



Ohio Revised Code

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

Effective: March 20, 2019

Legislation: House Bill 402 - 132nd General Assembly

(A) Except as provided in sections 4927.07 and 4927.124 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 any retail service required to be tariffed by the public utilities commission or the federal communications commission, any wholesale service as to which there is no other applicable notice requirement, 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.
