

1 800 COLLECT, INC.  
N.Y.P.S.C. Tariff No. 1

Section 3  
Leaf: 3  
Revision: 0  
Superseding Rev.:

Effective Date: May 30, 2012

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### **SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)**

#### **3.2. Billing Periods**

Residential New York intrastate calls generally have a one minute minimum charge with additional time billed in one minute increments with full minute rounding. Commercial New York intrastate calls generally have a 30 second minimum charge with additional time billed in 6 second increments. (See section 4 for the specific minimums and increments for each service.) Timing on completed calls begins when the called party answers. Timing terminates when either party goes to the on-hook mode.

#### **3.3. Timing of Calls**

The customer's long distance usage charge is based on the actual usage of the Company's network. Usage begins when the called party picks up the receiver. When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or by software utilizing audio tone detection. A call is terminated when either party hangs up.

#### **3.4. Minimum Call Completion Rate**

The customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 99% during peak use periods for all FGD and 800 access services.

#### **3.5 Uncompleted Calls**

There shall be no charge for uncompleted calls.

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Cancelled effective 06/07/2017. 1658 Gailes Boulevard, Suite B  
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