

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

Leaf 38
Revision: 0
Superseding Revision:

SECTION 3 - SERVICE DESCRIPTION

3.1 GENERAL

3.1.1 Timing of Calls

A. The Customer's monthly usage charges for the Company service are based upon the total number of minutes the Customer uses and the service options to which the Customer subscribes. Chargeable time begins at the time the called party answers (*i.e.* when two-way communications is possible), and ends when either party hangs up.

B. No charges apply if a Call is not completed.

C. For billing purposes, all Calls are rounded up to the nearest one tenth of one minute and billed in increments of one tenth of one minute after the minimum call duration. The minimum call duration is one half of one minute for a connected call.

D. Where applicable, charges will be rounded up to the next highest penny for each chargeable item (ex. a call).

E. Usage begins when the called party picks up the receiver (*i.e.* when two-way communication is possible). A Call is terminated when the calling or called party hangs up. The Company utilizes hardware answer supervision where available. Software answer supervision (*i.e.* answer detection software), which permits up to 60 seconds of ringing before the Call becomes billed usage, is used where hardware answer supervision is not available. When answer supervision is not detected, any Call for which the duration exceeds 60 seconds shall be presumed to have been answered and becomes billed usage.

F. The Company will not knowingly charge for Incomplete Calls. Upon the Customer's request and proper verification, the Company shall promptly adjust or credit the Customer's account for charges or payments for any unanswered call inadvertently billed due to the unavailability of Feature Group D or due to another carrier's failure to provide answer supervision. Upon the Customer's request and proper verification, the Company also shall promptly adjust or credit the Customer's account for charges or payments for Calls placed to a wrong number.

3.2 START OF BILLING

For billing purposes, the start of service is the day following completion of installation of the Company's service or equipment. The end of service date is the last day of the minimum notification of cancellation or any portion of the last day, after receipt by the Company of notification of cancellation as described in Section 2 of this tariff.

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