

tw telecom of new york l.p. d/b/a tw telecom
 NY PSC No. 6 – Telephone
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LOCAL EXCHANGE SERVICES TARIFF

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.2 Busy Verification, Interrupt, and Customer Originated Trace Services*

5.2.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

Customer Originated Trace allows a Customer to originate a trace to track harassing callers that they otherwise cannot identify via Caller ID. The feature “marks” the calling records in the Company’s switch so that if and when they are requested by law enforcement the Company can easily identify the call within the call records. The Company will not release caller identification records directly to the Customer. This information will only be released to law enforcement at their request.

5.2.2 Rate Application

A. A Verification Charge will apply when:

1. The operator verifies that the line is busy with a call in progress, or
2. The operator verifies that the line is available for incoming calls.

B. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

C. No charge will apply when the calling party advises that the call is from an official public emergency agency.

5.2.3 Minimum / Maximum Rates and Charges

	<u>Minimum</u>	<u>Maximum</u>
Verification Charge, each request	\$0.00	\$4.00
Interrupt Charge, each request	\$0.00	\$5.00
Customer Originated Trace, each traced call	\$0.00	\$10.00

*Not available to Converged Voice Service Customers.

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