

Metropolitan Telecommunications d/b/a MetTel  
P.S.C. No. 4 – Telephone  
Effective Date: January 15, 2022

Section: 9      Leaf: 1  
Revision: 0  
Superseding Revision:

## SECTION 9 – MISCELLANEOUS SERVICES

### A. LIFELINE SERVICE

1. Flat Rate Lifeline Service - This service provides a full waiver of the federal subscriber line charge for flat rate customers.

Basic Lifeline Service - This low-priced individual line message rate service provides a full waiver of the federal subscriber line charge. There is no monthly allowance for local calls. Primary area and Home Region calls are untimed. Extended area calls (where available) are timed.

Qualified customers may choose any of the Lifeline services as described above. Service connection charges do not apply to change existing service to, from or within Lifeline Service. For connection of new service, service connection charges apply.

2. These services are restricted to low income residential subscribers for a single exchange access line, per household, \* at the principal residence. To qualify for Lifeline Services a subscriber must be certified as participating in at least one of the following Government Programs:

- Low Income Home Energy Assistance Program (LIHEAP)#
- Medicaid
- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps Program)
- Federal Public Housing Assistance (Section 8)
- National School Lunch Programs' free lunch program (NSLP)#
- Temporary Assistance for Needy Families (TANF)#
- Veterans Pension Benefit
- Veterans Survivors Pension Benefit
- Customers whose household annual gross income is at or below 135% of the Federal Poverty Guideline.
- Subscribers who reside on federally-recognized tribal lands and participate in one of the following: Bureau of Indian Affairs (BIA) General Assistance, Tribally Administered Temporary Assistance for Needy Families (Tribal TANF), Food Distribution Program on Indian Reservations or Head Start.

\* A household is defined as any individual or group of individuals living together at the same address as one economic unit.

# These qualifying programs are eligible for New York State support only.

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Metropolitan Telecommunications d/b/a MetTel  
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Effective Date: January 15, 2022

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Revision: 0  
Superseding Revision:

## **SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)**

A. LIFELINE SERVICE, (Cont'd)

3. Applicants are eligible for discounted Lifeline rates when they provide proof that they are receiving one of the above benefits.

The Lifeline services are effective upon receipt of a completed, signed and approved application form from the customer, with any required backup.

4. Each Lifeline customer's eligibility for Lifeline Service will be verified annually.
5. A Lifeline Service customer may voluntarily choose to block region-to-region calls, toll calls and access to an interexchange carrier. Blocking is provided to Lifeline Service customers without charge.
6. The subscriber, or anyone else in the subscriber's household, may not receive Lifeline service concurrently from another provider of telecommunications services.

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Effective Date: January 15, 2022

Section: 9      Leaf: 3  
Revision: 0  
Superseding Revision:

## **SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)**

## B. HEARING OR SPEECH IMPAIRED CUSTOMERS

## 1. Special Equipment for the Hearing or Speech Impaired Customer

As required by Section 92-a of New York State Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.

A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of New York.

The Company will make every reasonable effort to locate and obtain equipment for a certified customer.

The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.

The Company will also advise the customer who requests this equipment of the applicable terms for purchase.

## 2. Discounted Service for the Hearing or Speech Impaired Customer

a. General

A handicapped person who has been certified to the Company as having a hearing or speech impairment which requires that he or she communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a 50% discount on service.

## b. Certification

Acceptable certifications are:

- Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of New York, or
- A pre-existing certification establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of facilities of an agency for a person with hearing or speech impairment.

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Section: 9      Leaf: 4  
Revision: 0  
Superseding Revision:

## SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)

**B. HEARING OR SPEECH IMPAIRED CUSTOMERS, (Cont'd)**

## 2. Discounted Service for the Hearing or Speech Impaired Customer, (Cont'd)

### c. Qualification

A customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication.

d. Billing

The reduction in charges is applied only at one location, designated by the impaired person.

### 3. New York Relay Service

a. General

The Company will provide access to the New York Relay Service, (NYRS) provides telephone communications service between hearing individuals and deaf/hard of hearing or speech disabled individuals. Anyone can call via the NYRS and utilize the Relay Communications Assistant (CA), also known as Relay Special Operators, to facilitate a telephone conversation utilizing a normal voice telephone and a non-voice telephone such as a teletypewriter or computer.

The CA will type all words spoken by the hearing caller to the caller using a TTY or PC and, in turn, voice all words typed by the TTY or PC to the hearing caller. The NYRS can be reached toll free by dialing the three-digit code 711. The NYRS answers these calls first in voice and then in text using Baudot and ASCII tones. In addition to the 711 code, the NYRS can still be reached on the following toll free 800 numbers.

ANY CALLER	711
VOICE CALLER ONLY	800-421-1220
BAUDOT CALLER ONLY	800-662-1220
ASCII (TTY OR PC)	800-584-2849
VOICE CARRY OVER	877-826-6977

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Section: 9      Leaf: 5  
Revision: 0  
Superseding Revision:

## **SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)**

**B. HEARING OR SPEECH IMPAIRED CUSTOMERS, (Cont'd)**

3. New York Relay Service, (Cont'd)

b. Regulations

- 1) The NYRS completes intrastate calls and is operational 24 hours a day, seven days a week. Interstate calls can be placed via the same 711 or 800 numbers and will be handled by the CA, but these calls are the responsibility of the Relay Provider, and not the Company charges for all calls are from the point of call origination to the point of termination. All applicable message unit or toll charges apply as if the call were dialed directly. There is no charge to the caller for the use of the NYRS or the CA.
- 2) Charges for all calls are from the point of call origination to the point of termination. All applicable message unit or toll charges apply as if the call were dialed directly. There is no charge to the caller for the use of the NYRS or the CA.
- 3) Persons certified as having a speech or hearing disability which requires use of non-voice telephone equipment for telephonic communications receive a 50% reduction in local and intrastate intraLATA toll message charges billed to the telephone service of the person with the disability. The reduction in charges is applied at only one location designated by the person with a disability.
- 4) Calls thru the NYRS may be billed to a third number only within New York State, but can be billed to major calling or pre-paid cards issued by Verizon, or any major Interexchange Carrier or Local Exchange Carrier or Pre-Paid Card Provider, if the card provider has made arrangements with NYRS.
- 5) Any type of call can be placed via the NYRS except calls to informational announcements, group bridging services and other live or taped pay-per-minute services. A conference call can be joined via a relay call using the Relay CA, but the Relay is not a conference call providing service. A Coin-Sent-Paid call can be made via the NYRS using a major Calling Card or Pre-Paid Card. These calls will be charged at the same rate, or less, as if the call were made using coins.
- 6) Acceptable certifications are (1) those made by a licensed physician, otolaryngologist, speech language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech disabilities in cooperation with an official agency of the State of New York or (2) pre-existing certifications establishing the hearing or speech disability such as those which qualify the person with a disability for social security benefits on the basis of total deaf/hard of hearing or for use of facilities of an agency for persons with hearing or speech disabilities.

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Revision: 0  
Superseding Revision:

## **SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)**

**B. HEARING OR SPEECH IMPAIRED CUSTOMERS, (Cont'd)**

### 3. New York Relay Service, (Cont'd)

c. Liability

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer, by using the service, agrees to release, defend and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted or asserted by the customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the customer or others, or for any personal injury to or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

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Revision: 0  
Superseding Revision:

## **SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)**

### C. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

## 1. General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this Product Guide at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Opinion and Order 97-11 Adopting Discounts for Services for Schools and Libraries, issued June 25, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.-) 54.500 et seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

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Revision: 0  
Superseding Revision:

## **SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)**

### C. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM, (Cont'd)

## 2. Regulations

a. Obligation of eligible schools and libraries

1) Requests for service

- a) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
- b) Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
- c) Services requested will be used for educational purposes.
- d) Services will not be sold, resold or transferred in consideration for money or any other thing of value.

## b. Obligations of the Company

- 1) The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this Product Guide. Those services contained in this Product Guide which are excluded from the discount program, in accordance with the Rules.
- 2) The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).
- 3) In competitive bidding situations, the Company may offer flexible pricing or rates other than in this Product Guide, where specific flexible pricing arrangements are allowed, subject to New York State Public Service Commission approval.

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### **SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)**

#### **C. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM, (Cont'd)**

##### **3. Discounted Rates for Schools and Libraries**

- c. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- d. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
- e. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.

##### **4. Discount Matrix**

##### **f. Services Ineligible for Schools and Libraries Discount**

##### **1) Voice Mail Services**

##### **g. Schools and Libraries Discount Matrix**

<u>HOW DISADVANTAGED</u>	<u>% DISCOUNT LEVEL</u>	
% of students eligible for National school lunch program	<u>Urban discount</u>	<u>Rural discount</u>
<1	20	25
1 - 19	40	50
20 - 34	50	60
35 - 49	60	70
50 - 74	80	80
75 - 100	90	90

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Superseding Revision:

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### **SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)**

#### **D. HEALTH CARE PROVIDERS SUPPORT PROGRAM**

##### **1. General**

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services, available in this Product Guide. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Order in Cases 94-C-0095 and 28425, issued November 4, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. seq., and any amendments made thereto.

##### **2. Regulations**

- a. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
- b. Reduced rates are available only to the extent that they are funded by the federal universal service fund.
- c. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.

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Section 9      Leaf 11  
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## **SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)**

#### D. HEALTH CARE PROVIDERS SUPPORT PROGRAM, (Cont'd)

### 3. Responsibility of Eligible Health Care Providers

- a. Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.
- b. Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.
- c. Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
- d. A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.
- e. Services cannot be sold, resold or transferred in consideration for money or any other thing of value.

## 4 Responsibility of the Company

- a. The Company shall offer the rates and charges as specified in Part 5 below, to eligible health care providers to the extent that facilities and services are available and offered at the rates specified.
- b. The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.
- c. In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to New York State Public Service Commission approval.

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Revision: 0  
Superseding Revision:

## **SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)**

#### D. HEALTH CARE PROVIDERS SUPPORT PROGRAM, (Cont'd)

## 5. Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph (c), which shall be available to all eligible health care providers, regardless of location:

- a. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in New York State with a population of at least 50,000.
- b. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in New York State with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.
- c. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules.

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Revision: 0  
Superseding Revision:

## **SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)**

## E. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

## 1. Service Description

The Telecommunications Service Priority (TSP) System is a structured coding scheme that prescribes the order in which National Security Emergency Preparedness (NSEP) telecommunications services are installed or restored. The TSP System was developed to support the requirements of the U. S. Government as defined in the TSP Service Vendor Handbook and applies only to NSEP telecommunications services to which the Company is able to apply priority treatment. It requires and authorizes priority action by the Company.

Conditions of emergency or crises that cause invocation of NSEP treatment can only be declared by authorized officials of the Federal Government or other officials (Federal or Non-Federal) specified by the Manager - National Communication System (NCS) on behalf of the Executive Office of the President of the United States.

## 2. Limitations

- a. Priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations. In addition, TSP System service shall be provided in accordance with the guidelines set forth in "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual" (NCS manual 3-1-1 dated July 9, 1990) and "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" (NCS manual 3-1-2 dated July 9, 1990).
- b. The customer for TSP System Service also must be the same customer for the underlying Access Service with which it is associated.
- c. The Company will arrange for the installation and/or restoration of TSP System Service upon receipt of the proper certification as specified in FCC Rules and Regulations cited in paragraph (1) preceding.
- d. It is the responsibility of the TSP user to provide the TSP Authority Code to the Company with each service request.
- e. When performing Priority Installation or Priority Restoration (repair) on TSP-designated services in compliance with the Rules and Regulations cited in (1) above, the Company may not be in a position to notify the customer regarding additional labor charges if additional labor is required. The customer recognizes that quoting charges and obtaining permission to proceed with the installation or restoration of service may cause unnecessary delays and grants the Telephone Company the right to quote charges after the installation or restoration has been completed.

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Effective Date: January 15, 2022

Section 9      Leaf 14  
Revision: 0  
Superseding Revision:

## **SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)**

#### E. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM, (Cont'd)

### 3. Rules and Regulations

- a. Under certain conditions it may be necessary to preempt one or more customer services with a lower (or no) restoration priority in order to install or restore NSEP telecommunications service(s). If preemption is necessary, and if circumstances permit, the Telephone Company will make every reasonable effort to notify the preempted customer of the action to be taken. Credit allowance for service preemption shall be made in accordance with the provisions set forth in 1.3.1(A) preceding.
- b. No charge applies when a TSP designation is discontinued.
- c. With the exception of credit information, a customer obtaining TSP system service acknowledges and consents to the provision of certain customer service details by the Telephone Company to the Federal Government to allow for the proper maintenance and administration of the TSP system. That information includes but is not necessarily limited to:
  - Confirmation of completed TSP service orders directly to the Manager, National Communications System (NCS);
  - Verification of installation and/or restoration priority level assignment(s) with the Manager, NCS;
  - Reconciliation of TSP service information with the Manager, NCS, or the customer (prime service vendor).

### A. Definitions

## National Communications System (NCS)

The NCS is established under the Executive Office of the President of the United States and is responsible for the day-to-day operation of the TSP System. This includes maintaining a twenty-four hour point-of-contact to handle emergency provisioning requests, assigning priority levels and Authorization Codes and maintaining data on TSP assignments.

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Effective Date: January 15, 2022

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Revision: 0  
Superseding Revision:

## **SECTION 9 – MISCELLANEOUS SERVICES (Cont'd)**

## F. CRITICAL FACILITIES ADMINISTRATION SERVICE (CFAS)

## 1. General

Critical Facilities Administration Service (CFAS) provides physical route information to customers with Telecommunications Service Priority (TSP) qualified circuits. If the Company is acting as the Prime Contractor, the company will obtain from its subcontractors the physical routing information for their portion of the qualified circuit.

## 2. Customer Obligations

- a. Customers' circuits must be federally registered as TSP circuits.
- b. Customers must subscribe to the Critical Facilities Administration Service (CFAS) offered by the Company and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."
- c. Customers must pay the appropriate Product Guide charges for CFAS, and any connecting carrier CFAS charges billed to the Company or directly to the customer.
- d. Customers must agree to treat all network information provided to them regarding their subscribed circuits as confidential and comply with any security procedures established in support of CFAS. This may include, but will not be limited to, provision of appropriate passwords prior to forwarding of CFAS information.

### 3. Obligations of the Company

- a. The Company will maintain data and restrict access by each customer to information relative to that customer's subscribed circuits.
- b. Company will identify the physical path of each subscribed circuit whenever requested by the customer so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit. Where Company systems permit, information will be transmitted to the Customer in the form of an AutoCAD file with the coordinates included. The Customer must provide its own software capable of reading an AutoCAD file.

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Effective Date: January 15, 2022

Section 9      Leaf 16  
Revision: 0  
Superseding Revision:

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F. CRITICAL FACILITIES ADMINISTRATION SERVICE (CFAS), (Cont'd)

#### 4. Obligations of the Company (Cont'd)

- c. The Company will make available physical path information for newly provisioned subscribed circuits to the customer within 5 business days after the circuit has been installed and within 15 business days for existing TSP circuits.
- d. For circuits provided in concert with other carriers, the Company, when acting as the Prime Contractor will obtain and forward information regarding the connecting carrier's portion of the physical path of the subscribed circuit to the customer as expeditiously as possible.
- e. Provision of CFAS will be suspended in the instance of a major telephone outage. Once subscribed circuits are restored to service, the Company will make updated physical path information available to the customer within ninety days of the restoration of service upon request.

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