

Talkie Communications, Inc.
NY PSC Tariff No. 1
Effective: 07/02/18

Leaf No.20
Revision. 0
Superseding Revision

END-USER TELECOMMUNICATIONS SERVICES TARIFF

SECTION 3 - BASIC SERVICE DESCRIPTIONS AND RATES

3.1 Quality of Service

The Company will offer local exchange services, including dial tone, local calling services, and access to 911 emergency services, operator services, and telecommunications relay services twenty-four hours a day, seven days a week. The quality of the Company's service will be at least equivalent to the service of the incumbent local exchange company serving the same area.

The Company will provide its local exchange customers access to 911 emergency services at a level at least equivalent to the service provided by the incumbent local exchange company serving the same area. For residential customers, access to 911 emergency services shall be maintained for the duration of any temporary disconnection due to non-payment of local service.

3.2 Telecommunications Relay Service

When billing calls received from the relay service, the Company will apply a 50 percent discount off the otherwise applicable rate for a voice call. When either the called or calling party indicates that either party to the call is both hearing and visually impaired, the Company will apply a 60 percent discount off the otherwise applicable rate for a voice call.

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