

Allvoi Communications, Inc.  
PSC No: 1 - Telephone  
Effective Date: 03/22/2020

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Superseding Revision:

## SECTION 2.12 NEW YORK RELAY SERVICE, CONT'D

### 2.12.3 Liability

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer, by using the service, agrees to release, defend and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted or asserted by the customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the customer or others, or for any personal injury to or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

## 2.13 Special Credit Card for Blind and Disabled Persons

### 2.13.1 General

Persons who are blind or whose disability causes difficult with hand and finger coordination and use of a telephone qualify for a Special Credit Card. The card may be used from any telephone within the Company's territory to place calls within and outside the state of New York at a special rate or to place calls from a telephone outside of the Company's territory, but within the state of New York at rates applicable to the territory from which the call is made.

### 2.13.2 Rates

Within the Company's Territory: Station to station toll calls placed with operator assistance will be billed at the lower rate normally applicable to calls placed without operator assistance. Local calls cannot be charged to the card. Person-to-person calls charged to the card with be billed at the higher operator handled rate.

Outside the Company's Territory, but within New York State: All rates, charges, billing and restriction in effect in the territory from which the call is made will apply.

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