

Clear Rate Communications, Inc.
Effective Date: June 6, 2014

PSC NY No. 1 - Communications
Section: 6
Leaf: 1

SECTION 6 – SUPPLEMENTAL SERVICES

6.1 DIRECTORY ASSISTANCE SERVICES

6.1.1 General

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance (DA).

A call to DA is considered completed whether or not the number(s) requested are available from DA records.

Direct-dialed calls to DA are exempt from rates and regulations when placed from:

- A. 10 free calls per month from main business and/or residence telephone lines or PBX trunk lines;
- B. all directory assistance calls made by customers who are 65 years old or older;
- C. a single-line registered main telephone exchange line of a handicapped user. A main line may be registered for exemption with the carrier in those instances where one of the users of the line is considered to be legally blind, or visually or physically handicapped as defined by the Federal Register, Vol. 35 #126. Where a user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0", those calls placed from the registered line, and not directly dialed, will also be exempt;
- D. all pay telephones;
- E. exchange lines in the Commonwealth of Massachusetts and its political subdivisions; and
- F. also exempt are directory assistance calls for telephone numbers which are non-listed, or non-listed and non-published, or when the DA operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit

6.1.2 Rates

Unless one of the exceptions listed in Section 6.1.1 above applies, the charges as shown below apply for each request made to the DA operator:

Local DA	\$0.75
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