

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

Section 3
Leaf 7
Revision: 0
Superseding Revision:

3. INTRASTATE INTEREXCHANGE SERVICES

3.8 DIRECTORY ASSISTANCE

Description

Directory Assistance is available to Customers of Company's calling services. Customers may obtain directory assistance in determining telephone numbers by calling the Directory Assistance operator. An undiscounted per call charge will be applied to each call each month for information as to a NY telephone number within the state.

Up to two requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

Credit Allowance

A credit allowance will be given to those Customers who comply with the following provisions. A credit allowance will be given; i.e., the charge that would otherwise apply will be waived when:

- A. the Customer experiences poor transmission or is cut-off during the call to Directory Assistance;
- B. the Customer is given an incorrect telephone number by the Directory Assistance operator; or
- C. the Customer has inadvertently misdialed and has reached Directory Assistance for the wrong area code. To obtain such a credit/ waiver, the Customer must promptly notify his or her Customer Service Representative.

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