

**OPEX COMMUNICATIONS, INC.
D/B/A OPEX COMMUNICATIONS
D/B/A TCI LONG DISTANCE
NY PSC No. 1 Telephone
Effective Date: September 14, 2014**

Leaf 41
Revision: 0
Superseding revision:

3.7.7. Credit Allowances for Interruptions

- 3.7.7.1. OPEX will give the customer a credit of one minute/unit for a Prepaid Phone Card call if they experience poor transmission or get cut off during the call. To receive a credit, the customer must notify an OPEX representative of the problem experienced by calling the Customer Service number printed on the card. Credit will not be given when interruptions are caused by the failure of systems not provided by OPEX, by the failure of other OPEX services connected to the OPEX Prepaid Phone Service, or for wrong telephone numbers.

3.8. Timing of Calls

- 3.8.1. Long distance usage charges are based on the actual usage of the Company network. Chargeable time begins when a connection is established between the Calling Station and the Called Station. Chargeable time ends when either party "hangs up" thereby releasing the network connection.

- 3.8.2. Unless otherwise specified in this Tariff, the minimum call duration for billing purposes is eighteen (18) seconds. In addition, unless otherwise specified in this Tariff, usage is measured thereafter in six (6) second increments and rounded to the next higher six (6) second period.

3.9. Minimum Call Completion Rate

- 3.9.1. A Customer can expect a call completion rate of not less than 90% during peak use periods for all Feature Group D services.

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