

TelCove Operations, LLC
NY P.S.C. Tariff No. 1
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Superseding Revision: 0

Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.7 DIRECTORY ASSISTANCE SERVICE (Cont'd)

5.7.1 General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

5.7.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- A. Calls from pay telephones.
- B. Requests for telephone numbers of non-published service.
- C. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- D. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 8 of this Tariff, up to a maximum of 50 requests per month.
- E. Requests from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the State of Virginia and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled. Such hospitals, skilled nursing homes and convalescent homes shall provide to Company proof of non-profit status as granted by the IRS.

By: General Counsel – Regulatory Policy
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Cancelled effective 03/11/2021.