

PSC NO: 4 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
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Section: 6 Leaf: 14
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Superseding Revision:

SECTION 6 – MISCELLANEOUS SERVICES

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

1. General (cont'd)

d. Local Directory Assistance Service (cont'd)

3. Charges for Local Directory Assistance Service are not applicable: (Cont'd)

- c. When the requested telephone number is a Non-Published Service number.
- d. When the customer is given a wrong number by the Directory Assistance operator, provided the customer reports the wrong number to the Telephone Company.
- e. Each call to Local Directory Assistance Service entitles the calling customer to a maximum of two telephone numbers.

e. Directory Assistance Call Completion

1. General

Where offered, Directory Assistance Call Completion (DACC) allows customers the option to have their local and/or intraLATA calls completed to a requested number by either the Directory Assistance operator or the Directory Assistance audio response system that provides the requested directory number.

2. Regulations

- a. The regulations and charges apply to calls placed to Directory Assistance from within the LATA where the Directory Assistance call originates.
- b. The DACC charge will apply only to completed calls.
- c. The Directory Assistance charge will apply in addition to the DACC charge.
- d. If offered for intraLATA toll calling, toll rates for calls completed through DACC will be measured from the originating to the terminating point and will not include mileage to and from the Directory Assistance service location.

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