Business Telecom, Inc. d/b/a EarthLink Business

PSC No. 2 - Telephone

Effective Date: September 12, 2012

Leaf 37 Revision: 0 Superseding Revision:

INTEREXCHANGE SERVICES TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.22 Operator Services (Cont'd.)

2.22.2 Carrier will comply with the provisions of 16 N.Y.C.R.R. Part 649.4, as follows:

Effective September 1, 1990, providers of intrastate operator assisted communications services shall not take any action or enter into any arrangement which restricts end-user selection among competing interexchange telephone corporations or end users access to competing providers of intrastate operator assisted communications services, or pay any commissions or other compensation to any entity engaged in such action or arrangement.

2.22.3 Emergency Services

- A. Carrier shall not offer emergency operator services (i.e. emergency services dialed as "911" or "0") to any reseller of telephone service via COCOTs or credit cardactivated telephones located in New York State.
- B. Carrier shall advise all of its New York State telephone vendor clients that all calls dialed by their users as "911" or "0" with no additional digits following, must be routed into the local network with no delay for "911" and allowing no more than nominally 4 seconds (3 to 5 seconds acceptable) or delay after the caller dials "0".
- C. In the event an emergency call bypasses the above restrictions and is routed to Carrier, it shall have procedures in place with which to handle such calls expeditiously.