

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)**

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.

**2.6 Suspension or Termination for Nonpayment:** In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.

A. Termination shall not be made until at least 20 days after written notification has been mailed to the billing address of the customer.

B. Suspension will not be made until at least 8 days after written notification has been mailed to the customer and 20 days before the termination notice.

(N)

(N)