

Global Crossing Local Services, Inc.
PSC NO. 5 - TELEPHONE
Competitive Local Exchange Carrier Service
Effective Date: December 17, 2018

Section 7
Leaf 1
Revision: 0
Superseding Revision:

7. SPECIAL SERVICES AND PROGRAMS

7.1 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.

Issued by: Chantel Mosby Director - Tariffs, CenturyLink
100 CenturyTel Drive, Monroe, LA 71203

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7. SPECIAL SERVICES AND PROGRAMS

7.2 NEW YORK RELAY SERVICE

7.2.1 GENERAL

The Company will provide access to a telephone relay center for New York Relay Service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing an 800 number. Specific 800 numbers have been designated for both impaired and non-impaired customers to use.

7.2.2 REGULATIONS

- A. Only intrastate calls can be completed using the New York Relay Service under the terms and conditions of this tariff.
- B. Charges for calls placed through the Relay Service will be billed as if direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call does not affect billing.
- C. Calls through the Relay Service may be billed to a third number only if that number is within New York State. Calls may also be billed to calling cards issued by the Company or other carriers who may choose to participate in this service.

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7.2 NEW YORK RELAY SERVICE

7.2.2 REGULATIONS (CONT'D)

D. The following calls may not be placed through the Relay Service:

- (1) calls to informational recordings and group bridging service;
- (2) calls to time or weather recorded messages;
- (3) station sent paid calls from coin telephones; and
- (4) operator-handled conference service and other teleconference calls.

7.2.3 LIABILITY

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer, by using the service, agrees to release, defend and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted or asserted by the customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the customer or others, or for any personal injury to or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

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