

GetGo Communications LLC  
New York P.S.C. No. 1 – Communications  
Effective: August 18, 2017

Leaf 49  
Revision: 0  
Superseding Revision:

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### **SECTION 3 – DESCRIPTION OF SERVICE (Cont'd)**

#### **3.6 911 EMERGENCY SERVICES (Cont'd)**

##### **3.6.3 Liability and Indemnification (Cont'd)**

G. Notwithstanding any provision to the contrary, the Company is not liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

H. The Company shall not have any liability or responsibility for any losses, costs, expenses, claims, liabilities or damages resulting from the Customer's failure to comply with the Company's requirements regarding 911 Service. Without limitation of any other indemnity provided by Customer under this Tariff, the Company shall be indemnified by the Customer from any losses, costs, expenses, claims, liabilities or damages, including, but not limited to, third party claims resulting from the Customer's failure to comply with the 911 Service requirements set forth in this Tariff.

##### **3.6.4 Service Interruptions**

The Company will give 911 service interruptions a priority one classification. In the event of a failure of all trunks to the 911 tandem, or in the event of a failure of the 911 tandem itself, the following procedure will be used:

A local default PSAP 10 digit emergency telephone number, provided by the local 911 agency, will be route index assigned and translated for forwarding 911 Calls to the default PSAP. If the local PSAP does not make available a 10 digit emergency telephone number, then the Company will arrange with the ILEC to purchase a 10 digit number that will directly connect the Company's OMC to such local PSAP's 911 operators in the event of a tandem or trunking failure. Upon notification of a tandem or trunking failure, the OMC will redirect the 911 Calls from the route index of the 911 trunks to the route index of the local default PSAP 10 digit emergency telephone number. This procedure will allow the re-routed 911 Calls to be competed over the PSTN.

Notification of failure conditions and restoral will be made to the local 911 agency designated notification point. All efforts will be made to restore the failure quickly and return to regular 911 Call routing.

In the event of complete Company switch isolation from the 911 and PSTN, no Calls will be completed outside the Company switch. The following procedure will be followed:

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