

PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Initial Effective Date: December 6, 2014

Section: 6 Leaf: 13  
Revision: 0  
Superseding Revision:

---

SECTION 6 – MISCELLANEOUS SERVICES

E. OPERATOR SERVICES – ALL SERVICE AREAS (cont'd)

1. General (cont'd)

c. Local Operator Assisted Calls (cont'd)

4. Exemptions (Applicable in areas where DACC is unavailable)

- a. Calls for Local Operator Assistance from persons who have requested exemption from the Local Operator Assistance charge and who have been certified to the Company as being unable to use telephone directories because of visual or physical impairment.
- b. Calls for Local Operator Assistance from persons who have requested exemption from the Local Operator Assistance charge because they are unable to use telephone directories due to a reading impairment. The method of exempting each customer shall be via completion of a form supplied by the Company and the Company's acceptance of the form.

d. Local Directory Assistance Service

- 1. Local Directory Assistance Service provides customers with assistance in determining telephone numbers within their LATA.
- 2. The application of charges set forth below apply to customer requests for Local Directory Assistance Service in determining or attempting to determine the telephone number of any party located within, or thought to be located within, their LATA.
- 3. Charges for Local Directory Assistance Service are not applicable:
  - a. To calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
  - b. Calls for Directory Assistance from persons who have requested exemption from the Directory Assistance Charge because they are unable to use telephone directories due to a reading impairment. The method of exempting each customer shall be via completion of a form supplied by the Company and the Company's acceptance of the form.

---

Vice President Regulatory, 180 South Clinton Avenue, Rochester, NY 14646