

GetGo Communications LLC  
New York P.S.C. No. 1 – Communications  
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### **SECTION 3 - SERVICE DESCRIPTION (Cont'd)**

#### **3.5 ADDITIONAL LOCAL EXCHANGE SERVICE OFFERINGS**

Where technically and economically feasible, the Company offers the following additional local exchange telecommunications services to residential and business Customers.

##### **3.5.1 Directory Assistance Service**

Directory Assistance Service provides the Customer with the ability to use a directory assistance operator to provide listing information. The Company will provide access to Directory Assistance Service through arrangements with other telecommunications companies. A complimentary call allowance of ten (10) free Directory Assistance calls per month will be given to all residential main telephone exchange lines and for each business main telephone exchange or business PBX trunk line. The Company will provide Directory Assistance on a complimentary basis for calls placed from: payphones; exchange lines of the State of New York or any of its political subdivisions, and; main telephone exchange line of a disabled user.

##### **3.5.2 Directory Assistance Call Completion (“DACC”) Service**

DACC service provides the Customer with the ability to use the directory assistance operator to connect the Customer with the party whose listing information the directory assistance operator has provided to the Customer. The DACC charge is in addition to the per Call charges for Directory Assistance set forth above.

##### **3.5.3 Operator Services**

Operator Services involve live or automated operator assistance with the placement of Customers' telephone Calls and related information. The Company will provide access to Operator Services through arrangements with other telecommunications companies.

##### **3.5.4 Directory Listings**

The Company shall provide for a single Directory Listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the Customer's exchange area of the Station number that is designated as the Customer's main billing number. Additional information or additional or alternate Company Station numbers, other than the Customer's main billing number associated with a Customer's service, also will be provided to the Customer for a monthly recurring charge per listing. Non-published or non-listed primary Station numbers will be provided to the Customer for a monthly recurring charge.

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Issued By: Mark Boyles, Director, Voice and Real Time Operations  
10 Exchange Place, Suite 1710, Jersey City, NJ 07310

Cancelled by supplement No. 1 effective 08/30/2023