

AT&T Communications of New York, Inc.
P.S.C. No. 24 -- Telephone
Residential Local Exchange Services
Effective Date: July 21, 2010

Section 5
Leaf No. 62
Revision: 0
Superseding Revision:

SECTION 5 - CONSUMER SERVICE DESCRIPTIONS

5.11 SPECIAL NEEDS (Cont'd)

5.11.4 DIRECTORY ASSISTANCE AND OPERATOR SERVICES (Cont'd)

This service includes calls for Directory Assistance from handicapped persons who have requested exemption from the Directory Assistance charge and who have been certified to the Company as being unable to use telephone directories because of visual or physical handicap. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist, or a social agency that conducts programs for the handicapped in cooperation with an official agency of the State of New York or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for the use of the facilities of an agency for the blind.

The Customer will be exempt a maximum of 50 free Local Operator Assisted calls per month. Calls to Local Operator Services, for any reason, will be free of Operator Services Surcharges.

Calls for Directory Assistance from persons who have requested exemption from the Directory Assistance Charge because they are unable to use telephone directories due to a reading impairment. The method of exempting each customer shall be via completion of a form supplied by the Telephone Company and the Telephone Company's acceptance of the form.

The customer shall receive a Directory Assistance & Operator Services credit adjustment from the time he or she commenced local service with AT&T until the time of receipt of proof of eligibility, but under no circumstance shall the Directory Assistance & Operator Services credit adjustment exceed two months of the Directory Assistance & Operator Services discount.