

**WINDSTREAM COMMUNICATIONS, LLC**  
**PSC No: 1 – Telephone**  
**Effective Date: November 3, 2017**

**Leaf: 15**  
**Revision: 0**  
**Superseding Revision:**

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3. General Regulations (Cont'd)

3.5 Undertaking of the Company (Cont'd)

3.5.2 With respect to Operator-Assisted Calls, the Company shall:

- (a) Identify itself, audibly and distinctly, to the Authorized User at the beginning of each telephone call and a second time before the Authorized User incurs any charge for the call;
- (b) Permit the Authorized User to terminate the telephone call at no charge before the call is connected;
- (c) Disclose immediately to the Authorized User, upon request and at no charge to the Authorized User, a quote of its rates or charges for the call; the methods by which such rates or charges shall be collected; and the methods by which complaints concerning such rates charges or collection practices will be resolved.

3.6 Liability of the Company

- 3.6.1 Except as stated in this Section 3.6, the Company shall have no liability for damages of any kind arising out of or related to events, acts, rights or privileges contemplated in this tariff.
- 3.6.2 The liability of the Company, if any, for damages resulting in whole or in part from or arising in connection with the furnishing of Service under this tariff (including but not limited to mistakes, omissions, interruptions, delays, errors or other defects in transmission, or failures or defects in facilities furnished by the Company) or arising out of any failure to furnish Service, shall in no event exceed an amount of money equivalent to the proportionate charge to Customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur and continue. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service which are caused by or contributed to by the negligence or willful act or omission of Customer, or which arise from the use of Customer-provided facilities or equipment, shall not result in the imposition of any liability whatsoever upon the Company.
- 3.6.3 The Company is not liable for any act, omission or negligence of any Local Exchange Carrier or other provider whose facilities are used concurrently in furnishing any portion of the services received by Customer, or for the unavailability of or any delays in the furnishing of any services or facilities which are provided by any Local Exchange Carrier. Should the Company employ the service of any Other Common Carrier in furnishing the services provided to Customer, the Company's liability shall be limited according to the provisions of Section 3.6.2 above.

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**Issued by: Vice President - 4001 Rodney Parham Rd, Little Rock, AR 72212**