

AT&T Communications of New York, Inc.
P.S.C. No. 23 -- Telephone
Message Telecommunications Service
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Section 5
Leaf No. 43
Revision: 0
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SECTION 5-MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

5.3 AT&T LONG DISTANCE SERVICE (Cont'd)

5.3.11 DIRECTORY ASSISTANCE SERVICE (Cont'd)

D. Credit

A credit will be given for calls to Directory Assistance when:

- the Customer experiences poor transmission or is cut-off during the call,
- the Customer is given an incorrect telephone number, or
- the Customer inadvertently misdials (e.g., the caller dialed 213+555-1212 when he or she intended to dial 212+555-1212).

To receive the credit, the Customer must notify a Company operator or Business Office of the problem experienced.

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