

thinQ, Inc.
New York PSC No. 1 - Telephone
Effective Date: May 26, 2016

Section 6
Original Leaf 13

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.7 Directory Listing Service, (Cont'd.)

6.7.2 Listings, (Cont'd.)

C. Nonpublished Service

The telephone numbers of nonpublished service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. Non published information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/ or bill their clients, or, to telephone customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

Incoming calls to nonpublished service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

When the Company agrees to keep a number nonpublished, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonpublished number in the directory or otherwise disclosing a nonpublished number. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonpublished service.

The Company will waive the otherwise applicable charges for a nonpublished telephone listing, where the Customer requests protection of its identity in connection with the Customer's purchase of telephone service and the Customer is a victim of domestic violence, as defined in section 459(a) of the social services law, and for whose benefit any order of protection, other than a temporary order of protection, has been issued by a court of competent jurisdiction. This waiver of charges shall be for the duration of the applicable, non-temporary, order. Any nonpublished listing provided will conform to all the same requirements of other nonpublished listings. A Customer requesting such an accommodation shall provide a copy of the order of protection to the Company.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

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