

Birch Communications of the Northeast, Inc.
d/b/a Birch
PSC No: 2 - Telephone
Effective Date: March 3, 2017

Leaf 74
Revision: 0
Superseding Revision:

ACCESS SERVICES

SECTION 5 - MISCELLANEOUS SERVICES AND CHARGES (CONT'D)

5.2 Billing & Collection (Cont'd.)

5.2.1 Recording Service (Cont'd.)

A. Undertaking of the Company

1. The Company will record all customer messages carried over switched access service that are available to company-provided recording equipment or operators. Unavailable customer service messages (i.e. certain Feature Group operator and TOPS messages which are not accessible by company-provided equipment or operators) will not be recorded. The recording equipment will be provided at locations selected by the company.
2. A standard format for the provision of the recorded customer message detail will be established by the company and provided to the customer. If, in the course of company business, it is necessary to change the format, the company will notify the involved customers six months prior to the change, unless otherwise agreed to by the customer and the company.
3. Recorded customer message detail which is used at the request of the customer to provide message bill processing service is not retained by the company for longer than forty-five (45) days. The rates for unbilled message detail and the billed message detail is retained for reference in place of the recorded customer message detail. For recorded customer message detail not used by customer's message processing service, the company will, upon request, make every reasonable effort to recover recorded customer message detail previously made available to the customer and make it available again for the customer. The charges as set forth in the rate schedule, following, will apply for all such detail provided. Such a request must be made within thirty (30) days from the date the details were initially made available to the customer.

Issued By: Gordon P. Williams, Jr., Senior Vice President & General Counsel