TABLE OF CONTENTS

Sheet

CHECK SHEET 1

TABLE OF CONTENTS 4

EXPLANATION OF SYMBOLS 13

EXPLANATION OF TERMS 14

SECTION 1 - APPLICATION OF TARIFF 23

1.1 Application of Tariff 24
- 1.1.1 Service Territory 24
- 1.1.2 Availability 24

SECTION 2 - GENERAL RULES AND REGULATIONS 25

2.1 Use of Facilities and Service 26
- 2.1.1 Obligation of Company 26
- 2.1.2 Limitations on Liability 28
- 2.1.3 Use of Service 34
- 2.1.4 Use and Ownership of Equipment 34
- 2.1.5 Directory Errors 35
- 2.1.6 Blocking of Service 36

2.2 Minimum Period of Service 37

ISSUED BY: Janet S. Livengood, Esquire, Director of Legal and Regulatory Affairs
DDI Plaza Two
500 Thomas Street, Suite 400
Bridgeville, Pennsylvania 15017-2838

Issued under authority of the Public Utilities Commission of Ohio in Case No.98-1458-TP-ACE

TABLE OF CONTENTS (Cont'd)

Sheet

2.3 Payment for Services Rendered 38
2.3.1 Responsibility for All Charges 38
2.3.2 Deposits 38
2.3.3 Payment of Charges 40
2.3.4 Return Check Charge 41
2.3.5 Late Payment Charges 41
2.3.6 Customer Overpayments 42

2.4 Installation Service 42

2.5 Access to Customer's Premises 43

2.6 Telephone Surcharges/Taxes 43
2.6.1 General 43

2.7 Reserved for Future Use 43

2.8 Suspension or Termination of Service 44
2.8.1 Suspension or Termination for Nonpayment 44
2.8.2 Exceptions to Suspension and Termination 47
2.8.3 Verification of Nonpayment 48
2.8.4 Termination for Cause Other Than Nonpayment 49
2.8.5 Emergency Termination of Service 52
2.8.6 Disconnection of Service Other than Toll Service 53

2.9 Additional Provisions Applicable To Business Customers 54
2.9.1 Application of Rates 54
2.9.2 Telephone Number Changes 55
2.9.3 Deposits 55
2.9.4 Dishonored Checks 55

TABLE OF CONTENTS (Cont'd)

Sheet

2.10 Additional Provisions Applicable to Residential Customers 56
2.10.1 Application of Rates 56
2.10.2 Telephone Number Changes 56
2.10.3 Deposits 57
2.10.4 Installment Billing for Nonrecurring Charges 59
2.10.5 Adjusted Payment Schedule 61
2.10.6 Suspension or Termination for Nonpayment 61
2.10.7 Deferred Payment Agreements 62
2.10.8 Dishonored Checks 63
2.10.9 Suspension or Termination - Abandonment 63
2.10.10 Suspension or Termination - Medical Emergencies 63
2.10.11 Suspension or Termination - Elderly, Blind or Disabled 63
2.10.12 Backbilling for Residential Customers 63

2.11 Allowances for Interruptions in Service 65
2.11.1 Credit for Interruptions 66
2.11.2 Limitations on Credit Allowances 69

2.12 Automatic Number Identification 70
2.12.1 Regulations 70
2.12.2 Terms and Conditions 71

SECTION 3 - CONNECTION CHARGES 72

3.1 Connection Charge 73
3.1.1 General 73
3.1.2 Exceptions to the Charge 74

3.2 Restoral Charge 74

TABLE OF CONTENTS (Cont'd)

Sheet

3.3 Moves, Adds and Changes 75

3.4 Record Order Charge 76

3.5 Charges Associated with Premises Visit 76
3.5.1 Terms and Conditions 76
3.5.2 Trouble Isolation Charge 77
3.5.3 Inside Wire Maintenance and Installation 78

3.6 Primary Interexchange Carrier (PIC) Change Charge 78

SECTION 4 - PAY TELEPHONE SERVICE 79

4.1 General 80

4.2 Regulations 81

4.3 Available Features for Pay Telephone Service 82

SECTION 5 - SUPPLEMENTAL SERVICES 84

5.1. Custom Calling Service 85
5.1.1 General 85
5.1.2 Description of Features 85
5.1.3 Rates and Charges 87

TABLE OF CONTENTS (Cont'd)

Sheet

5.2 LASS Services 89
5.2.1 General 89
5.2.2 Description of Features 89
5.2.3 Rates and Charges 91

5.3 Centrex-type Service 92
5.3.1 General 92
5.3.2 Description of Features 92
5.3.3 Rates and Charges 98

5.4 Service and Promotional Trials 99
5.4.1 General 99
5.4.2 Regulations 99

5.5 Busy Verification and Interrupt Service 100
5.5.1 General 100
5.5.2 Rate Application 100

5.6 Trap Circuit Service 101
5.6.1 General 101
5.6.2 Regulations 102
5.6.3 Rates 102

5.7 Directory Assistance Service 103
5.7.1 General 103
5.7.2 Regulations 103
5.7.3 Rates 104

5.8 Local Operator Service 105

TABLE OF CONTENTS (Cont'd)

Sheet

5.9 Stand Alone Voice Mail Service 105
5.9.1 Description 105
5.9.2 Recurring and Nonrecurring Charges 105

5.10 Blocking Service 106
5.10.1 General 106
5.10.2 Regulations 107
5.10.3 Rates and Charges 107

5.11 Customized Number Service 108
5.11.1 General 108
5.11.2 Conditions 108

5.12 Customer Requested Service Suspension 110

5.13 Remote Call Forwarding Service 111
5.13.1 General 111
5.13.2 Regulations 111
5.13.3 Rates and Charges 113

5.14 Calling Card Services 113

5.15 Prepaid Debit Card Services 113

SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES 114

6.1 General 115

6.2 Service Descriptions 116
6.2.1 Measured Rate Service 118

TABLE OF CONTENTS (Cont'd)

Sheet

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES 122

7.1 General 123

7.2 Service Descriptions 124
7.2.1 Basic Business Line Service 125
7.2.2 Public Access Line Service 128
7.2.3 PBX Trunk Service 129
7.2.4 Centrex-type Service 134
7.2.5 Term Liability/Termination Charges 138
7.2.6 Integrated Services Digital Network – Basic Rate Interface (ISDN-BRI) 138

SECTION 8 - INTRALATA TOLL USAGE AND MILEAGE CHARGES 139

8.1 General 140
8.1.1 Description 140
8.1.2 Classes of Calls 140

8.2 Timing of Calls 141

8.3 Regulations and Computation of Mileage 142
8.3.1 Originating Rate Center 142
8.3.2 Terminating Rate Center 142
8.3.3 Calculation of Mileage 143

8.4 Call Charges 144
8.4.1 Usage Charges 145
8.4.2 Per Call Service Charges 145

ISSUED BY: Janet S. Livengood, Esquire, Director of Legal and Regulatory Affairs
DDI Plaza Two
500 Thomas Street, Suite 400
Bridgeville, Pennsylvania 15017-2838

Issued under authority of the Public Utilities Commission of Ohio in Case No.98-1458-TP-ACE

TABLE OF CONTENTS (Cont'd)

Sheet

SECTION 9 - SPECIAL SERVICES AND PROGRAMS 146

9.1 Lifeline Telephone Service 147
9.1.1 Basic Lifeline Service 147
9.1.2 Eligibility 147
9.1.3 Charges 148

9.2 Link Up America 149

9.3 Special Equipment For The Hearing or Speech Impaired Customer 149

9.4 Discounted Service for The Hearing or Speech Impaired Customer 150
9.4.1 General 150
9.4.2 Certification 150
9.4.3 Qualification 150
9.4.4 Billing 151

9.5 Universal Emergency Telephone Number Service 151
9.5.1 General 151
9.5.2 Regulations 151
9.5.3 Conditions of Furnishing Service 152

9.6 Enhanced Universal Emergency Telephone Number Service 153
9.6.1 General 153
9.6.2 Regulations 153
9.6.3 Conditions of Furnishing Service 155

9.7 State of Ohio Relay Service 156
9.7.1 General 156
9.7.2 Regulations 156
9.7.3 Liability 157

ISSUED BY: Janet S. Livengood, Esquire, Director of Legal and Regulatory Affairs
DDI Plaza Two
500 Thomas Street, Suite 400
Bridgeville, Pennsylvania 15017-2838

Issued under authority of the Public Utilities Commission of Ohio in Case No.98-1458-TP-ACE

TABLE OF CONTENTS (Cont'd)

Sheet

SECTION 10 - SPECIAL ARRANGEMENTS 158

10.1 Special Construction 159
10.1.1 Basis for Charges 159
10.1.2 Basis for Cost Computation 159
10.1.3 Termination Liability 160

10.2 Non-Routine Installation and/or Maintenance 162

10.3 Individual Case Basis (ICB) Arrangements 162

SECTION 11 - DIRECTORY 163

11.1 Alphabetical Directory 164
11.1.1 Main Listings 164
11.1.2 Composition of Listings 165
11.1.3 Types of Listings 166
11.1.4 Non-Published Service 168

11.2 Reserved For Future Use 170

11.3 Directory Information Requests 171

11.4 Liability of the Company for Errors 171
11.4.1 General 171
11.4.2 Allowance for Errors 172

SECTION 12 - SERVICE AREAS 173

SECTION 13 - RATES AND CHARGES 175

SECTION 14 - PRICE LIST 201

ATTACHMENT A - Service Area Map A-1
ATTACHMENT B - Service Area Descriptions B-1