

TVC Albany Inc. dba FirstLight Fiber  
PSC Tariff No. 2 – Telephone  
Date Effective: November 30, 2016

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## SECTION 5 – SUPPLEMENTAL SERVICES (cont'd)

### 5.8 VOICE MAIL SERVICE

#### 5.8.1 Description

The Company, at its option, may limit Voice Mail Service only to Customers who have Company-provided exchange access service. The customer must access Voice Mail through the use of network access service provided by the Company or other telecommunications common carriers. Such access, including applicable local usage and toll charges, is the responsibility of the Voice Mail Service customer. Voice mail that is offered in conjunction with Simplex Service is offered pursuant to the terms specified in the applicable section of this tariff pertaining to Simplex Service.

There are several chargeable options available with Voice Mail Service. A Message Waiting Indicator (available only to those who subscribe to a Company-provided exchange access service) will alert the customer (via a “stutter” dial tone) that new message(s) are waiting for the Customer. A mailbox may be partitioned into up to four separate partitions via PIN codes established at the time of order. A Customer may choose to be notified of messages (to a maximum of 500 per month) by electronic mail or by wireless pager, services which the Customer will be responsible for obtaining, as well as any associated charges. Other options such as a change of ringing cycle are subject to the Record Order Charge as set forth in Section 3.

Each mailbox will contain a maximum of 30 messages (heard and unheard) may be saved up to 30 days.

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Issued by: Jill Sandford, Vice President and General Counsel  
TVC Albany, Inc. d/b/a FirstLight Fiber  
41 State Street  
Albany, New York 12207