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Madison, WI 53717
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March 10, 2010

Ms. Beth Salak, Director
Florida Public Service Commission
Division of Competitive Markets and Enforcement
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

**RE: TL718, Quincy Telephone Company
Remove Local Service Guarantee Credit**

Dear Ms. Salak:

Enclosed are the following tariff sheets:

**Section A2 Fourth Revised Contents Sheet 3
 Second Revised Sheets 27 & 27.1
 First Revised Sheets 27.2**

The purpose of this filing is to remove Quincy Telephone's own Local Service Guarantee Credit from the General Regulations section of the tariff.

The redlined tariff sheets are also included with this filing.

The proposed effective date for this filing is March 11, 2010.

If you have any questions, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kris A. Groth", is written over the typed name.

Kris A. Groth
Tariff Administrator
Kris.groth@tdstelecom.com
608.664.4186

Enclosures

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY
d/b/a TDS TELECOM/QUINCY TELEPHONE
Florida

Section A2
Fourth Revised Contents Sheet 3
Cancels Third Revised Contents Sheet 3

GENERAL REGULATIONS

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(D)

ISSUED: March 10, 2010

EFFECTIVE: March 11, 2010

BY: Joel Dohmeier, Vice-President

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY
d/b/a TDS TELECOM/QUINCY TELEPHONE
Florida

Section A2
Second Revised 27
Cancels First Revised Sheet 27

GENERAL REGULATIONS

D. PAYMENT ARRANGEMENT AND CREDIT ALLOWANCE (Cont'd)

5. Provision for Certain Local Taxes and Fees

When a municipality of political subdivision of the state charges the Company any license, occupational, franchise, inspection, or other similar tax or fee, whether in a lump sum, or at a flat-rate, or based on receipts, or based on poles, wires, conduits, or other facilities, so much of the aggregate amount of such taxes and fees as exceeds one per cent of the aggregate bills for exchange service of subscribers receiving service within the municipality of political subdivision will be billed, insofar as practical, pro rata to such exchange subscribers.

E. LIABILITY OF THE COMPANY

1a. Service Irregularities

The liability of the Company for damages arising out of service provided to its subscribers such as defects or failures in facilities furnished by the Company or mistakes, omissions, interruptions, delays, errors, or defects in the provision of its services set forth herein or any portion of its services, occurring in the course of furnishing such facilities or services, and not caused by the negligence of the subscriber, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall, in no event, exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission or defect or failure in facilities or services occurs.

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ISSUED: March 10, 2010

EFFECTIVE: March 11, 2010

BY: Joel Dohmeier, Vice-President

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY
d/b/a TDS TELECOM/QUINCY TELEPHONE
Florida

Section A2
Second Revised Sheet 27.1
Cancels First Revised Sheet 27.1

GENERAL REGULATIONS

RESERVED FOR FUTURE USE

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ISSUED: March 10, 2010

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BY: Joel Dohmeier, Vice-President

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY
d/b/a TDS TELECOM/QUINCY TELEPHONE
Florida

Section A2
First Revised Sheet 27.2
Cancels Original Sheet 27.2

GENERAL REGULATIONS

RESERVED FOR FUTURE USE

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(D)

ISSUED: March 10, 2010

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BY: Joel Dohmeier, Vice-President

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE
COMPANY

SECTION A2

Fourth

THIRD REVISED CONTENTS SHEET NO. 3

CANCELS ~~SECOND~~ REVISED CONTENTS SHEET NO. 3

Third

Issued: ~~December 21, 1994~~

Effective: ~~February 21, 1995~~

March 10, 2010

March 11, 2010

GENERAL REGULATIONS
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BY: ~~Daniel V. Gregory, Vice President & General Manager~~

Joel Dohmeier

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE
COMPANY

SECTION A2

^{2nd}
~~First Revised Sheet 27~~
~~Cancels Original Sheet 27~~

Issued: ^{March 10, 2010} ~~December 21, 1994~~

^{1st revised}
Effective: ~~February 21, 1995~~

GENERAL REGULATIONS

^{March 11, 2010}

D. PAYMENT ARRANGEMENT AND CREDIT ALLOWANCE (Cont'd)

5. Provision for Certain Local Taxes and Fees

When a municipality or political subdivision of the state charges the Company any license, occupational, franchise, inspection, or other similar tax or fee, whether in a lump sum, or at a flat-rate, or based on receipts, or based on poles, wires, conduits, or other facilities, so much of the aggregate amount of such taxes and fees as exceeds one per cent of the aggregate bills for exchange service of subscribers receiving service within the municipality of political subdivision will be billed, insofar as practical, pro rata to such exchange subscribers.

E. LIABILITY OF THE COMPANY

(T)

1a. Service Irregularities

The liability of the Company for damages arising out of service provided to its subscribers such as defects or failures in facilities furnished by the Company or mistakes, omissions, interruptions, delays, errors, or defects in the provision of its services set forth herein or any portion of its services, occurring in the course of furnishing such facilities or services, and not caused by the negligence of the subscriber, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall, in no event, exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission or defect or failure in facilities or services occurs, ~~except as detailed in Local Service Guarantee Credit.~~

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(T)

~~1b. Local Service Guarantee Credit~~

The Company will provide a one (1) month local service guarantee credit, which includes all recurring items of local service billed in the customer's current bill when the Company fails to provide specified levels of customer service. This program provides for credits to all residential and single line business customers' bills when the Company does not meet the service standards outlined below:

D (N)
D (N)

By: ~~Daniel V. Gregory, Vice President & General Manager~~

Joel Dohmeier

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY
d/b/a TDS TELECOM/QUINCY TELEPHONE
Florida

2nd
Section A2
First Revised Sheet 27.1
Cancels Original Sheet 27.1

GENERAL REGULATIONS

1st Revised
APPROVED

E. LIABILITY OF THE COMPANY (Cont'd)

1b. Local Service Guarantee Credit (Cont'd)

- 1. Missed Service Commitment: The customer will be given a one (1) month local service credit if the Company fails to meet a commitment and has not notified the customer 24 hours prior to the agreed time and date. This would apply to such services as installations, changes to custom calling features, provision of optional calling plans and other similar requests.

The credit will not apply if the customer could not be reached by telephone and a notice was left in a conspicuous place 24 hours prior to the commitment date and time, the customer did not make the meeting, or "out of service" conditions exists resulting from natural disasters, or circumstances beyond the control and knowledge of the Company.

- 2. Service Outages of More Than 24 Hours: A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to restore basic exchange telephone service within 24 hours after the interruption was reported to or discovered by the Company.

The credit will not apply if premise access is required and neither the customer nor a representative was available at the customer premise and the Company left a notice in a conspicuous place, or the customer had been disconnected for nonpayment of a bill or request for a deposit, or "out of service" conditions exist resulting from natural disasters, or circumstances beyond the control and knowledge of the Company.

- 3. Repeat Customer Requests: A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to accommodate the customer's request the first time and this causes the customer to make a second request within thirty (30) days.

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(D)

March 10, 2010

March 16, 2010

ISSUED: ~~January 26, 2007~~

EFFECTIVE: ~~January 29, 2007~~

BY: Jeff Jung, Vice-President

Joe Dohmeier

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE
COMPANY

SECTION A2

Original Sheet 27.2

March 10, 2010

Cancel *1st Revised sheet 27.2*

Issued: ~~December 21, 1994~~

Effective: ~~February 21, 1995~~

March 11, 2010

GENERAL REGULATIONS

E. LIABILITY OF THE COMPANY (Cont'd)

1b. Local Service Guarantee Credit (Cont'd)

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3. Repeat Customer Requests (Cont'd)

Examples of requests which may require multiple business office contacts by a customer include those for billing name and address changes, directory listing changes, requests for credit card or directories, requests for adjustments, repeat reports of service problems, and moves of cables or drop wires.

This credit will not apply to requests beyond the control of the Company and when the Company has notified the Customer.

4. Credit is NOT applicable to:

Claims for credit by customers who have been temporarily disconnected for nonpayment or are requesting reconnection from a temporary disconnect for nonpayment.

Misuse or abuse of the Company owned facilities, or if the problem is found to be associated with the customer's inside wiring or the customer's premise equipment.

Outages of more than 24 hours that are a result of natural disasters or circumstances beyond the control and knowledge of the Company, that occur within 24 hours of the due date where the Company could not obviously notify the customer nor perform the necessary service. Such example is where there has been a storm or other catastrophe that has caused a large number of customers to lose telecommunications services and/or other similar utility type services.

5. Local Service Guarantee Credit includes: all recurring items of local service billed on the customer's current bill.

(N)
(D)

By: Daniel V. Gregory, Vice President & General Manager

Joe Dohmeier