

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

Leaf: 110
Revision: 0
Superseding Revision: 0

Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 ADVANCED CUSTOM CALLING SERVICES (Cont'd)

5.2.2 Description of Features (Cont'd)

B. Automatic Callback (Cont'd)

The Automatic Callback feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Callback feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically called back and the customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be Automatically Called back:

- Calls to Centrex-Type Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

C. Automatic Recall

The Automatic Recall stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.

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Cancelled effective 03/11/2021.