

Verizon New York Inc.

PSC NY No. 11--COMMUNICATIONS

Section 8
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ACCESS SERVICE

8. BILLING AND COLLECTION SERVICES (Cont'd)8.1 Recording Service (Cont'd)8.1.2 Undertaking of the Telephone Company (Cont'd)

- (D) Recorded customer message detail with or without sorting will be provided to a customer as set forth in following. The Telephone Company will determine the number of magnetic tapes or data files required to provide the recorded message detail to the customer.
- (E) At the request of a customer, magnetic tapes containing the recorded customer message details with or without sorting will be provided to the customer as part of Recording Service. The magnetic tapes will be provided without the return of previously supplied tapes. The Telephone Company will supply the magnetic tapes. Unless specified otherwise by the customer, the magnetic tapes will be sent to the customer via first class U.S. Mail service. However, the customer may pick up the magnetic tapes at a location designated by the Telephone Company or request that the detail on the magnetic tapes or in a data file be data-transmitted to the customer. When the recorded customer message details are data-transmitted to a customer premises, the data transmission charges will be determined on an individual case basis. When the customer wishes to discontinue receiving the recorded customer message details, except when sorting is provided, and the Telephone Company receives notice from the customer at least two weeks prior to the date the details would be sent to the customer, the charge as set forth in 30.8.1(C) following does not apply.

When sorting is provided and the customer does not wish to receive the recorded customer message detail, the terms and conditions will be as set forth in the individual case basis agreement.

- (F) Recorded customer message detail which is used at the request of the customer to provide Message Processing and Message Bill Processing Service is not retained by the Telephone Company for longer than 45 days. The rated but unbilled message detail and the billed message detail is retained for reference (i.e. on paper or microfiche) in place of the recorded customer message detail. For recorded customer message detail not used by Message Processing Service at the customer's request, the Telephone Company will make every reasonable effort to recover recorded customer message detail previously made available to the customer and make it available again for the customer. The charges as set forth in 30.8.1(C) following will apply for all such detail provided. When the recorded customer message details are data-transmitted to a customer premises, the data transmission charges will be determined on an individual case basis. Such a request must be made within 30 days from the date the details were initially made available to the customer.

Issued: August 1, 2001

Effective: September 1, 2001

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