

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: 15
Revision: 0
Superseding Revision:

SECTION 6 – MISCELLANEOUS SERVICES

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

1. General (cont'd)

e. Directory Assistance Call Completion (cont'd)

2. Regulations (cont'd)

- e. Alternate billing is available for restricted lines, through Collect, Bill to Third, Person to Person, or Calling Card options. The surcharge associated with the option requested will apply in addition to the Directory Assistance and DACC charges. Calls completed to a number outside the local calling area will also incur applicable message toll rates.

Restricted lines are IntraLATA identified as coin, hotels/motels, hospitals, and colleges.

- f. DACC calls will not be completed to non-published numbers, 700, 800, or 900 prefixes.

- g. Calls from COCOTS will be the standard DA announcement and DACC will not be offered.

3. Exemptions

- a. Calls for Directory Assistance from persons who have requested exemption from the Directory Assistance charge and who have been certified to the Company as being unable to use telephone directories because of a visual or physical impairment.
- 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.
- c. Requests for telephone numbers, which result in the calling party receiving a wrong number from the Directory Assistance Operator provided that the calling party reports the wrong number to the Company.

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