

Metropolitan Telecommunications d/b/a MetTel
P.S.C. No. 4 – Telephone
Effective Date: January 15, 2022

Section: 6 Leaf: 1
Revision: 0
Superseding Revision:

SECTION 6 – DIRECTORY LISTINGS AND DIRECTORY ASSISTANCE SERVICES

A. Non-Published Service

1. General

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. The telephone numbers of non-published service or the name and billing address that corresponds to a non-published number may be divulged in the following two instances:

- a. in the interest of public safety, where a government agency subscribes to Enhanced Universal Emergency Telephone Service (E911), the telephone number and address, but not the name, of a customer with non-published service will be displayed when that customer dials 911 to a government employee at a console at a Public Safety Answering Point (PSAP) for dispatch of emergency service.
- b. the billing name and address that correspond to a non-published telephone number will be furnished to a customer to Billing name and Address (BNA) Service if the customer with the non-published service makes a call that uses the service of the BNA customer.

2. Regulations

- a. Except as otherwise provided, incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party. If connection is refused, the calling party will be advised and an offer made to connect the calling party to the Police. The Company may also, in other emergency cases, call the non-published number and request a callback to the calling party. The Company will advise the calling party if the non-published number cannot be reached, or if a request for a callback to the calling party is refused. The acceptance by the Company of the subscriber's request to refrain from publishing his telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the customer.
- b. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such number is published in the directory the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.
- c. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

Issued by: Andoni Economou, Chief Operating Officer and EVP
55 Water Street, Floor 32
New York, New York 10041

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SECTION 6 – DIRECTORY LISTINGS AND DIRECTORY ASSISTANCE SERVICES, (CONT'D)

B. Directory Assistance Service

1. General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

2. Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- a. Calls from coin telephones, including COCOTS.
- b. Requests for telephone numbers of non-published service.
- c. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- d. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 11 of this Tariff, up to a maximum of 50 requests per month.

3. Directory Assistance Call Completion

Directory Assistance Call Completion Service provides for automatic connection of a person calling Directory Assistance to the published telephone number requested.

After the Directory Assistance Operator gives the caller the requested number, a service message will inform them that they may be connected to that number automatically for a specified additional charge.

The caller accepts the offer for DACC by depressing a button (touch tone) or responding by voice (dial), as instructed by the voice message.

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New York, New York 10041