

PSC NY No. 11--COMMUNICATIONS

Verizon New York Inc.

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ACCESS SERVICE

8. BILLING AND COLLECTION SERVICES (Cont'd)8.1 Recording Service (Cont'd)

For Feature Group B for 900 Access Service, C and D Switched Access Service, the term "customer message" used herein denotes an intrastate call originated by a customer's end user. Station message detail recording* is an optional feature which provides a record of customer messages originated by MTS and WATS access lines. Such detail will be provided as part of Feature Group D end office and type of call Recording Service when requested by the customer.

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For Feature Group A Switched Access Service, the term "customer message" used herein denotes a call over an intrastate Feature Group A Switched Access Service. A call includes both calls originated to and terminated from a Feature Group A Switched Access Service. The beginning and ending of a customer message are determined pursuant to the written instructions of the customer.

8.1.1 General Description

Recording Service is the recording of the details of a customer message and, when requested by the customer, the provision of those details to the customer. Recording Service includes recording, assembly and editing, and provision of recorded customer message detail.

Recording is the entering on electronic media or other acceptable media the details of customer messages originated through Switched Access Service. Recording is provided 24 hours a day, 7 days a week.

Assembly and editing is the aggregation of the recorded customer message details to create individual messages and the verification that the data required for rating, in accordance with the standard format established by the Telephone Company, is present. Assembly and editing is performed at least once a week.

Provision of customer message detail is the provision of electronic media containing the assembled and edited customer message detail and, when requested by the customer, data-transmitting the assembled and edited customer message detail to the customer and sorting the message detail. Except for lost or damaged records, the recorded detail will be available to the customer not more than five business days after the date all the detail requested by the customer was processed by the Telephone Company.

* Effective September 8, 2021, Station Message Detail Recording (SMDR) is no longer available to new customers. Moves, additions or changes to subscribers' existing service will not be permitted.

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By Keefe B. Clemons, General Counsel, State Regulatory Affairs - East

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6 Bowdoin Square, 9th Floor, Boston, MA 02114