

PSC NO: 14 TELEPHONE  
Frontier Communications of Sylvan Lake, Inc.  
Initial Effective Date: February 28, 2015

Section 6 Leaf: 10  
Revision: 0  
Superseding Revision:

## SECTION 6 – MISCELLANEOUS SERVICES

### E. OPERATOR SERVICES – ALL SERVICE AREAS

#### 1. Local Directory Assistance Service

1. Local Directory Assistance Service provides customers with assistance in determining telephone numbers within their LATA.
2. The application of charges set forth below apply to customer requests for Local Directory Assistance Service in determining or attempting to determine the telephone number of any party located within, or thought to be located within, their LATA.
3. Charges for Local Directory Assistance Service are not applicable:
  - a. To calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
  - 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. 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.

#### 4. Rates

#### Rates

Local Directory Assistance Service - per call

Residence	0.99
Business	0.45

Pricing and Tariff Manager, 21 West Ave, Spencerport, NY 14559