

GetGo Communications LLC  
New York P.S.C. No. 1 – Communications  
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Leaf 39  
Revision: 0  
Superseding Revision:

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### SECTION 3 - SERVICE DESCRIPTION (Cont'd)

#### 3.3 MINIMUM CALL COMPLETION RATE

The Customer can expect a Call completion rate of at least ninety percent (90%) of all Calls attempted, within 3 seconds of the attempt, during peak use periods for all Feature Group D (1+) services. The Company will engineer its switching systems on the basis that at least ninety percent (90%) of the Customers accessing their system will be served during the Busy Hour.

#### 3.4 LOCAL EXCHANGE SERVICE OFFERINGS

The Company's Local Telephone Service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- place or receive calls to/from any calling Station in the local calling area, as defined herein;
- access 911 Emergency Service;
- access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- access Operator Services
- access Directory Assistance for the local calling area;
- place or receive calls to 800 telephone numbers;
- access Telecommunication Relay Service

Customers may selectively block end users from placing calls to voice information services and chat lines (e.g., 900, 550, 976). There is no charge to apply call blocking capability to customer lines. When established on the specific customer lines, the Company's service cannot be used to originate calls to other telephone companies' caller-paid information services or chat lines (e.g., 900, 550, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch. If the Customer chooses to have their line unblocked, the Customer will be responsible for all charges associated with caller-paid information services.

##### 3.4.1 Service Area

Where Facilities are available, the service area is defined by the following LATAs and NPAs:

LATA	NPA
132	212, 347, 516, 631, 646, 718, 845, 914, 917, 929

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