

SECTION 6 - SUPPLEMENTAL SERVICES

6.5 Directory Assistance Service

6.5.1 General

A customer may obtain assistance, for a charge, in determining and obtaining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired. A maximum of two (2) requested telephone numbers will be provided for each Local Directory Assistance Call. In addition to the Local Directory Assistance Service Charge, a surcharge will apply when a Customer bills the Local Directory Assistance Call to a Calling Card or to a third party or requests operator assistance to place a call to Local Directory Assistance.

6.5.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- A. Calls from coin telephones, including COCOTS.
- B. Requests for telephone numbers of non-published service.
- C. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- D. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 2.15 of this Tariff, up to a maximum of 50 requests per month.

Pursuant to Section 91(7) of the Public Service Law, where the customer requests protection of his or her identity in connection with the customer's purchase of telephone service and the customer a) is a victim of domestic violence, as defined in Section 459-a of the New York Social Services Law, and b) for whose benefit any order of protection, other than a temporary order of protection, has been issued by a court of competent jurisdiction. This waiver of charges shall be for the duration of the applicable, non-temporary, order. A customer requesting such an accommodation may be required to provide a copy of the order of protection to the Telephone Company. Any Non-Published Listings provided under this Paragraph 6.5.2 shall conform to all the same requirements of other Non-Published Listings, as described in this tariff.

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