

CornerStone Telephone Company, LLC

P.S.C. No. 1 – Telephone
Original Page 89

SECTION 6 – BASIC LOCAL EXCHANGE SERVICE

6.4 Directory Assistance

6.4.1 General

1. The Company furnishes a Directory Assistance service for the purpose of aiding customers in obtaining listing information.
2. The application of charges charging and rates set forth in B and C, following apply to customer requests for Directory Assistance.
3. Directory Assistance service allows a subscriber to provide:
 - a. a name to get telephone number, ZIP Code and/or directory address; and/or
 - b. a telephone number to get name, ZIP Code and/or directory address, except in instances where customers have specified that these items not be disclosed by telephone number request (local requests only)
 - c. Directory Assistance Service does not provide the telephone number, name, address or ZIP Code on a private (non-published) listing but does furnish these items from informational records on a semiprivate listing.

6.4.2 Application of Charges

1. There will be a charge for all customer calls to Directory Assistance except as noted in 2(a) and 2(b) following.
2. Charges are not applicable to the following customers that request listing information within their local calling area:
 - a. Customers who have been certified by a physician or appropriate agency as unable to use a telephone directory because of a visual or physical handicap (this provision is not intended to allow the exemption for large business subscribers who employ only a few handicapped employees), and
 - b. Customers who make a call for a telephone number that was incorrectly published in or omitted from the alphabetical section of the directory due to Company error.

Issued: March 30, 2009

Effective: April 30, 2009

Issued by:

Scott Gilbert
Chief Information Officer
CornerStone Telephone Company, LLC
2 Third Street, Suite 303
Troy, NY 12180