

Everglades Technologies, LLC  
New York P.S.C. Tariff No. 2  
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## **SECTION 2 - LOCAL EXCHANGE SERVICES (Cont'd)**

### **2.3 Local Operator Assistance (Cont'd)**

2.3.7 **Busy Line Verification and Interrupt Service:** Busy Line Verification and Interrupt Service, which is furnished where and to the extent that facilities permit, provides the Customer with the following options:

- A. **Busy Line Verification:** Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.
- B. **Busy Line Verification with Interrupt:** The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.
- C. **Rates:** Rates for Busy Line Verification and Interrupt Service, will apply under the following circumstances:
  - 1 The operator verifies that the line is busy with a call in progress.
  - 2 The operator verifies that the line is available for incoming calls.
  - 3 The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

2.4 **Universal Emergency Telephone Number Service:** Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

2.5 **Telecommunications Relay Service (TRS):** Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TTY) or similar devices to communicate freely with the hearing population not using TTY and vice versa. A Customer will be able to access the state provider to complete such calls.

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