

Berkshire Cable Corporation  
d/b/a FairPoint Long Distance  
PSC No. 1 - Telephone  
Effective Date: April 16, 2013

Leaf 30  
Revision 0  
Superseding Revision:

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MESSAGE TELECOMMUNICATIONS SERVICES TARIFF

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SECTION 3 - GENERAL CLASSIFICATION AND DESCRIPTION OF SERVICE, (CONT'D.)

3.11 Directory Assistance Service

3.11.1 Customers may obtain assistance numbers by dialing Directory Assistance. Calls to Directory Assistance must be dialed on a ten digit basis.

3.11.2 Calls to Directory Assistance will be billed on a per use basis only.

3.11.3 No charge applies for:

- A. Requests for telephone numbers of non-published service as defined by the LEC tariff.
- B. Those customers with disabilities who qualify for exemptions from the local Directory Assistance charges under Local Exchange Company tariff (s) are exempted, as a reasonable accommodation associated with their disability, from the Directory Assistance charge. This exemption applies to calls billed to one residential telephone line per disabled customer and applies to Directory Assistance calls for personal use only.
- C. Calls for Directory Assistance from persons who have requested exemption from the Directory Assistance charge because they are unable to use the telephone directories due to a reading impairment. The method of exempting each customer shall be determined by the LEC.
- D. A credit will be given for calls to Directory Assistance when:
  - the Customer experiences poor transmission or is cutoff during the call;
  - the Customer is given an incorrect telephone number, or
  - the Customer inadvertently misdials (e. g., the caller dialed 716-555-1212 instead of the intended 717-555-1212).

To receive credit, the Customer must notify the Business Office or billing agent of the problem experienced.

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