

PSC NO. 5 TELEPHONE  
Broadwing Communications LLC  
Initial Effective Date: June 17, 2006

Section 2 Leaf: 33  
Revision 0  
Superseding Revision 0

## SECTION 2: REGULATIONS

### 2.14 New York Relay Service

#### A) General

The Company will provide access to the New York Relay Center for New York Relay Service, pursuant to an agreement with Sprint Communications of New York, Inc. The service permits telephone communications between hearing and/or speech impaired individuals who must use Telecommunications device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. Calls made through the Relay Service will be routed the Relay Center in Clifton Park, New York. At the Center, Communications Assistants establish the calls between the calling and called parties and then act as the “translation” point. The Relay Center can be reached by dialing an 800 number. A specific 800 number has been designated for both hearing impaired and non-hearing impaired customers to use.

#### B) Regulations

1. Only intrastate calls can be completed using the New York Relay Service.
2. The New York Relay Center is operational 24 hours a day, seven days a week.
3. Charges for calls through the Relay Center will be billed as direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call is independent from what is billed.
4. Calls made using the Relay Service may be billed to a third number only if that number is within New York State. Calls may also be billed to calling cards issued by the Company or Sprint.
5. The following calls mad not be placed using the Relay Service:
  - a. Calls to informational recordings and group bridging services;
  - b. Calls to time or weather recording messages;

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