

ComNet (USA) LLC  
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## SECTION 8: MISCELLANEOUS SERVICES

### 8.7 Emergency Telephone System Provisioning (9-1-1, E9-1-1 or 89-1-1) (cont'd.)

#### 8.7.1 Liability(cont'd.)

Company. No allowance shall be made if the interruption is due to the negligence of willful act of the customer.

- C) The customer shall indemnify and hold harmless the Company from any damages, or other injuries which may be asserted by any person, business, governmental agency, or other entity against the Company or customer or any of their employees, directors, officers or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information in connection with the provision of the 91-1 service.
- D) The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems.
- E) The company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 service, including, by way of example and without limitation, when a failure or interruption of 9-1-1 service is due to the attachment of any equipment by a customer to Company facilities.
- F) The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including non-published subscriber information to emergency service providers responding to calls placed to a 9-1-1 service or host providers using such information to provide 9-1-1 service.

### 8.8 New York Telecommunications Relay Service (TRS)

TRS is a relay telecommunication service for the deaf, hearing, and/or speech disabled population of the Commonwealth. The service permits telephone communications between deaf, hearing, and/or speech disabled individuals who must use a Text Telephone and individuals with normal hearing and speech. ComNet end-users can access TRS by their toll free (800) number or by dialing 711.

If required by the Commission, the Company will impose a surcharge on every customer's bill in order to support the Telecommunication Relay Service (TRS). The TRS surcharge will apply to all residence and business access lines served by the Company, whether or not the access line uses the New York Telecommunications Relay Service. The surcharge will be identified on the customer's monthly bill as a line item marked "New York Relay Center Surcharge".

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