

TVC Albany Inc. dba FirstLight Fiber  
PSC Tariff No. 2 – Telephone  
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Superseding Revision .

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## Section 2 – GENERAL RULES AND REGULATIONS (cont'd)

### 2.1 USE OF FACILITIES AND SERVICE (cont'd)

#### 2.1.5 Directory Errors (cont'd)

- 5) Definitions: As used in Paragraphs 1, 2, 3, and 4 above, the terms “error,” “mistake” or “omission” shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber’s correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.
- 6) Notice: Such allowances or credits as specified in Paragraphs 1, 2, 3 above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred.

### 2.2 MINIMUM PERIOD OF SERVICE

The minimum period of service is one month except as otherwise provided in this Tariff. The customer must pay the regular tariffed rate for the service subscribed to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to determine if the customer has met the minimum period of service obligation.

If service is terminated before the end of any one month minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month’s service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the payment for the minimum service period in accordance with the terms under which the service was originally furnished.

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