



Ohio Revised Code

Section 4927.17 Notice of rates, terms or conditions of service; contact information to be provided on bills and notices.

Effective: September 29, 2011

Legislation: House Bill 153 - 129th General Assembly

(A) Except as provided in sections 4927.07 and 4927.12 of the Revised Code, a telephone company shall provide at least fifteen days' advance notice to its affected customers of any material change in the rates, terms, and conditions of a service and any change in the company's operations that are not transparent to customers and may impact service.

(B) A telephone company shall inform its customers of the commission's toll-free number and e-mail address on all bills and disconnection notices and any residential customers of the office of the consumers' counsel's toll-free number and e-mail address on all residential bills and disconnection notices.
