

Global Crossing Telecommunications, Inc.
PSC NO. 4 - TELEPHONE
Interexchange Service
Effective Date: August 19, 2019

Section 2
Leaf 16
Revision: 0
Superseding Revision:

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 USE OF FACILITIES AND SERVICES (cont'd)

2.1.5 Directory Errors (cont'd)

3. Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.
4. Credit limitation: The total amount of the credit provided for the preceding paragraphs 1 and 2 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 2, for the line or lines in question.
5. Definitions: As used in Paragraphs 1, 2 and 3 above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on a street or a community different from the one provided to the Company.

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