

TelCove Operations, LLC  
NY P.S.C. Tariff No. 1  
Initial Effective Date: January 13, 2017

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Revision: 0  
Superseding Revision: 0

Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.4 SERVICE AND PROMOTIONAL TRIALS

5.4.2 Regulations

- A. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- A. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- B. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.

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