

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 1

SPECIAL EQUIPMENT, SERVICES AND PROGRAMS

	Page
A. Lifeline Telephone Service	3
1. Lifeline Telephone Service Options	3
2. Regulations	4
3. Locality Charge Waiver	5
4. Voluntary Toll Blocking (Restriction)	5
B. Link Up America	6
C. Special Equipment For Hearing or Speech Impaired Customers	6
D. Discounted Toll Service for Hearing or Speech Impaired Customers	8
1. General	8
2. Regulations	9
3. Resale of Discounted Service	9
4. Qualification	10
5. Billing	10
E. Special Coin Calling Card Service	11
1. General	11
2. Certification	11
F. Universal Emergency Telephone Number Service	12
1. General	12
2. Regulations	12
3. Conditions of Furnishing Service	14
4. Rates and Charges	15

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 2

SPECIAL EQUIPMENT, SERVICES AND PROGRAMS

	Page
G. Enhanced Universal Emergency Telephone Number Service	16
1. General.....	16
2. Regulations	16
3. Rates and Charges.....	19
H. Telecommunications Relay Service (TRS)	23
1. General.....	23
2. Regulations	24
3. Liability.....	25
I. Medical Lifeline	25
J. Quarterly Billing Plan	25

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

New York State Telecommunications Association, Inc.

Section 9
Fifth Revised Page 3
Superseding Fourth Revised Page 3

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE

1. Lifeline Telephone Service Options

a. Description

1. Federal Lifeline Discounted Service

The Lifeline program helps to offset some of the costs for broadband and/or voice services to eligible residential subscribers. Depending upon the type of service, the federal program offers a discount of \$5.25 for voice-only subscribers and \$9.25 for broadband service or a bundled service that includes broadband service. To be eligible for the broadband service discount, the broadband speed subscribed to by the customer must be consistent with federally mandated minimum broadband service standards. If the broadband contained in the bundle does not meet the federally mandated minimum service standards, the bundle would be eligible for the voice-only discount. (C)

For voice-only Lifeline subscribers, a flat-rate federal discount of \$5.25, consisting of a \$5.25 reduction of the Federal Subscriber Line Charge (C)

will be (D)

applied. Customers may choose any type or grade of local telephone service, including bundled voice services that are normally offered by the Company.

In addition to the federal discount of \$5.25, each Lifeline voice-only subscriber eligible to receive federal Lifeline support will also receive an additional NY State discount of \$4.00. Those lifeline subscribers eligible only under the New York State Lifeline Discounted Service are not eligible to receive this additional discount. (C)

1A. Additional Lifeline Discount

This service provides the discount as outlined in A.1.a.1 above and may provide an additional discount equal to the serving company's increase in residential basic local exchange service, as authorized by the NYS Department of Public Service in Case No. 07-C-0349, released March 4, 2008, whereby the NY Commission authorized certain companies to increase basic local service rates up to \$2.00 per year. The discount can be found on Addendum 1 of the individual Company tariff for those companies offering the Additional Lifeline Discount.

1B. New York State Lifeline Discounted Service

This service provides a state discount of up to \$9.25 for local exchange telephone service. State only qualified customers may choose any type or grade of local telephone service, including bundled services that are normally offered by the Company. This service is only available to customers that do not qualify under the federal Lifeline program. State qualifications do apply.

Issued in Compliance with PSC Order in Case No. 17-C-0171, released April 19, 2018

Date Issued: November 5, 2020

Date Effective: December 5, 2020

Issued by: Caroline Hill, Regulatory and Member Services Director

NYSTA, Inc., 4 Tower Place, 2nd Floor, Albany, NY 12203

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
First Revised Page 3.1
Superseding Original Page 3.1

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE

+

(D)

+

Date Issued: May 30, 2012

Date Effective: July 1, 2012

Issued by: Caroline Hill, Director Tariffs

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12210

P.S.C. No. 2 - Telephone
New York State Telecommunications Association, Inc.

Section 9
Second Revised Page 4
Superseding First Revised Page 4

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

1. Lifeline Telephone Service Options (cont'd)

b. General

Both federal and state qualified customers may choose to apply the Lifeline credit to any of the company's local service offerings, including any local bundled service offering, basic local service, or message rate service. Message rate Lifeline service is available only where central office facilities permit. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Tribal Lands Link Up program. (T)
(T)

Service connection charges do not apply to change existing service from:

1. Message or flat rate services to Lifeline service.
2. Lifeline service to non-Lifeline services.

Issued in Compliance with PSC Order in Case No. 17-C-0171, release April 19, 2018

Date Issued: April 30, 2018

Date Effective: May 1, 2018

Issued by: Caroline Hill, Regulatory & Members Services Director

NYSTA, Inc., 4 Tower Place, 2nd Floor, Albany, NY 12230

P.S.C. No. 2 - Telephone
New York State Telecommunications Association, Inc.

Section 9
Third Revised Page 4.1
Superseding First Revised Page 4.1
Second Revised Page 4.1 Canceled

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

2. Regulations

- a. **Federal Lifeline** These services are restricted to low income residential customers. To qualify for Lifeline service a customer must certify and provide documentation as income eligible. For a consumer to be eligible under the income requirements, the consumer's household income as defined in § 54.400(f) of the FCC Rules must be at or below 135% of the Federal Poverty Guidelines for a household of that size or a recipient of benefits from any one of the following Entitlement Programs: (T)

1. Medicaid;
2. Supplemental Nutrition Assistance Program (SNAP) F/K/A Food stamps;
3. Supplemental Security Income;
4. Federal Public Housing Assistance (Section 8);
5. (D)
6. (D)
7. (D)
8. Veterans Disability Pension
9. Veterans Surviving Spouse Pension

- a. **New York State Lifeline** These services are restricted to low income residential customers. To qualify for NYS Lifeline service, a customer must be ineligible to receive the Federal Lifeline Service and be a recipient of benefits from any one of the following Entitlement Programs: 1

1. National School Lunch
2. Low Income Home Energy Assistance (LIHEAP)
3. Temporary Assistance for Needy Families (TANF)

(N)

Issued in Compliance with PSC Order in Case No. 17-C-0171, release April 19, 2018

Date Issued: April 30, 2018

Date Effective: May 1, 2018

Issued by: Caroline Hill, Regulatory & Member Services Director

NYSTA, Inc., 4 Tower Place, 2nd Floor, Albany 12203

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9

Second Revised Page 5

Superseding First Revised Page 5

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

2. Regulations (cont'd)

- b. Applicants must provide proof to the Company that they are certified as eligible to receive, currently receiving, or have received during the past year, one or more of the above benefits. Lifeline rate treatment will not begin until proof of eligibility is provided to the Company.

The Lifeline discount is effective upon receipt of a completed form of eligibility. If the form is not returned, no further action is taken by the Company to establish eligibility.

- c. The Company, in coordination with appropriate agencies, will make annual verification of the customer's eligibility status. If, after verification, a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for the time that they were proven to be ineligible for the service.

(C)

3. Locality Charge Waiver

Customers receiving Lifeline Telephone Service will have applicable locality charges waived each month while they are receiving the Lifeline Assistance.

4. Voluntary Toll Blocking (Restriction)

Customers receiving Lifeline service can voluntarily request and receive toll blocking (call restriction), third number billing/collect call restriction without a monthly charge. There will be no record order charge to add these types of restrictions (blocking).

Issued in Compliance with PSC Order in Case No. 17-C-0171, release April 19, 2018

Date Issued: April 30, 2018

Date Effective: May 1, 2018

Issued by: Caroline Hill, Regulatory & Member Services Director

NYSTA, Inc., 4 Tower Place, 2nd Floor Albany, NY 12203

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
First Revised Page 6
Superseding Original Page 6

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

+

(D)

+

C. SPECIAL EQUIPMENT FOR HEARING OR SPEECH IMPAIRED CUSTOMERS

1. As required by Section 92-a of New York State Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for customers certified as hearing or speech impaired.
2. 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.
3. The Company will make every reasonable effort to locate and obtain the equipment for the customer.

Issued in Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23

Date Issued: March 29, 2012

Date Effective: April 29, 2012

Issued by: Robert R. Puckett, President

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12211

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 7

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

C. SPECIAL EQUIPMENT FOR HEARING OR SPEECH IMPAIRED CUSTOMERS (cont'd)

4. Customers have the following payment options:
 - a. Outright purchase at a price not to exceed the actual purchase price including any applicable shipping costs to the Company.
 - b. Lease at a monthly rate equal to 4% of the original purchase price. If the equipment becomes defective at any time during the lease period, the Company will repair or replace it with no change in monthly rate to the customer. Repair or replacement of defective equipment will be the responsibility of the Company while the equipment is being leased.
5. Customers who initially choose the lease option (4.b) may later purchase the equipment at a price not to exceed the actual original purchase price to the Company less the cumulative sum of the customer's lease payments.
6. The Company will offer an optional maintenance program to customers who choose to purchase the equipment either initially or after leasing. The monthly charge for maintenance will be one-half the monthly rate specified in 4.b. Maintenance provides for repair of the equipment when feasible, but not for replacement, except at the Company's option.
7. These purchase and lease provisions augment and do not replace the offering of specialized equipment for hearing or speech impaired customers that may be set forth in other portions of this Tariff.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 8

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

C. SPECIAL EQUIPMENT FOR HEARING OR SPEECH IMPAIRED CUSTOMERS (cont'd)

8. The Company will maintain records of its purchases and sales and leases to individual customers.
9. The Company will also advise customers who request this equipment of the applicable terms for purchase, lease and maintenance and of any other options for obtaining the equipment that might be available elsewhere in the tariff. This notification will be provided in writing prior to the sale or lease of the equipment.

D. DISCOUNTED TOLL SERVICE FOR HEARING OR SPEECH IMPAIRED CUSTOMERS

1. General

Handicapped persons who have been certified to the Company as having hearing or speech impairment which requires that they 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, the following reduction on the following charges:

- a. For local message a 50% discount applies.
- b. For monthly mileage charges for leased channels and private line circuits furnished to the handicapped person for use in non-voice communications a 50% discount applies.
- c. Toll charges billed to the handicapped person's telephone service may also receive a discount. Any discount would be provided by the customer's toll carrier at a rate determined by that carrier.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 9

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

D. DISCOUNTED TOLL SERVICE FOR HEARING OR SPEECH IMPAIRED CUSTOMERS (cont'd)

2. Regulations

a. Certification

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 impairment in cooperation with an official agency of the State of New York, or
2. Pre-existing certifications 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 persons with hearing or speech impairment.

3. Resale of Discounted Service

Discounted business service for customers with impaired hearing or speech may be resold or shared in accordance with the provisions established in the Resale and Sharing of Service portion of this tariff, provided the patron of the reseller or sharer has been certified to the Company as specified above.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 10

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

D. DISCOUNTED TOLL SERVICE FOR HEARING OR SPEECH IMPAIRED CUSTOMERS (cont'd)

4. Qualification

Those qualifying for the toll discount are persons whose impairment is such that competent authority would certify them as being unable to use the telephone for voice communication.

The following are guidelines for qualifications:

Hearing impaired - persons with a binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "Guidelines to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech impaired - persons with impairment of 65% or higher on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories; audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-111, American Medical Association, 1971.

5. Billing

The reduction in charges is applied only at one location as designated by the handicapped person.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 11

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

E. SPECIAL COIN CALLING CARD SERVICE

1. General

- a. Handicapped persons who have been certified to the Company as legally blind, visually handicapped or physically handicapped or persons who have been certified as having limitations in use of a coin telephone because of difficulty with hand and finger coordination, will receive, upon application and verification to the Company, a special coin credit card, where facilities permit.
- b. Local calls made from coin telephones with the special card will be billed at the local rates.
- c. The customer's toll carrier may provide Special Coin Calling Card Service. The rates and regulations for this service are determined by that carrier.
- d. Person-to-person, interstate, non-coin, and request for time and charges calls charged to the special card will be billed at standard tariff rates.
- e. The handicapped person or the person assuming responsibility for the special card and the charges incurred on it must have a residence within the Company's servicing territory in this state.

2. Certification

- a. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist, or representative of either the New York State Office of Vocational Rehabilitation or the New York State Commission for the Blind and Visually Handicapped.

The term "handicapped person," when used in connection with this service, is defined in the Explanation of Terms section of this tariff.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 12

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

F. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

1. General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. No charge applies for calls to the 911 number. Calls will be routed to only one emergency report center per central office.

2. Regulations

- a. The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. For this service, the municipality or government agency is referred to as the "customer."
- b. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the agency. However, if the agency is unable to provide this service, the operator will intercept and forward the request for emergency aid for a period of at least one year.
- c. The determination of the public safety agencies which participate in a 911 service and the control and staffing of the emergency report center shall be the responsibility of the customer; provided, however, that at least one of the participating public safety agencies shall be a law enforcement agency.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 13

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

F. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd)

2. Regulations (cont'd)

- d. 911 service is furnished for incoming calls only.
- e. The Company will recommend to the customer adequate trunking and equipment for the service. A sufficient number of lines and sufficient answering equipment should be provided in order to handle adequately the incoming calls.
- f. Sufficient personnel should be provided by the customer to handle adequately the incoming calls 24 hours a day.
- g. Other exchange service shall be subscribed for at the same location as the emergency report center for administrative purposes, for the placing of outgoing calls and for receiving emergency calls relayed by the operator.
- h. The service is furnished with the understanding that the customer shall provide assistance on all emergency calls from the public, or secure or attempt to secure the assistance of the appropriate serving agency.
- i. One monthly bill shall be rendered for the service to the customer. The bill will not be pro-rated among participating agencies.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 14

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

F. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd)

3. Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits or any liability, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such facilities. The customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others.

Nor is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 15

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

F. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd)

4. Rates and Charges

Rates and charges for the lines between the emergency report center and the central office are listed in the concurring Company's tariff, Section 3, Group 9.

Rates for the trunks and lines between the emergency report center and the central office which is the last switching point for 911 service are billed at the normal rates for those services.

Where the central office building, which is the last switching point for 911 service, and the normal central office building for the emergency report center locations are not within the same primary calling area, mileage charges for the distance between central office buildings, as specified in this tariff, also apply to each line.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 16

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

G. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

1. General

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities, Enhanced 911 software, and ANI equipment. No charge applies for calls to the 911 number.

Definitions of the terms used in this section can be found in the Explanation of Terms Section of this tariff.

2. Regulations

- a. In addition to the following, the customer is subject to regulations shown in this Section, which deals with Universal Emergency Telephone Service.
- b. The customer to E911 Service must be a government agency or an authorized agent of one or more government agencies to whom authority to operate an emergency telephone number system has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire, or other emergency services within the telephone central office areas arranged for E911 calls.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone
New York State Telecommunications Association, Inc.

Section 9
Original Page 17

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

G. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE
(cont'd)

2. Regulations (cont'd)

- c. Application for E911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the government agency. At least one law enforcement agency per participating government agency must be included among the participating agencies in any E911 offering.
- d. All installations of E911 Service must serve the total number of access lines within the jurisdiction of the government agency as determined by the Company.
- e. Automatic Number Identification (ANI) and/or Automatic Location Identification (ALI) will not be displayed on calls placed over party lines or from offices utilizing circle digit identification. A specific code will indicate the call is originating from a party access line.
- f. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as in the judgment of the customer are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly. The Maintenance Service Charge will apply when a repair visit to the customer's premises determines that the trouble is not in the Company's facilities.
- g. E911 information consisting of the names, addresses, and telephone numbers of all telephone customers is confidential. The Company will release such information to the emergency agency periodically for the update of their system.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 18

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

G. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE
(cont'd)

2. Regulations (cont'd)

- h. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number and address associated with the originating station location are furnished to the PSAP, on a call-by-call basis, after an E911 call has been received.
- i. This service is offered solely as an aid in handling assistance calls in connection with fire, police, and other emergencies. The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused or claimed to be caused, directly or indirectly by the use of E911 Service. The customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. The customer also agrees to release, indemnify, defend and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of E911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone used by the party or parties accessing E911 Service hereunder, and which arise out of the negligence or other wrongful act of the customer, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 19

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

G. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE
(cont'd)

2. Regulations (cont'd)

- j. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the customer does not subscribe to Selective Routing, it is their obligation to make arrangements to handle all 911 calls that originate from telephones served by Central Offices in the local service area (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

It is the obligation of the customer to arrange for the handling of E911 calls that originate outside the Company's serving area but within the geographical boundaries of the customer's public safety jurisdiction.

3. Rates and charges

- a. Lines between originating central offices and designated control office.

- 1. Lines between the originating Central Office and the designated Control Central Office will be provided at no cost to the county unless the county specifically requests dedicated trunking which would have otherwise been provided by the Company through public switched network facilities.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 20

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

G. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE
(cont'd)

3. Rates and charges (cont'd)

b. Lines between the Control Office and the PSAP(s).

1. The Company will provide at no cost, all associated exchange service, private line service including mileage, for the provisioning of E-911 service for up to two PSAPs per county.
2. For all services required to provide E-911 service, in excess of two PSAPs per county including exchange services, private line service, and mileage, the existing tariff rates and charges will apply. Companies that concur in the New York State Telecommunications Association, Inc. PSC No. 1 Tariff concur in the New York Telephone PSC 900 Tariff for private line services. The Company will bill and collect revenues for the additional services based on the following agreement:
 - a. In counties that are served by one Local Exchange Company and having more than two PSAPs will be billed for the additional trunking by using a formula of taking the total charges that would be billed for all PSAPs under a non E-911 scenario and multiplying it by a fraction in which the numerator is equal to the number of PSAPs minus two (number of free PSAPs) and the denominator is equal to the total number of PSAPs in the county.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 21

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

G. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE
(cont'd)

3. Rates and charges (cont'd)

b. Lines between the Control Office and the PSAP(s).

2. (Cont'd)

b. In counties served by more than one Local Exchange Company, having more than two PSAPs and the customer is billed by a single LEC; each LEC will share in the trunking revenues collected utilizing the formula approach in 2.a. The trunking revenues collected would then be apportioned to the LECs serving the PSAPs in that county according to the relative revenues that each of them would be receiving if the dedicated trunking were used to serve a regular private line customer.

c. In counties that are served by more than one Local Exchange Company, having more than two PSAPs, and the customer is billed separately by each LEC providing service; the customer will be billed using the formula in 2.a. above.

c. Message Rate

Calls that are transferred over exchange facilities from a PSAP are charged at the standard tariff rates applicable to station-to-station calls from serving central office to the termination point of transfer.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 22

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

G. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd)

3. Rates and Charges (cont'd)

d. Automatic Location Identification Database Service

The Automatic Location Identification (ALI) Database Service provides the names and addresses associated with the E911 calling party's telephone number, which are forwarded to an E911 control office and to the Public Safety Answering Point (PSAP) for display. Any additional telephone lines with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the main number at the main location.

The database record is based on the maximum number of a combination of customer accounts and access lines in an E911 serving area during the most current twelve-month period at the time service is established. The count is determined by the Company and will be adjusted annually, in a like manner thereafter, for the purpose of updating customer billing. The ALI Database record charge is billed by companies taking the dominant role in counties providing E911 and the rates for Automatic Location Identification database records are listed in the concurring Company's tariff, Section 3, Group 9.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 23

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

H. TELECOMMUNICATIONS RELAY SERVICE

1. General

The company will provide access to Telecommunications Relay Service (TRS) pursuant to an agreement with the designated TRS provider for the State of New York. The service permits telephone communications between persons with hearing and/or speech disabilities who generally use a Telecommunications Device for the Deaf (TDD) or a non-voice telephone such as a Teletypewriter (TTY) or computer and other telephone users.

Calls will be routed to the Relay Center of the TRS provider for the State of New York by dialing the appropriate toll-free number, Pay Per Call Number, or the three-digit code 711. At the Center, specially trained Operators will answer these calls, and then establish the calls between the calling and called parties and then act as the "translation" point.

The relay center can be reached at the following numbers.

Any Caller:	711
Voice Caller Only	(800) 421-1220
Baudot Caller Only	(800) 662-1220
ASCII (PC)	(800) 584-2849
Voice Carry Over	(877) 826-6977
Spanish-to-Spanish	(877) 662-4886
Speech-to-Speech	(877) 662-4234
Pay Per Call	(900) 230-6565

Questions about this service can be directed to the Relay Inquiry Line on 1 (800) 664-6349 for voice or 1 (800) 835-5515 for Baudot calls.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 24

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

H. TELECOMMUNICATIONS RELAY SERVICE

2. Regulations

- a. The Relay center is open 24 hours a day, seven days a week.
- b. Charges for calls placed through TRS will be billed as if dialed without the use of the Relay Center from the point of origination to the point of termination. The actual routing of the call is independent from what is billed.
- c. Calls through TRS may be billed collect, to a third number or to a calling card accepted by the Relay Center.
- d. Pursuant to §64.604 of the Federal Communications Commission's (FCC) Rules, as amended (65 FR 38436, effective June 30, 2000, CC Docket 98-67), Relay center customers have the ability to communicate using the following additional services:
 - i. Spanish – to - Spanish Relay Service: Spanish speaking and TTY users of the Relay service call 1-877-662-4886 to access specially trained operators to facilitate calls in Spanish;
 - ii. Speech – to - Speech Relay: Individuals who are speech disabled access specially trained Relay operators to facilitate calls between consumers who are speech disabled and others by dialing 1-877-662-4234; and
 - iii. Pay Per Call Services: Relay users who wish to access Pay Per Call services may do so by calling 1-900-230-6565. This number will access a New York State Relay operator, who will then complete the call to the requested Pay Per Call service. Relay users will not incur a charge for the call to the Relay service, but will incur charges from the Pay Per Call provider.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Original Page 25

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

H. TELECOMMUNICATIONS RELAY SERVICE

3. Liability

Under the agreement reached with the TRS provider for the State of New York, that 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 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.

I. MEDICAL LIFELINE

Residential customers with a medical condition that requires that a monitoring device be connected to an emergency reporting system via an individual telephone line will not be charged any locality or mileage charges which might otherwise be appropriate.

J. QUARTERLY BILLING PLAN

As required by Public Service Law, Sections 38 or 92-b, the Company shall offer any residential customer, 62 years of age or older, a plan for payment on a quarterly basis of charges for services rendered, provided that the customer's average annual billing is not more than \$150.00.

Date Issued: July 31, 2003
Issued By: Robert R. Puckett, President
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003