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GENERAL TARIFF

LISTINGS

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GENERAL TARIFF

LISTINGS

A. ALPHABETICAL DIRECTORY

1. General

The following regulations and rates apply to listings in light face type in the alphabetical directories and the Directory Assistance records of the Company.

Listings are limited to information essential to the identification of the listed party. The Company reserves the right to use appropriate abbreviations in listings.

Listings which, in the judgment of the Company, are designed to advertise a commodity or service, or which are otherwise objectionable, are not permitted. A name made up by adding a term such as "Company", "Agency", "Shop", "Works", "Service", etc., to the name of a commodity or service is not accepted as a listing, unless the subscriber is legally doing business under that name.

A name may be repeated in the same alphabetical directory list only when a different address or a different telephone number is listed.

2. Composition of Listings

a. Name

(1) Business Service

The following names may be included in business service listings:

- (a) The name of the subscriber, patron of a reseller, patron of a sharer or Access
 Service customer. (T)
- (b) The name of each separate business enterprise which the subscriber, patron of a reseller, patron of a sharer or Access Service customer conducts.
- (c) The name by which the business of a subscriber, patron of a reseller, patron of a sharer or Access Service customer is known to the public, provided that only one such name representing the same general line of business will be accepted.
- (d) The name of any person associated with the subscriber, patron of a reseller, patron of a sharer or Access Service customer in the same business.

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GENERAL TARIFF

LISTINGS

A. ALPHABETICAL DIRECTORY (Cont'd)

- Composition of Listings (Cont'd)
 - Name (Cont'd)
 - (1) Business Service (Cont'd)
 - (e) The name of any person, firm or organization which the subscriber, patron of a (T) reseller, patron of a sharer or Access Service customer is authorized to represent, or the name of an authorized representative of the above.
 - (f) Alternate spelling of an individual name or alternate arrangement of a business name, provided that the listing, in the judgment of the Company, is not for advertising purposes.
 - (g) The name of a publication issued periodically by the subscriber, patron of a reseller, (T) patron of a sharer or Access Service customer.
 - (h) The name of any inactive business or organization in a cross-reference listing when authorized by such business or organization.
 - (i) The name of a member of the subscriber's or Access Service customer's domestic establishment when business service is furnished in the subscriber's or Access Service customer's residence.
 - (j) The name of a corporation which is the parent or a subsidiary of the subscriber or Access Service customer.
 - (k) The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX service, may be included in a residence type listing with the telephone number of the PBX service.
 - (2) Residence Service

The following names may be included in residence service listings:

(a) The name of the subscriber or Access Service customer.

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- (b) The name of a member of the subscriber's or Access Service customer's domestic establishment, an alternative spelling of such name and the maiden name of a married woman.
- (c) The name of a radio amateur station as for example "Radio Amateur W9CNE".

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GENERAL TARIFF

LISTINGS

A. <u>ALPHABETICAL DIRECTORY</u> (Cont'd)

- 2. Composition of Listings (Cont'd)
 - a. Name (Cont'd)
 - (2) Residence Service (Cont'd)
 - (d) When a subscriber or Access Service customer is absent and will return to the same premises within a year, the name of a tenant who is to occupy the premises in the interim may be listed in addition to the name of the subscriber or Access Service customer. The service may be billed to either the original subscriber or Access Service customer or the tenant.
 - (e) The name of a church.
 - (f) The name of a college fraternity or sorority house, convent or monastery or the name of the group of persons residing therein.
 - (g) Dual name listings consisting of the given names of two individuals who have the same surname and reside in the same domestic establishment, as for example, "Smith Mary & John".

b. Designations

The purpose of a business designation is to identify the listed party and not to advertise the business. No designation of the nature of the business is included if this is sufficiently indicated by the name. Where a listed party is engaged in more than one general line of business, two or more designations may be included in one listing when necessary to identify the listed party. When a listed party has two or more listed telephone numbers or two or more business addresses, designations indicating the branches of the organization may be included where necessary to assist the public in calling.

A designation may include a title to indicate a listed party's official position, but not the name of the firm or corporation with which the individual is connected. Conversely, individual names or titles are not shown following the name of a firm or corporation.

A listing may not include a designation, such as "agency", "dealer", or "representative" except in connection with the legal name of the subscriber.

A term such as "renting agent" may be included in a listing indented under the name of a building, provided that the agent maintains a renting office in such building.

Persons with disabilities, whether residence or business subscribers, who are certified to the Company as having a hearing or speech disability which requires that they communicate over a teletypewriter, may have the designation "TTY" to indicate that their telephone service terminates on such equipment.

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GENERAL TARIFF

LISTINGS

A. <u>ALPHABETICAL DIRECTORY</u> (Cont'd)

- 2. Composition of Listings (Cont'd)
 - b. Designations (Cont'd)

For regulations concerning certification, see Section 1.S. of this Tariff.

For the definition of "person with disabilities" when used in connection with persons having a hearing or speech disability. Section 9 of this Tariff.

c. Addresses

Except as specified below, each listing includes 1) the house number and street name or a location where the telephone service is furnished or 2) in cases where the telephone service is switched or otherwise extended to another premises, the house number and street name or a location of the other premises.

Business customers whose service terminates in a switching center may list the locality of the switching center where their service terminates when a physical address is not available.

The name of a building will be shown, in lieu of the street address, only in the case of Federal, State, County and Municipal buildings, public libraries, large hotels and apartment houses, or other buildings commonly known by name. In suburban areas the name of a residence or cottage on a private estate may be shown and the name of the street may also be included when necessary for identification.

The address associated with a large building, hotel or apartment house may be shown in one of the following forms where such address clearly indicates the subscriber's location or where the subscriber operates two or more branch stores on the same street:

7 Av & 158 1152 7 Av nr 158

For home-based business service and residence service listings:

(a) The address may be omitted;

or

(b) A Post Office Box Number may be shown;

or

(c) A partial address such as "Broad Street" may be shown; and in directories such as the Westchester-Putnam directory, where locality names are normally part of the address, a partial address consisting of the name of a locality, for example, "White Plains" may be shown.

Issued By: Keefe B. Clemons, General Counsel, 140 West Street, New York, N.Y. 10007 (061314)

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GENERAL TARIFF

LISTINGS

A. <u>ALPHABETICAL DIRECTORY</u> (Cont'd)

- 2. Composition of Listings (Cont'd)
 - c. Addresses (Cont'd)

The listings of patrons of resellers, patrons of sharers or Access Service Customers include the addresses where such patrons or Access Service customers are located.

The term "not-for-profit organization" as used herein means religious, educational, political, charitable, social service, civic, patriotic, fraternal and similar types of organizations which are not commercial in nature.

d. Telephone Numbers

Each listing may include only one telephone number. A listing may include only the telephone number of the first line of a PBX system or incoming service group of individual lines, except that (1) a trunk not included in the incoming service group of a PBX system or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions as, for example, where a corporation and its subsidiaries use the same PBX system, (2) each Centrex line may be listed and (3) an auxiliary line not included in the incoming service group of an individual line service, or the first auxiliary line of a separate incoming service group may be listed.

3. Types of Listings

a. Standard Listings

A standard listing is the type of listing which includes a name, designation, address and telephone number to appear in the Directory Assistance records and the alphabetical directory that covers the area where the telephone service is provided. Designations included in the listing will be provided subject to the regulations specified in Paragraph A.2.b. of this Section.

b. Indented Listings

An indented listing is the type of listing which is indented under a standard listing or under a caption and may not include more than a designation, address and telephone number. A caption consists of a name and may include a designation but not a telephone number. An address may be included only if all of the services listed under the caption are located at the same address. When the same designation is appropriate for two or more of the indented listings, the designation may be shown as a sub-caption for such indented listings.

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GENERAL TARIFF

LISTINGS

A. ALPHABETICAL DIRECTORY (Cont'd)

- 3. Types of Listings (Cont'd)
 - b. Indented Listings (Cont'd)

Indented listings are permissible when a subscriber or Access Service customer is entitled to two or more listings, whether main or additional listings, of the same name with different addresses or different telephone numbers, subject to the regulations for duplicate listings when such addresses are covered by different directories.

c. Alternate Telephone Number Listings and Night Listings

Any listed party who has made the necessary arrangements for receiving telephone calls during his absence may obtain an alternate telephone number listing or a night listing such as the following:

- (1) If no answer call (telephone number)
- (2) Night calls (telephone number)
- (3) Night calls after -- P.M. (telephone number)
- (4) Nights, Sundays and holidays (telephone number)
- (5) 5 P.M. to 9 A.M. weekdays noon Saturday until 9 A.M. Monday and holidays (telephone number)

Such listing may be furnished as an indented listing or as a sub-caption.

The telephone number in such a listing may be that of another service furnished the same subscriber, or one of the subscriber's PBX trunks not included in the incoming service group, or a multiple terminal, or the service furnished a different subscriber, or the telephone number designated by an Access Service customer.

d. Duplicate Listings

Any listing may be duplicated in a different directory or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

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GENERAL TARIFF

LISTINGS

A. ALPHABETICAL DIRECTORY (Cont'd)

- 3. Types of Listings (Cont'd)
 - e. Reference Listings

A reference listing such as shown in the following example may be obtained in lieu of duplicate listings:

Smith and Jones Inc
Main Office 1 Wall......HAnover 2-9914
For branches see Bklyn. Directory

f. Cross Reference Listings

A cross reference listing such as one of the following may be obtained in the same alphabetical group with the related listing when required for identification of the listed party and not designated for advertising purposes.

- (1) Long Island Express Company See Adams Express Company
- (2) Long Island Express Company
 Call Adams Express Company MAin 4-9924
- (3) Long Island Express Company
 Main office 2 Fulton MAin 4-9924
 For branches see Adams Express Company
- g. Listings of Special Reversed Charge Service
 - a. For Special Reversed Charge Service between points where message unit charges apply:

For New York Metropolitan Exchange Area, see Part C of the Product Guide.

For the exchanges of Amityville, Cold Spring Harbor and Farmingdale, see PSC NY No. 3--COMMUNICATIONS.

b. For Special Reversed Charge Service between points where toll charges apply, see Part C of the Product Guide.

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GENERAL TARIFF

LISTINGS

A. ALPHABETICAL DIRECTORY (Cont'd)

4. Main Listings

- a. Listings are provided without charge as follows:
 - 1. One Listing for each individual line except that where individual lines are grouped for incoming service, only one listing will be provided for each such group.
 - 2. One listing for each PBX or intercommunicating system.
 - 3. One listing for each order equipment installation with direct central office connections.

4. (D)

- 5. Where more than one flat rate line is furnished to the same subscriber at the same address and billed on the same bill, a main listing may include the telephone number of any such line which is eligible to be listed under the provisions of A.4.a.1. through 4. above.
- b. Access Service customers, as defined in Section 9 of this tariff, and each mobile unit or pocket receiver provided by a Radio-Telephone Utility, as described in Section 1 of this Tariff, may have a billed main listing and additional listings in the alphabetical directory, subject to the same regulations as the listings of Company subscribers.
- 5. Monthly Rates for Billed Main Listings and Additional Listings

See Section 14.5 of this Tariff.

The rates for this service for business customers are subject to the Additional Pricing Flexibility for Business Services regulations set forth in Section 1.A.10 of this Tariff.

The rates for standard listing, indented listings (other than indented duplicate or reference listings) and cross—reference listings are effective at the time of insertion of the listing in Directory Assistance records. When the subscriber or Access Service customer requests that the insertion in Directory Assistance records be made coincident with the publication of the directory, the rates are effective with their billing date on or next succeeding the publication date of the directory in which the listing appears.

The rates for alternate telephone number and night listings, duplicate listings and reference listings will be effective with the subscriber's or Access Service customer's billing date on or next succeeding the publication date of the directory in which the listings appear.

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GENERAL TARIFF

LISTINGS

A. ALPHABETICAL DIRECTORY (Cont'd)

6. Non-Published Service

a. General

The telephone numbers of non–published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. Non-published numbers, and information related to subscribers to non-published service, may be disclosed (other than in the Company's alphabetical directory or in Directory Assistance records available to the general public) in connection with the use of certain services as described elsewhere in the Company's tariffs, or as otherwise permitted or required by law.

b. Regulations

- (1) Except as otherwise provided in this Paragraph 6.b.(1), incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice not withstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party. If the connection is refused, the calling party will be advised and an offer made to connect the calling party to the Police. The Company may also, in other emergency cases, call the non-published number and request a call-back to the calling party. The Company will advise the calling party if the non-published number cannot be reached, or if a request for a call-back to the calling party is refused. The acceptance by the Company of the subscriber's request to refrain from publishing his telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- (2) In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such a number is published in the directory the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.
- (3) The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the number of a non-published service or the disclosing of said number to any person.

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GENERAL TARIFF

LISTINGS

A. <u>ALPHABETICAL DIRECTORY</u> (Cont'd)

6. Non-Published Service (Cont'd)

c. Rates

For Rates and Charges, see Section 14.5 of this Tariff.

Exceptions:

The non-published rate does not apply:

- (1) To special reversed charge service.
- (2) To foreign exchange service where the subscriber is also furnished exchange service from the normal central office.
- (3) To additional service furnished to the same subscriber at the same address.
- (4) Where the subscriber has other service listed in the same name in the alphabetical directory that covers the area where the subscriber's telephone service is provided, provided that (a) both services are of the same class or (b) the services are of different classes, and arrangements have been made that calls to the listed number will be answered at all times.
- (5) Public Telephone Services.
- (6) Where a subscriber living in a hotel, apartment house, boarding house or club is listed under the number of the PBX service furnished the hotel, apartment house, boarding house or club.
- (7) Where service is installed for a temporary period.
- (8) (Reserved for future use)

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- (9) Where service involves data terminals where there is no voice use contemplated, except for coordination of data transmission.
- (10) Where service is furnished at normally unattended locations to assist in the maintenance of essential public services provided by power, water and pipe line companies, railroads, airlines and government agencies.

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LISTINGS

A. <u>ALPHABETICAL DIRECTORY</u> (Cont'd)

- 6. Non-Published Service (Cont'd)
 - c. Rates (Cont'd)
 - (11) To Access Service customers.
 - (12) Where the telephone number is associated with a mobile unit or pocket receiver provided by a Radio-Telephone Utility, as described in Section 1 of this Tariff.
 - (13) Pursuant to Section 91(7) of the Public Service Law, where the customer requests protection of his or her identity in connection with the customer's purchase of telephone service and the customer a) is a victim of domestic violence, as defined in Section 459-a of the New York Social Services Law, and b) for whose benefit any order of protection, other than a temporary order of protection, has been issued by a court of competent jurisdiction. This waiver of charges shall be for the duration of the applicable, non-temporary, order. A customer requesting such an accommodation may be required to provide a copy of the order of protection to the Company. Any non-published listings provided under this Paragraph A.6.c.(13) shall conform to all the same requirements of other non-published listings, as described in this Section 5.

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GENERAL TARIFF

LISTINGS

B. <u>DIRECTORY ASSISTANCE SERVICE</u>

1. General

Customers may obtain assistance in determining telephone numbers by calling the Directory Assistance operator or by furnishing the Company with written lists of names and addresses for which telephone numbers are desired.

2. Monthly Charges

- a. For Rates and Charges, see Section 14.5 of this Tariff.
- b. No charge applies for:
 - (1) Requests for telephone numbers of non-published service, as defined by Tariff.
 - (2) Requests for telephone numbers, which result in the calling party receiving a wrong number from the Directory Assistance operator provided that the calling party reports the wrong number to the Company.
 - (3) Requests for telephone numbers which were omitted from the alphabetical directory as a result of Company error.
 - (4) Calls for Directory Assistance from persons with disabilities who have requested exemption from the Directory Assistance charge and who have been certified to the Company as being unable to use telephone directories because of a visual or physical disability. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist, or a social agency that conducts programs for people with disabilities in cooperation with an official agency of the State of New York or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the person with disabilities for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for people who are blind.

The term "person with disabilities" is defined in Section 9 of this Tariff.

(5) Directory Assistance Call Completion, as specified in Part B of the Product Guide.

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LISTINGS

- B. <u>DIRECTORY ASSISTANCE SERVICE</u> (Cont'd)
 - 2. Monthly Charges (Cont'd)
 - b. No charge applies for: (Cont'd)
 - (6) Calls for Directory Assistance from persons who have requested exemption from the Directory Assistance Charge because they are unable to use telephone directories due to a reading impairment. The method of exempting each customer shall be via completion of a form supplied by the Company and the Company's acceptance of the form.
 - (7) Requests for address and zip code information where the subscriber has requested that they be omitted from listing.
 - c. Flexible Pricing Plan

This service for residential customers is subject to the "Full-Flex" Pricing regulations set forth in Section 1.A.9 of this Tariff, This service for business customers is subject to the Additional Pricing Flexibility for Business services regulations set forth in Section 1.A.10 of this Tariff.

d. Rates and Charges

For Rates and Charges, see Section 14.5 of this Tariff.

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GENERAL TARIFF

LISTINGS

C. <u>DIRECTORY OPERATOR BY APPOINTMENT SERVICE</u>

1. General

Directory Operator by Appointment Service enables a customer to arrange, on a per LATA basis, for a specific appointment with a Directory Operator for the purpose of obtaining large quantities of telephone numbers by means of a single telephone call.

2. Regulations

- Telephone numbers will be obtained from the Verizon New York Inc. Directory Assistance records.
- b. Non-published numbers will not be released and the customer will be advised that the requested number is non-published.
- c. No credit shall apply for a search for a non-published number, nor for an unsuccessful telephone number search.
- d. All calls placed to set up the appointment, as well as the actual appointment calls, will be charged for at the normal calling charges applicable to the type of call, plus the Appointment Service rates and charges described below.

e. (D)

- f. The caller shall provide names and addresses to the operator for an individual LATA, grouped by NPA.
- g. Only telephone numbers within a single LATA will be provided on a single telephone call. If telephone numbers in a different LATA are required, the caller will terminate the call and initiate a new call to the Directory Operator using the facilities of an Interexchange Carrier.
- h. Appointments may be scheduled up until two business days before the desired appointment date. Appointments will not be scheduled more than 30 days in advance.
- i. A single Appointment Set Up Charge applies to all appointments made at one time within a LATA. A maximum of ten appointments will be made for a 30 calendar day period.

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LISTINGS

C. <u>DIRECTORY OPERATOR BY APPOINTMENT SERVICE</u> (Cont'd)

- 2. Regulations (Cont'd)
 - j. There are no exemptions from the charges for Directory Operator by Appointment Service.
 - k. This service is furnished solely for the telephone calling purposes of the caller. The caller shall not sell, reprint, lease or rent this information, nor permit the use of this information by others.

3. Rates and Charges

This service for residential customers is subject to the "Full-Flex" Pricing regulations set forth in Section 1.A.9 of this Tariff, This service for business customers is subject to the Additional Pricing Flexibility for Business services regulations set forth in Section 1.A.10 of this Tariff.

See Section 14.5 of this Tariff.

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GENERAL TARIFF

LISTINGS

D. DIRECTORY ASSISTANCE VOLUME DISCOUNT PLAN

1. General

The Directory Assistance Volume Discount Plan is a discounted directory assistance pricing plan for business customers of intraLATA, intrastate Directory Assistance (local DA) and National Directory Assistance (NDA). Customers must meet the eligibility level listed in Section 14.5 to qualify for the plan and receive the discounts. The discount provided to the customer is based upon the time commitment selected and the customer's monthly directory assistance usage.

Customers subscribing to the plan receive discounts based on time and volume as specified in Section 14.5. As the customer increases its directory assistance usage, a greater discount may apply to the increased usage charges.

2. Regulations

- a. Directory Assistance Service and National Directory Assistance Service regulations as specified in this Section apply to the Directory Assistance Volume Discount Plan.
- Discounts apply to the charges for local DA and NDA calls as specified in Section 14.5 of this Tariff.
- c. Each plan applies to a single billed telephone number only. All direct dialed directory assistance calls made over any line of a multiline subscriber with one billed telephone number are charged at the discount rate.
- d. Discount schedule applies to direct dialed local DA and NDA calls.
- e. Connection to or disconnection from this service will be effective only on the subscriber's bill date.
- f. This discount does not apply to Directory Assistance Call Completion Service Charges, charges of directory assistance calls made from Public Telephone Services, charges of directory assistance calls billed to a calling card and charges of calls made through Directory Operator by Appointment Service.
- g. To qualify for this plan, customers must meet the monthly eligibility level as stated in Section 14.5 of this Tariff.

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LISTINGS

D. <u>DIRECTORY ASSISTANCE VOLUME DISCOUNT PLAN (Cont'd)</u>

- 2. Regulations (Cont'd)
 - h. If the customer accumulates monthly charges less than the required eligibility level, the customer shall pay the tariffed local Directory Assistance or National Directory Assistance charges stated in Section 14.5 of this Tariff.
 - i. The Company reserves the right upon seven days' notice to the Commission to waive local DA and NDA charges, recurring and/or non-recurring, associated with the Directory Assistance Volume Discount Plan in order to promote the sale of the service, such that the promotional waiver offered covers incremental costs over the life of the plan. Each waiver period offered by the Company will not extend beyond 90 days.
 - j. A customer must sign a Letter of Election to subscribe to the plan.
 - k. A Customer may change its commitment at any time during the plan to a longer time period. A new letter of election is required, and the new plan takes effect on the bill date following the receipt of the service order requesting the change.

I. <u>Termination Liability</u>

- (i) If a customer terminates the plan before the expiration of the Letter of Election, the customer is liable for 50% of the eligibility level amount multiplied by the lowest discount available in the customer's selected monthly plan, multiplied by the number of months remaining in the customer's plan.
- (ii) If a customer wishes to change to a shorter monthly plan than stated in its Letter of Election, the customer shall sign a new Letter of Election and shall pay the Company an additional amount for its past directory assistance usage under its initial Letter of Election calculated by applying the difference in the applicable monthly discounts between the initial Letter of Election and the new Letter of Election to the customer's Monthly Directory Assistance and National Directory Assistance Charges for all past months under the plan. Payment for such additional amount shall be due upon execution of the new Letter of Election. The effective date of the new Letter of Election shall be the same as stated in the initial Letter of Election.

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GENERAL TARIFF

LISTINGS

D. <u>DIRECTORY ASSISTANCE VOLUME DISCOUNT PLAN (Cont'd)</u>

3. Flexible Pricing Plan

This service is subject to the Flexible Pricing Plan regulations set forth in Section 1.A.8 of this Tariff, except as otherwise provided below:

a. The percentage discounts under the Directory Assistance Volume Discount Plan may be increased selectively and in varying amounts so long as the rates cover their relevant costs, and may be reduced, so long as the rates cover their relevant costs.

4. Rates and Charges

For Rates and Charges, see Section 14.5 of this Tariff

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GENERAL TARIFF

LISTINGS

E. NATIONAL DIRECTORY ASSISTANCE SERVICE

1. General

National Directory Assistance (NDA) Service provides customers information on listings outside the customer's local Directory Assistance area.

2. Regulations

- a. NDA Service is provided subject to the availability of facilities and is accessed by dialing 411 or such number(s) as the Company may designate.
- b. The charge for NDA Service is specified in Section 14.5 of this Tariff. The NDA charge applies whether or not a number or listing information is provided, including requests for numbers that are non-published, non-listed or not found. No charge applies for NDA listing requests which result in the calling party receiving a wrong number provided that the calling party reports the wrong number to the Company.
- c. Customers will be charged for each NDA call. A maximum of two requests for listings will be allowed per call. No discounts or allowances apply on charges for NDA service.
- d. A customer may request both an NDA listing and a listing located within the customer's local Directory Assistance area on the same call. The customer will be charged the price of an NDA call.
- e. Charges for NDA are not applicable to calls from customers who have requested exemption from the Directory Assistance charge and who have been certified to the Company as being unable to use telephone directories because of a visual or physical handicap. Refer to Paragraphs B.2.b.(4) and (6) preceding.
- f. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished and the customer shall save the Company harmless against all claims that may arise from the use of such information.
- g. NDA is available on a direct dialed basis and may not be alternately billed. NDA is not available from Coin Telephones or the following classes of restricted service:

COCOTs with restricted bill class Coinless Coin

Hospital Patient Lines Hotel/Motel Guest Lines

Mobile Type 1 Service

(D)

VERIZON NEW YORK INC. P.S.C. No. 15--COMMUNICATIONS Effective Date: May 1, 2014 Section: 5 Page: 21 Revision: 0 Superseding Revision:

GENERAL TARIFF

LISTINGS

E. NATIONAL DIRECTORY ASSISTANCE SERVICE (Cont'd)

3. Flexible Pricing Plan

This service is subject to the Flexible Pricing Plan regulations set forth in Section 1.A.8 of this Tariff.

4. Rates and Charges

For Rates and Charges, see Section 14.5 of this Tariff.