

RESIDENTIAL CUSTOMER NOTICE TEMPLATE

[Date]:

[Salutation]:

Beginning on (date), the prices, service descriptions, and the terms and conditions for long distance services that you are provided by (company name) will no longer be on file at the Public Utilities Commission of Ohio (PUCO).

This modification does not automatically result in a change in the prices, terms, or conditions of those services to which you currently subscribe. (Name of company) must still provide a customer notice at least fifteen days in advance of rate increases, changes in terms and conditions and discontinuance of existing services. Additionally, you will be able to view the company's future service offerings in a (guidebook/catalog) online at (give URL website) or you can request a copy of this information by contacting the (company address and toll free telephone number).

Since long distance services will no longer be on file with the Commission, this means that the agreement reached between the customer and the company, instead of the document on file at the PUCO, will now control new services or changes in service. This agreement, whether it is verbal or written, will still be subject to consumer protections required and enforced by the PUCO.

For any new services or changes in service, it will be important that you carefully review and confirm the price, terms and conditions.

If you have any questions about this matter, please call (company) at the toll free number 8XX-XXX-XXXX or visit us at (URL website). You may also visit the consumer information page on the PUCO's website at puco.ohio.gov for further information.

Sincerely,
(Company name)

NON-RESIDENTIAL CUSTOMER NOTICE TEMPLATE

[Date]:

[Salutation]:

Beginning on (date), the prices, service descriptions, and the terms and conditions for certain telecommunication services that you are provided by (company name) will no longer be on file at the Public Utilities Commission of Ohio (PUCO).

[General description of services affected]

This modification does not automatically result in a change in the prices, terms, or conditions of those services to which you currently subscribe. (Name of company) must still provide a customer notice at least fifteen days in advance of rate increases, changes in terms and conditions and discontinuance of existing services. Additionally, you will be able to view the company's future service offerings in a (guidebook/catalog) online at (give URL website) or you can request a copy of this information by contacting the (company address and toll free telephone number).

Since these services will no longer be on file with the Commission, this means that the agreement reached between the customer and the company, instead of the document on file at the PUCO, will now control new services or changes in service. This agreement, whether it is verbal or written, will still be subject to consumer protections required and enforced by the PUCO.

For any new services or changes in service, it will be important that you carefully review and confirm the price, terms and conditions.

If you have any questions about this matter, please call (company) at the toll free number 8XX-XXX-XXXX or visit us at (URL website).

Sincerely,
(Company name)