

NGA 911, L.L.C.
NYPSC Tariff No. 1 - Telephone
Effective Date: June 17, 2019

Leaf No. 17
Revision: 0
Superceding Revision:

Rule 8 - Notices (Cont'd)

E. Privacy

The Company is restricted from releasing nonpublic customer information. The Company will furnish Subscribers with a written description of how it handles Subscribers' private information and a disclosure of any ways that such information might be used or transferred that would not otherwise be obvious to the Subscriber. This information will be provided at the time service is initiated and annually thereafter.

F. Other

On request, the Company will provide each Applicant and Subscriber with the following information:

1. Commission Order and Case Number confirming the Company's authority to operate as a telecommunications provider within New York.
2. The address and telephone number of the Public Service Commission of New York to verify its authority to operate.
3. A copy of the Consumer Protection Regulations adopted by the Public Service Commission of New York applicable to local exchange services provided by the Company.
4. A toll-free number to call for service or billing inquiries, along with an address where the Applicant or Subscriber may write the Company.
5. A full disclosure of all fictitious names under which the Company operates.
6. The names of billing agents the Company uses in place of performing the billing function itself.

G. Violations

A consumer has the right to bring a complaint against the Company if the Company provides information to the consumer that is allegedly in violation of the Company's tariffs.

Issued by:

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