

4901:1-6-17

Customer notice.

(A) In applications for abandonment of all services, withdrawal of a service, amendment of a certificate, change in carrier's name, price increases, and changes in terms and conditions of an existing service, the telephone company must provide an affidavit verifying that prior actual customer notice was given to the affected end user customers by bill insert, bill message, direct mail, or, if the customer consents, electronic mail. For cases in which the commission review period is thirty days or less, the notice must be sent to customers at least fifteen days prior to filing the application with the commission. For cases in which the commission review period is greater than thirty days, the customer notice must be filed simultaneously with the application being filed at the commission. In addition to the affidavit, the application, when filed at the commission, must include a copy of the actual notice that was sent to affected customers.

(B) All notices sent to end user customers must include:

- (1) Company's customer service toll-free telephone number and web site (if web site exists).
- (2) Name of service being offered/changed.
- (3) Effective date of change.

(C) Rate or service change notices must contain in addition to paragraph (B) of this rule:

- (1) Current rate.
- (2) New rate.
- (3) Distinction of rate increase between residential and business customers (if the rate change is different for the two classes).
- (4) Description of service terms if they change.
- (5) Statement informing customers that they can contact the company toll free if they wish to cancel service that has been changed or where there has been a rate increase.

Effective:

R.C. 119.032 review dates:

Certification

Date

Promulgated Under: 111.15
Statutory Authority: 4901.13
Rule Amplifies: 4901.13, 4927.03