

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

Leaf 60
Revision: 0
Superseding Revision:

SECTION 4 – RATES (Cont'd)

4.2 DIRECTORY ASSISTANCE

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

4.2.1 Charges

A complimentary call allowance, in accordance with Section 3.5.1 above will be provided. The following Directory Assistance charge will be applied to each call, subject to the complimentary call allowance, as follows:

Per Call \$0.50

The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

4.2.2 Directory Assistance Call Completion

A Customer who has accessed the Directory Assistance operator will have the option of having their call completed either by an operator or by depressing a specific digit on a touchtone telephone. The charge per call completion is as follows:

Per Call Completion \$0.35

4.2.3 Credits

A credit will be given for calls to Directory Assistance as follows:

- The Customer experiences poor transmission or is cut-off during the call; or
- The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative within 24 hours of occurrence.

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