

FiberLinc, LLC  
P.S.C. Tariff No. 1 – Telephone  
Effective Date: June 27, 2021

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## SECTION 5 – SUPPLEMENTAL SERVICES (cont'd)

### 5.3 DIRECTORY ASSISTANCE SERVICE

#### 5.3.1 General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

#### 5.3.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- a. Calls from coin telephones, including COCOTS.
- b. Requests for telephone numbers of non-published service.
- c. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- d. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under “Handicapped Person” in Section 10 of this Tariff, up to a maximum of 50 requests per month.

#### 5.3.3 Rates

See Rates and Charges SECTION 13

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