

**Charter Fiberlink NY-CCO, LLC**  
Within the State of New York

**New York PSC No. 3 - Telephone**  
Leaf 49  
Revision: Original

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## **Section 5 - Residential Services (cont'd)**

### 5.2. Supplemental Services (cont'd)

#### 5.2.3. Operator Services

The Telephone Company furnishes operator assistance to its customers via a third-party provider in accordance with that provider's tariff on file with the Public Service Commission. This service provides Customers with assistance using operators or the automated Interactive Voice System (IVS) whereby Customers may request assistance in: dialing a local and intrastate number, billing a local and intrastate call to a calling card, a third party number or a collect call. Operator services also include providing line status verification and busy line interrupt. Collect calls from correctional institutions may not be permitted.

#### 5.2.4. Directory Assistance Services

Telephone Company will provide the end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are located in Section 5.2.6. Other Services and Charges.

The Telephone Company shall list its customers with the directory assistance operators to provide the requested telephone numbers of all customers, except telephone numbers unlisted at the customer's request.

In the event of an error in the listed numbers of any customer, the Telephone Company shall intercept all calls to the listed number for a reasonable period of time provided the number is not in service. In such event of an error or omission in the name listing such customer's correct name and telephone number shall be filed with directory assistance operators. The correct number will be furnished the calling party either upon request or interception.

Whenever any customer's telephone number is changed after a directory is published, the utility shall intercept all calls to the former number for a reasonable period of time and give the calling party the new number provided existing telephone equipment will permit and the customer so desires.

Directory Assistance Direct-Dialed calls for the physically impaired customers are provided at no charge. Customers who are physically impaired, have been certified in writing by a licensed physician, and are unable to use the telephone directory will be exempt but must obtain an exemption from the telephone Company by completing an exemption form supplied by the Telephone Company.

#### 5.2.5. Employees Telephone Service

Employees' Telephone Service is offered to all active employees of Charter Communications, Inc. affiliated agencies or of companies where reciprocal agreements are provided and where Charter telephone residential service is available. Discounts will be applicable to the employee's residential service only. Current promotions are applicable.

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Issued By:

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