public highway from its nearest pole to the subscriber's property line, and extend the same in his private property beyond said property line at the subscriber's own cost and expense.

CONSTRUCTION AND INSTALLATION CHARGES (Continued)

UNDERGROUND SERVICE CONNECTIONS (Continued)

3. In case a subscriber prefers to construct the underground service connection himself, he may do so provided such connections are constructed under the supervision of, and in accordance with the standard specifications of the Company.
4. The necessary underground cable will be placed in the subscriber's premises in conduit, to be provided by the subscriber at his own cost and expense. Ownership in said cable is vested in the Telephone Company.
5. In no case will the Telephone Company place its cable or wire in the same conduit duct, or with other electric conductors.

SPECIAL TYPES OF CONSTRUCTION OR INSTALLATION

When a special type of construction is desired by a subscriber or application for service, or where the individual requirements of a subscriber or applicant for service, make the installation unusually expensive, the subscriber or applicant for service is required to bear the cost of such special construction or installation. The Telephone Company may, if it deems necessary, require the subscriber or applicant for service to make advance payment to cover the estimated cost of such special type of construction or installation, subject to appropriate adjustment when the actual cost has been determined.

CONSTRUCTION AND INSTALLATION CHARGES (Continued)

CONSTRUCTION CHARGES

Tariff provisions herein void that part of this Section of the tariff pertaining to Public Highway Construction in connection with new telephone line extensions.

1. (a) Where an applicant or applicants are to be furnished service, the length of construction required to reach the point of entrance of the applicant's private property, measured along the public highway either from the nearest existing distributing plant of the company or the nearest point to which the company plans to extend its facilities under an approved construction program, whichever is closer will be determined by the company.

For the length thus determined, the applicant will be required to pay construction charges in excess of the cost of one-half mile of standard pole line in place.

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

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- (b) If the company elects to attach its facilities to poles of other utility companies in lieu of providing standard pole line construction, the company will place one-half mile of circuit for each subscriber without construction charges. When facilities in excess of one-half mile per applicant are required on other utility companies' poles, the excess construction charges applied will not exceed those which would have been made if standard pole line construction had been applied.

CONSTRUCTION AND INSTALLATION CHARGES (Continued)

CONSTRUCTION CHARGES (Continued)

2. The total amount of construction charges to be paid by the applicants as a group shall be apportioned among them in such manner as the group may determine. The necessary construction need not be started, however, until satisfactory arrangements have been made for the payment of such construction charges. In the event the applicants fail to agree upon an apportionment of construction charges within sixty (60) days of the telephone company's quotation of charges, then the company may suggest pro-rated distribution of charges, based on relative distances of extension of pole lines among the applicants involved. If this suggestion is unacceptable to all applicants, then the telephone company may handle each applicant separately, in accordance with the provisions herein.
3. In case the company has on file other applications for service, from applicants located along the route to be used to serve the applicants referred to above, the telephone company shall combine the construction projects for the current applicants and the applicants who previously applied for service in accordance with and subject to the provisions above, if such action will serve to reduce the amount of construction charges to be paid by either of such groups.

BOUNDARIES

1. The following regulations are applicable with respect to each of the Company's exchange areas.
2. Where the boundary line of an area follows along one side of a road, that boundary line is considered, without further indication, as being located one hundred-fifty (150) feet from that side of the road.
3. Where the boundary line of an area follows along one side of a road, a building which has an entrance to that road at a point where that road is included in that area, is considered to be in that area, regardless of the geographical location of such building.
4. Where the boundary line of an area follows along the center of a road, a building which is located on the side of the road included in that area and which has an entrance to that road at a point where that side of the road is included in that area, is considered to be in that area, regardless of the geographical location of such building.
5. Where the boundary line of an area follows along the boundary line of a political subdivision, a private property line, a line which is shown on the map as being stated distance from a given point, a railroad, a river or a creek, a building which has an entrance to a road at a point where that road is included in that area, is considered to be in that area, regardless of the geographical location of such building.
6. Where a building has entrances into more than one area, the principal entrance shall determine the area in which such building is considered to be located in accordance with this section. In no case shall such a building be considered to be located in more than one area.
7. All units of a multi-unit building, such as a two-family house, an apartment house or an industrial building, are considered to be in the same area.
8. All buildings and premises of a subscriber on his continuous property are considered to be in the same area.

BOUNDARIES (Continued)

9. All buildings and premises on the continuous property of a common endeavor, such as an estate, amusement park, or airport, are considered to be in the same area as the owner or operator of the common endeavor. However, each occupant of such building or premise may subscribe to his own service. This regulation is applicable to every occupant of such buildings or premises, whether or not a part of or concerned in the common endeavor.
  
10. In the case of developments such as trailer and tourist camps and garden type housing projects, where the various buildings, trailers or other structures are occupied by persons who are not a part of a common endeavor, private streets, roads and driveways in such developments are considered, under the provisions of this paragraph, to be public roads for the purpose of determining the road to which a building, trailer or other structure has an entrance. Each building, trailer and other structure is considered separately for the purposes of determining the area from which it will be served.

N11 SERVICE  
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS

A. GENERAL

1. The Federal Communications Commission (FCC) assigned the 811 dialing code for nationwide access to One Call Notification Systems. The 811 dialing code ("811 Service") is a nationwide toll-free number to be used by state "One Call" notification systems for providing advanced notice of excavation activities to underground facility operators.
2. The three digit 811 abbreviated dialing One Call Notification code is assigned to the approved "811 Provider" for use in providing One Call notification services to the public by way of voice grade facilities.
3. 811 Service is available from the Company within its services area only. To provide access to 811 to end users in another company's service area or to Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 811 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 811 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.
4. All 811 abbreviated dialing code calls must be local in nature and will not result in any expanded local calling area (ELCA), intraLATA toll, interLATA long distance, or pay-per-call charges to Company subscribers. However, 811 Service calls may result in local measured service charges where Company subscribers' service plans include such charges.
5. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 811 Service is otherwise available wherever local service is accessible.

B. OBLIGATIONS OF THE APPROVED "ONE CALL" NOTIFICATION SYSTEMS PROVIDER

1. The 811 Provider must submit a written application for 811 Service to the Company. The 811 Provider may establish 811 Service in all or part of the Company's exchanges. There may be only one 811 Provider per exchange.
2. The 811 Provider's written application to establish 811 Service in a Company local exchange must include the following:
  - a. The local, foreign exchange, or toll free telephone number into which the Company should translate the dialed 811 abbreviated code. If the 811 Provider desires to change the telephone number into which the 811 abbreviated dialing code is translated, the 811 Provider must pay a Number Change Charge as set forth in Section F. below.
  - b. For network sizing and protection, an estimate of annual call volumes and holding time for calls to the 811 Service.
  - c. An acknowledgement of the possibility that the Commission's assignment of the 811 abbreviated dialing code may be recalled at any time.

N11 SERVICE (Continued)  
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

B. OBLIGATIONS OF THE APPROVED "ONE CALL" NOTIFICATION SYSTEMS PROVIDER  
(Continued)

3. Local Calling for Company Subscribers
  - a. The 811 Provider, in cooperation with the Company, will assure that all 811 Service calls are local and do not generate ELCA, intraLATA toll, interLATA long distance, or pay-per-call charges for Company subscribers.
  - b. When the 811 Provider applies for 811 Service from the Company, the 811 Provider must supply the Company with a toll free number. The Company will translate the 811 digits into the telephone number provided by the 811 Provider.
4. The 811 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 811 Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the 811 Provider or others, arising out of or resulting directly from the 811 Service.
5. The 811 Provider must develop an appropriate method of responding to 811 calls directed to it out of confusion or in error by Company subscribers.
6. The 811 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 811 Provider to receive calls to the 811 Service during normal business hours.
7. The 811 Service is provided on the condition that the 811 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 811 Service without interfering with or impairing any services offered by the Company.
8. The 811 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
9. The 811 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 811 Service. The 811 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers, and releases and all other rights from all holders of copyrights, trademarks and patents used in connection with the 811 Service.

N11 SERVICE (Continued)  
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

- B. OBLIGATIONS OF THE APPROVED "ONE CALL" NOTIFICATION SYSTEMS PROVIDER (Continued)
10. The 811 Provider must respond promptly to all complaints lodged with any regulatory authority against the 811 Service. If requested by the Company, the 811 Provider must assist the Company in responding to complaints made to the Company concerning the 811 Service.
  11. The 811 Provider shall not promote the 811 Service with the use of any auto dialer or broadcasting of tones that dial the 811 abbreviated dialing code.
  12. The 811 Provider must work separately with CLECs operating and serving customers in the Company's exchange(s) to ascertain whether 811 abbreviated dialing will be available to their end users.
- C. OBLIGATIONS OF THE COMPANY
1. The Company will establish the 811 Service within ninety days after receipt of the 811 Provider's completed application(s) for service or the effective date of this Tariff, whichever is later.
  2. When an 811 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 811 Service call, the quality of the call or any features that may otherwise be provided with the 811 Service.
  3. The Company will route 811 calls originating from end users on the Company's local exchange network whether they purchase service directly from the Company or from another provider reselling company service. Otherwise, the Company is not responsible for establishing 811 Service for calls originating from other telecommunications providers.
  4. The Company does not undertake to answer and forward 811 Service calls but furnishes the use of its facilities to enable the 811 Provider to respond to such calls at the 811 Provider-established call centers.
  5. The rates charged for 811 Service, if applicable, do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 811 Provider must conduct such operational tests as, in the judgment of the 811 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 811 Provider must promptly notify the Company in the event the Company's facilities are not functioning properly.

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N11 SERVICE (Continued)  
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

D. LIABILITY

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

E. OTHER TERMS AND CONDITIONS

1. The 811 Service will not provide calling number information in real time to the 811 Provider. If this type of information is required, the 811 Provider must subscribe to compatible Caller ID service as described elsewhere in this Tariff.
2. The 811 Service is provided for the benefit of the 811 Provider. The provision of the 811 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 811 Provider.

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N11 SERVICE (Continued)  
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

E OTHER TERMS AND CONDITIONS (Continued)

3. A written notice will be sent to the 811 Provider following oral notification when its 811 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If, after such notification, the 811 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 811 Provider is unwilling to accept the modifications, or if the 811 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. 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.

F. RATES & CHARGES

1. A Central Office Charge applies for each Company host central office out of which the 811 Provider orders 811 Service, as follows:
  - a. When a Company exchange is served by more than one host central office, a Central Office Charge is applicable for each host central office in that exchange.
  - b. If the 811 Provider establishes 811 Service in multiple Company exchanges serviced by the same host central office, only one Central Office Charge applies.
2. A Number Change Charge applies when the 811 Provider establishes service or applies to change the telephone number into which the 811 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
3. When translating the seven or ten digit number to the 811 abbreviated dialing code, applicable Service Connection Charges will apply.

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N11 SERVICE (Continued)  
811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

F. RATES & CHARGES (Continued)

4. Rates:

	Nonrecurring <u>Charge</u>
Central Office Charge *	\$22.50
Number Change Charge (per Telephone Number)	\$10.00
Service Connection Charge	\$20.00

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

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GENERAL RULES AND REGULATIONS

A. APPLICATION

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

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

B. GENERAL RULES AND REGULATIONS

1. The Company shall not be required to furnish nor be held liable for failure to continue to use its public or private rights-of-way over a direct route then deemed expedient by the Company.
2. In view of the liability to errors in transmitting speech by telephone and the impossibility of fairly fixing the cause thereof, all risks of service are assumed by the subscriber.
3. The subscriber shall be responsible for the use of the telephone and for any damage to apparatus caused by carelessness or negligence.

C. USE OF SERVICE AND FACILITIES

Use of Subscriber Service

Subscriber service, as distinguished from public and semi-public service is furnished only for use by the subscriber, his family, employees, or representatives, or persons residing in the subscriber's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a subscriber's residential premises. The Company will refuse to install subscriber service, or to permit such service to remain on premises of a public or semi-public character where the service is so located that the public in general or the patrons of the subscriber may make use of the service.

D. ADVANCE PAYMENTS

Applicants for service involving special construction may be required to make an advance payment. The amount of the advance payment is credited to the Customer's account as applying to any indebtedness under the contract.

P.U.C.O. NO. 8

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ENHANCED EMERGENCY TELEPHONE SERVICE (E911 SERVICE)

A. GENERAL

When requested by local government authorities, and subject to the availability of facilities, The Conneaut Telephone Company will provide a universal number "E911" for the use of Public Safety Answering Points (PSAPs) engaged in assisting local government in the protection and safety of the general public. Use of the "E911" number will provide each caller with telephone access to the appropriate local PSAP.

B. REGULATIONS

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

1. Application for 911 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 company shall be provided with evidence, satisfactory to the 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 911 service and participation shall be in the same 911 service.
2. The 911 service customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been legally delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire and other services with the telephone central office areas arranged for 911 service calling.
3. Each participating local governmental authority must furnish to the Company its written agreement, duly executed, by which it shall agree to:
  - a. Provide sufficient personnel to staff the PSAP on a 24 hour continuous basis.
  - b. Accept responsibility for dispatching, or referring, forwarding or transferring 911 calls to other participating local government authorities for the dispatch of police, fire, ambulance or other emergency services to the extent such services are reasonably available.

P.U.C.O. NO. 8

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ENHANCED EMERGENCY TELEPHONE SERVICE (E911 SERVICE) (Continued)

B. REGULATIONS (Continued)

- c. 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 that might be relayed by an operator.
  - d. 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.
4. The service is limited to the use of central office telephone number 911 as the emergency number. Only one 911 service will be provided with any government agency's locality.
5. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
6. 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.
7. Information contained in the Company's data base management system will be maintained for 911 service and will be used exclusively for this purpose.
8. 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 911 Service calls. No liability for damages arising from disclosure of a non-published telephone number shall be attached to the Company.
9. Any party residing within the 911 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.
10. Because the Company authorized service area boundary and political subdivision boundary may not coincide, the customer must make arrangements to handle all calls received on 911 Service lines that originate from all telephones served by The Conneaut Telephone Company, whether or not the calling telephone is situated on property within the geographical boundary of customer's public safety jurisdiction.

P.U.C.O. NO. 8

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ENHANCED EMERGENCY TELEPHONE SERVICE (E911 SERVICE) (Continued)

B. REGULATIONS (Continued)

11. The customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to a 911 Service PSAP by calling parties.
12. The number of lines to the "lead" local exchange company shall be as required by the Ashtabula County E911 Emergency Telephone Number System Plans.
13. 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 by a PSAP over exchange facilities from the central office serving the PSAP initiating the transfer to the point of termination of the transfer, if located outside the local calling area of the exchange.
14. The Company does not undertake to answer and forward E911 service call, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

C. E911 SERVICE FEATURES

1. Automatic Number Identification (ANI):  
A feature by which the calling party's telephone number is forwarded to the E911 control office and to the PSAP's display and transfer units.

D. RATES AND CHARGES

1. E911 service is provided to residents who subscribe to local exchange telephone service. The rate for this service will be as indicated for the appropriate county on the following County Rate List.

COUNTY RATE LIST

<u>County</u>	<u>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>
Ashtabula	0.39	12-10-92	01-01-93	91-1831-TP-EMG	N/A

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Issued: August 31, 2011

Effective: October 3, 2011

In Accordance with Case No. 11-4912-TP-ACE  
Issued by the Public Utilities Commission of Ohio  
Ken Johnson, General Manager  
Conneaut, Ohio

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LIFELINE/LINK-UP REQUIREMENTS

A. GENERAL

1. Lifeline shall be a flat-rate, monthly, primary access line service with touch-tone service **or** the Company may offer any other packages/bundles of service, if available to customers, less the lifeline discount and shall provide all of the following:
  - a. A recurring discount to the monthly basic local exchange service rate that provides for the maximum contribution of federally available assistance;
  - b. Not more than once per customer at a single address in a twelve-month period, a waiver of all nonrecurring service order charges for establishing service;
  - c. Free blocking of toll service, 900 service and 976 service;
  - d. A waiver of the federal universal service fund end user charge; and
  - e. A waiver of the telephone company's service deposit requirement.

B. REGULATIONS

1. Lifeline Assistance is available to residential customers who are currently participating in one of the following federal or state low-income assistance programs that limit assistance based on household income:
  - a. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid) or any state program that might supplant Medicaid;
  - b. Supplemental Nutritional Assistance Program (SNAP/Food Stamps);
  - c. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
  - d. Supplemental Security Insurance – blind and disabled (SSD)
  - e. Federal public housing assistance, or Section 8;
  - f. Home Energy Assistance Programs (HEAP, LIHEAP, E-HEAP);
  - g. National School Lunch Program's Free Lunch Program (NSL);
  - h. Temporary Assistance for Needy Families (TANF/Ohio Works); or
  - i. General Assistance (including disability assistance (DA))

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LIFELINE/LINK-UP REQUIREMENTS (Continued)

B. REGULATIONS (Continued)

2. Lifeline Assistance is available to residential customers whose total household income is at or below one-hundred fifty percent (150%) of the federal poverty level.
3. The Telephone Company shall require, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section B.1 above; identify the specific program or programs from which the customer receives benefits and agree to notify the carrier if the customer ceases to participate in such program or programs. If a customer is applying for Lifeline based on income, see Section B.5.a-g for examples of income documentation.
4. The Telephone Company must verify Lifeline service eligibility for customers who qualify through household income-based requirements consistent with the FCC requirements in 47 C.F.R. 54.
5. Consistent with federal law, examples of acceptable income documentation includes the following:
  - a. State or federal income tax return;
  - b. Current income statement or W-2 from an employer;
  - c. Three consecutive months of current pay stubs;
  - d. Social security statement of benefits;
  - e. Retirement/Pension statement of benefits;
  - f. Unemployment/Workmen's Compensation statement of benefits;
  - g. Any other legal document that would show current income (such as a divorce decree or child support document).
6. Customers qualifying for Lifeline with past due bills for regulated local service charges shall be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. Lifeline service customers with past due bills for toll service charges shall have toll restricted service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider.
7. All other aspects of the state-specific lifeline service shall be consistent with the federal requirements. The rates, terms, and conditions for lifeline service shall be tariffed in accordance with Rule 4901:1-6-11.

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LIFELINE/LINK-UP REQUIREMENTS (Continued)

B. REGULATIONS (Continued)

8. The Telephone Company shall provide written notification to the customer applying for Lifeline service that is determined ineligible for Lifeline service and shall provide an additional 30 days to prove eligibility.
9. The Telephone Company shall provide written customer notification if a customer's Lifeline service benefits are to be terminated due to failure to submit acceptable documentation for continued eligibility for that assistance. The lifeline customer shall have an additional sixty (60) days to submit acceptable documentation of continued eligibility or dispute the findings regarding termination of benefits.
10. The Telephone Company shall establish procedures to verify an individual's continuing Lifeline eligibility for both program and income based criteria consistent with the FCC's requirements in 47 C.F.R. 54.409-54.410.

C. ENROLLMENT PROCESS

1. Existing Customers

- a. Customers with dial tone wanting to establish lifeline service should complete and submit a Company lifeline application, and provide documentation if applicable, within 15 business days of requesting the discount.
- b. The Company will review the customer's lifeline application to determine customer's eligibility within 15 days.
- c. If the customer is eligible for the lifeline discount, the Company will credit the customer's bill retroactive to the date of customer's request for lifeline service.
- d. If the customer does not return the application with the appropriate documentation, if required, within 15 business days, the customer will need to re-apply for lifeline discounts. Should the Company determine that a customer does not qualify for lifeline assistance or if the customer submits incomplete documentation, the Company will provide written notification to the customer and give the customer an additional 30 days to prove eligibility. If after that additional 30 days the customer has failed to prove eligibility or provide the necessary documentation, the customer must re-apply for the lifeline discounts.

2. New Customers

- a. Customers applying for new service and requesting to establish lifeline service should complete and submit a Company lifeline application, and provide documentation if applicable, within 15 business days of requesting the discount. The Company will process the lifeline application without delaying the installation of new service.
- b. The Company will review the customer's lifeline application to determine the customer's eligibility within 15 days.

LIFELINE/LINK-UP REQUIREMENTS (Continued)

C. ENROLLMENT PROCESS (Continued)

2. New Customers (Continued)

- c. If the customer is eligible for the lifeline discount, the Company will credit the customer's bill for installation charges and the monthly discount retroactive to the date the customer's service is established.
- d. If the customer does not return the application with the appropriate documentation, if required, within 15 business days, the customer will need to re-apply for lifeline discounts. Should the Company determine that a customer does not qualify for lifeline assistance or if the customer submits incomplete documentation, the Company will provide written notification to the customer and give the customer an additional 30 days to prove eligibility. If after that additional 30 days the customer has failed to prove eligibility or provide the necessary documentation, the customer must re-apply for the lifeline discounts.

D. INCOME ELIGIBILITY

- 1. The Telephone Company must verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification must be performed within 60 days of a customer's service establishment. Examples of income documentation are identified in Section B.5.a-g.
- 2. Regardless of when the Company completes the verification process Lifeline benefits shall go back to the date the qualified customer established lifeline.
- 3. The Telephone Company shall provide written notification to customers that do not qualify for Lifeline Assistance. The notice shall give the customer an additional 30-day opportunity to prove eligibility or dispute the company's determination.
- 4. Written notification must include: 1) the earliest date termination of lifeline benefits will occur if the customer has been receiving the benefits or the last date the customer has to provide documentation to prove eligibility to receive the benefits; 2) the reason(s) for termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and 4) a statement explaining who customers may contact in the event of a dispute.
- 5. If a customer disagrees with a company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

LIFELINE/LINK-UP REQUIREMENTS (Continued)

E. VERIFICATION FOR CONTINUED ELIGIBILITY

1. The Telephone Company must notify customers at least 60 days prior to the company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of lifeline benefits would occur; 2) the reason(s) for termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the telephone company and 4) a statement explaining who the customer should contact in the event of a dispute.
2. Should a customer fail to submit proper documentation within the 60 day period, the Telephone Company will terminate the customer's lifeline benefits and require the customer to re-apply.

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INTRALATA PRESUBSCRIPTION

1. General

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

2. IntraLATA Presubscription Options

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

Option B: Subscriber may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

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

Option D: Subscriber may select no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the subscriber to dial a carrier access code to route all intraLATA calls to the carrier of choice of each call.

3. Rules and Regulations

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

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

Subscribers may change their selected Option and/or their presubscribed IntraLATA toll carrier at any time subject to charges specified in Paragraph 5 below.

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INTRALATA PRESUBSCRIPTION (Continued)

4. IntraLATA Presubscription Customer 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.

New local service subscribers will be asked to select a carrier(s) for their intraLATA toll and interLATA calls subject to presubscription at the time they place an order with the 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 a presubscribed intraLATA toll carrier, for any change thereafter, an IntraLATA Presubscription Change Charge will apply as follows:

INTRALATA PRESUBSCRIPTION (Continued)

- a. Application of Charges (Continued)
- (1) The charge shall be no greater than those set forth in Paragraph 5.b., unless modified by a company-specific Commission-approved tariff.
  - (2) If a Subscriber changes both the InterLATA and IntraLATA Presubscribed Interexchange Carrier at the same time, 50% of the otherwise applicable IntraLATA Presubscription Change Charge will apply.
- b. Nonrecurring Charges IntraLATA Presubscription Change Charge
- Per business or residence line, trunk, or port:
- |    |                    |        |
|----|--------------------|--------|
| -- | Manual Process     | \$5.50 |
| -- | Electronic Process | \$1.25 |