

Line 510
**Processes and Procedures to Ensure Compliance with Service Quality Standards
and Consumer Protection Rules**
Per FCC Form 481 Instructions

This document details the processes and procedures that The Toledo Telephone Company, Inc. (“Company”) follows to ensure compliance with service quality standards and consumer protection rules as laid out in FCC Form 481 Instructions.

For service quality standards that are affected by plant issues, the Company engineers and installs its plant and other facilities in such a way as to ensure, to the greatest extent possible, compliance with service quality standards that exist at the time that the plant and facilities are constructed.

In addition, employees are periodically briefed on service quality standards and consumer protection issues. In particular, if any set of issues appear to be prevalent, employees are given briefings on how to handle such issues. A recent example is the call completion problems that have arisen and the customer calls that are generated as a result. Although this is not a service quality problem caused by the Company, it does affect customers of the Company and, therefore, deserves the attention of the Company employees.

The Company also periodically reviews its operating procedures to be sure that those operating procedures are in compliance with service quality standards and that the operating procedures are not in violation of consumer protection rules. If questions arise, legal counsel is sought as needed.

If complaints are filed with the Company related to service quality standards or consumer protection rules, the complaint is immediately investigated, the matter tracked and any corrective action noted. This process ensures that problems are addressed and corrections made. It should be noted that the Company has received only customer complaints regarding service quality standards that are related to call completion issues and no complaints regarding consumer protection rules as they relate to the service offered by the Company other than call completion issues.

New service requests are generally completed within one business day unless additional construction is required. Service outages are addressed by qualified technical staff within 2 hours, 24x7. Very few service issues are directly related to the Company’s network, the vast majority are caused by customers equipment or inside wiring.