

GetGo Communications LLC
New York P.S.C. No. 2 – Communications
Effective: August 18, 2017

Leaf 61
Revision: 0
Superseding Revision:

SECTION 6 - MISCELLANEOUS CHARGES (Cont'd)

6.3 Billing & Collection (Cont'd)

6.3.1 Recording Service (Cont'd)

A. Undertaking of the Company (Cont'd)

3. Recorded Customer message detail which is used at the request of the Customer to provide message bill processing service is not retained by the company for longer than forty-five (45) days. The rates for unbilled message detail and the billed message detail is retained for reference in place of the recorded Customer message detail. For recorded Customer message detail not used by Customer's message processing service, the company will, upon request, make every reasonable effort to recover recorded Customer message detail previously made available to the Customer and make it available again for the Customer. The charges as set forth in the rate schedule, following, will apply for all such detail provided. Such a request must be made within thirty (30) days from the date the details were initially made available to the Customer.

B. Liability of the Company

Unless there is an expressed written agreement to the contrary, in the absence of gross negligence or willful misconduct, no liability for damages to the Customer or other person or entity shall attach to the company for its action or the conduct of its employees in providing recording service.

C. Obligations of the Customer

The Customer shall order recording service under a special order.

The Customer shall order recording service at least one month prior to the date when the Customer message detail is to be recorded, unless the Customer's request requires that recording service be provided by end office and type of call, then the ordering interval will be determined on an individual case basis.

The Customer shall order recording service for switched access by end office and type of call in accordance with the terms and conditions established on an individual case basis special order.

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