

Level 3 Communications, LLC
PSC NO. 9 - TELEPHONE
Interexchange Service
Effective Date: October 16, 2019

Section 3
Leaf 8
Revision: 0
Superseding Revision:

3. INTRASTATE INTEREXCHANGE SERVICES

3.8 DIRECTORY ASSISTANCE Credit Allowance (Cont'd)

- D. Customers who have been certified in writing as unable to access or use a manual directory because of a visual or other physical impairment are eligible to receive a credit which will be applied against the per-call charge and any applicable operator-assistance surcharges for domestic Directory Assistance as specified in this tariff. This certification must be made by a licensed physician, optometrist, appropriate federal or state agency, or appropriate private agency. Upon request, Company's Customer Service will furnish applicants with a certification form.
- E. The written certification of visual or other physical impairment must be provided to Company's Customer Service Center or, at Company's election, proof of certification, as defined above, may be provided to, and maintained on file with, the Customer's Local Exchange Carrier.
- F. Credits may be used by: 1) the visually or otherwise physically impaired Customer; 2) an organization established specifically for the purpose of assisting the visually or otherwise physically impaired; or 3) a business where all owner(s) and/or employees of the business on the premises at which a call originates have been certified as visually or otherwise physically impaired. Credits will apply only to directory assistance calls, including any operator-assistance surcharges necessary to complete those calls, that originate from and are billed to the telephone number of the certified visually or otherwise physically impaired person or organization. Only one telephone number per location is entitled to this credit. A maximum of fifty directory assistance calls, including operator-assistance surcharges, per monthly billing period will be eligible for the credit. The actual credit for any one call to directory assistance (including operator-assistance surcharges) shall not exceed \$5.00.

Issued by: Chantel Mosby Director - Tariffs, CenturyLink
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