

West Telecom Services, LLC

New York P.S.C. No. 2
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LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 –DESCRIPTION OF INTRASTATE LONG DISTANCE SERVICES, (CONT'D.)

5.7. Miscellaneous Intrastate Long Distance Services, (Cont'd.)

5.7.3 Directory Assistance (DA)

The Company will connect LDS Service Customers to Directory Assistance (DA) for a fee as set forth in Section 7.3.1.B. A credit allowance for DA will be provided upon request if the Customer experiences poor transmission quality, is cut-off, receives an incorrect telephone number, or misdials the intended DA number (NPA+ 555-1212).

5.7.4 Special Promotions

The Company may from time to time engage in special promotional service offerings designed to attract new Customers or to increase existing Customers awareness of a particular tariff offering. The New York Public Service Commission will be notified of the starting and ending dates, times, and/or locations of such promotions.

5.7.5 Special Service Arrangements

Customer-specific service arrangements, which may include engineering, installation, construction, facilities, assembly and/or other special services, may be furnished in addition to existing tariff offerings. Rates, terms, and conditions plus any additional regulations, if applicable for the special service arrangements will be developed upon the Customer's request. Unless otherwise specified, the regulations for the special service arrangements are in addition to the applicable regulations specified in other sections of this tariff. The necessary tariff revisions will be filed to reflect the special service arrangements.

5.7.6 Bad Check Charges

If payment for Service is made by a check, draft, or similar instrument (collectively "Check") that is returned to the Company unpaid by a bank or another financial institution for any reason, the Company will bill a Returned Check Charge to the residential Customer for \$10.00 and the Business Customer for \$20.00. In addition, the Customer may be required to replace the returned Check with a payment in cash or equivalent to cash, such as cashier's check, certified check or money order.

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Issued by:

Tariff Manager
Lancaster, Texas 75146

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