Your business is our business.

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

DOCKET FILE COPY ORIGINAL

REDACTED – FOR PUBLIC INSPECTION

ACCEPTED/FILED

OCT 18 2013

Federal Communications Commission
Office of the Secretary

October 11, 2013

By Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

Re: WC Docket No. 10-90, WC Docket No. 11-42
2013 ETC Annual Report of Chazy and Westport Telephone Corp.
Study Area Code 150079

Dear Ms. Dortch:

On behalf of Chazy and Westport Telephone Corp. "Chazy and Westport", JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.[1] Chazy and Westport seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.[2] The redacted version is also being filed this date via the FCC's Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

No. of Copies rec'd 0+3
List ABCDE

[1] 47 C.F.R. §§ 54.313, 54.422.
[2] *Connect America Fund et al.,* WC Docket No. 10-90 *et al.,* Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

FCC Form 481 - Carrier Annual Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name: Person USAC should contact with questions about this data	Lou Silvestre
<035>	Contact Telephone Number: Number of the person identified in data line <030>	518 962 4404
<039>	Contact Email Address: Email of the person identified in data line <030>	lousilvestre@westelcom.net

ACCEPTED/FILED

OCT 18 2013

Federal Communications Commission
Office of the Secretary

ANNUAL REPORTING FOR ALL CARRIERS

(check box when complete)

			54.313 Completion Required	54.422 Completion Required
<100>	Service Quality Improvement Reporting	(complete attached worksheet)		
<200>	Outage Reporting (voice)	(complete attached worksheet)	✓	✓
<210>	✓ <-- check box if no outages to report			
<300>	Unfulfilled Service Requests (voice)	0	✓	
<310>	Detail on Attempts (voice)	(attach descriptive document)		
<320>	Unfulfilled Service Requests (broadband)			
<330>	Detail on Attempts (broadband)	(attach descriptive document)		
<400>	Number of Complaints per 1,000 customers (voice)		✓	✓
<410>	Fixed	0.5		
<420>	Mobile	0.0		
<430>	Number of Complaints per 1,000 customers (broadband)			
<440>	Fixed			
<450>	Mobile			
<500>	Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	✓	✓
<510>	150079ny510	(attached descriptive document)	✓	✓
<600>	Functionality in Emergency Situations	(check to indicate certification)	✓	✓
<610>	150079ny610	(attached descriptive document)	✓	✓
<700>	Company Price Offerings (voice)	(complete attached worksheet)		
<710>	Company Price Offerings (broadband)	(complete attached worksheet)		
<800>	Operating Companies and Affiliates	(complete attached worksheet)	✓	✓
<900>	Tribal Land Offerings (Y/N)? ○ ◉	(if yes, complete attached worksheet)	✓	
<1000>	Voice Services Rate Comparability	(check to indicate certification)		
<1010>		(attach descriptive document)		
<1100>	Terrestrial Backhaul (Y/N)? ◉ ○	(if not, check to indicate certification)		
<1110>		(complete attached worksheet)		
<1200>	Terms and Condition for Lifeline Customers	(complete attached worksheet)		✓

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)		
<2005>	(complete attached worksheet)		

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	✓	
<3005>	(complete attached worksheet)	✓	

(100) Service Quality Improvement Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lou Silvestre
<035>	Contact Telephone Number - Number of person identified in data line <030>	518 962 4404
<039>	Contact Email Address - Email Address of person identified in data line <030>	lousilvestre@westelcom.net

<110>	Has your company received its ETC certification from the FCC?	(yes / no)	○ ●
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no)	○ ○

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	☐
<114>	Report how much universal service (USF) support was received	☐
<115>	How (USF) was used to improve service quality	☐
<116>	How (USF)was used to improve service coverage	☐
<117>	How (USF) was used to improve service capacity	☐
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	☐

(200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lou Silvestre
<035>	Contact Telephone Number - Number of person identified in data line <030>	518 962 4404
<039>	Contact Email Address - Email Address of person identified in data line <030>	lousilvestre@westelcom.net

<220>

<a> NORS Reference Number	<b1> Outage Start Date	<b2> Outage Start Time	<b3> Outage End Date	<b4> Outage End Time	<c1> Number of Customers Affected	<c2> Total Number of Customers	<d> 911 Facilities Affected (Yes / No)	<e> Service Outage Description (Check all that apply)	<f> Did This Outage Affect Multiple Study Areas (Yes / No)	<g> Service Outage Resolution	<h> Preventative Procedures

-- See attached worksheet --

(700) Price Offerings Including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lou Silvestre
<035>	Contact Telephone Number - Number of person identified in data line <030>	518 962 4404
<039>	Contact Email Address - Email Address of person identified in data line <030>	lousilvestre@westelcom.net

<701>	Residential Local Service Charge Effective Date	1/1/2013
<702>	Single State-wide Residential Local Service Charge	

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
				-- See attached worksheet				
				--				

(710) Broadband Price Offerings Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lou Silvestre
<035>	Contact Telephone Number - Number of person identified in data line <030>	518 962 4404
<039>	Contact Email Address - Email Address of person identified in data line <030>	lousilvestre@westelcom.net

<711>

<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {*select*}

-- See attached worksheet --

(800) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lou Silvestre
<035>	Contact Telephone Number - Number of person identified in data line <030>	518 962 4404
<039>	Contact Email Address - Email Address of person identified in data line <030>	lousilvestre@westelcom.net

<810>	Reporting Carrier	Chazy & Westport Telephone Corp.
<811>	Holding Company	
<812>	Operating Company	

<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
-- See attached worksheet --		

(900) Tribal Lands Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lou Silvestre
<035>	Contact Telephone Number - Number of person identified in data line <030>	518 962 4404
<039>	Contact Email Address - Email Address of person identified in data line <030>	lousilvestre@westelcom.net

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

		Select (Yes,No, NA)
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions;	
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
<929>	Compliance with Tribal Business and Licensing requirements.	

(1100) No Terrestrial Backhaul Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lou Silvestre
<035>	Contact Telephone Number - Number of person identified in data line <030>	518 962 4404
<039>	Contact Email Address - Email Address of person identified in data line <030>	lousilvestre@westelcom.net

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lou Silvestre
<035>	Contact Telephone Number - Number of person identified in data line <030>	518 962 4404
<039>	Contact Email Address - Email Address of person identified in data line <030>	lousilvestre@westelcom.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans — 150079ny1210

Name of attached document (.pdf)

<1220> Link to Public Website — HTTP http://www2.westelcom.com/?page_id=24

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☑

<1222> Details on the number of minutes provided as part of the plan, ☑

<1223> Additional charges for toll calls, and rates for each such plan. ☑

(2000) Price Cap Carrier Additional Documentation
Data Collection Form
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lou Silvestre
<035>	Contact Telephone Number - Number of person identified in data line <030>	518 962 4404
<039>	Contact Email Address - Email Address of person identified in data line <030>	lousilvestre@westelcom.net

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification {47 CFR § 54.313(b)(1)} ☐

<2011> 3rd Year Certification {47 CFR § 54.313(b)(2)} ☐

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

<2012> 2013 Frozen Support Certification ☐

<2013> 2014 Frozen Support Certification ☐

<2014> 2015 Frozen Support Certification ☐

<2015> 2016 and future Frozen Support Certification ☐

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification Support Used to Build Broadband ☐

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017> 3rd year Broadband Service Certification ☐

<2018> 5th year Broadband Service Certification ☐

<2019> Interim Progress Certification ☐

<2020> Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

<2021> Interim Progress Community Anchor Institutions — Name of Attached Document Listing Required Information _____

[3000] Rate Of Return Carrier Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lou Silvestre
<035>	Contact Telephone Number - Number of person identified in data line <030>	518 962 4404
<039>	Contact Email Address - Email Address of person identified in data line <030>	lousilvestre@westelcom.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

(3010)	Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF , on line 3012,	Name of Attached Document Listing Required Information	☐
(3011)	contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.		
(3012)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}		☑ (Yes/No)
(3014)	If yes, does your company file the RUS annual report		☑ (Yes/No)
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		☐
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		☑
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	150079ny3017
(3018)	If the response is no on line 3014, Is your company audited?		☐ (Yes/No)
	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains :		
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications		☐
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		☐
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.		☐
	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,		☐
(3023)	Underlying information subjected to a review by an independent certified public accountant		☐
(3024)	Underlying information subjected to an officer certification.		☐
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		☐
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lou Silvestre
<035>	Contact Telephone Number - Number of person identified in data line <030>	518 962 4404
<039>	Contact Email Address - Email Address of person identified in data line <030>	lousilvestre@westelcom.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.

Name of Reporting Carrier: CHAZY & WESTPORT

Signature of Authorized Officer: CERTIFIED ONLINE Date 10/11/2013

Printed name of Authorized Officer: Lou Silvestre

Title or position of Authorized Officer: CFO

Telephone number of Authorized Officer: 518-962-8211

Study Area Code of Reporting Carrier: 150079 Filing Due Date for this form: 10/15/2013

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lou Silvestre
<035>	Contact Telephone Number - Number of person identified in data line <030>	518 962 4404
<039>	Contact Email Address - Email Address of person identified in data line <030>	lousilvestre@westelcom.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier

I certify that (Name of Agent)_____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.

Name of Authorized Agent:

Name of Reporting Carrier:

Signature of Authorized Officer: Date:

Printed name of Authorized Officer:

Title or position of Authorized Officer:

Telephone number of Authorized Officer:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier

I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.

Name of Reporting Carrier:

Name of Authorized Agent or Employee of Agent:

Signature of Authorized Agent or Employee of Agent: Date:

Printed name of Authorized Agent or Employee of Agent:

Title or position of Authorized Agent or Employee of Agent

Telephone number of Authorized Agent or Employee of Agent:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

Attachments

(800) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	150079
<015>	Study Area Name	CHAZY & WESTPORT
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lou Silvestre
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<039>	Contact Email Address - Email Address of person identified in data line <030>	lousilvestre@westelcom.net

<810>	Reporting Carrier	Chazy & Westport Telephone Corp.
<811>	Holding Company	
<812>	Operating Company	

<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
Westelcom Internet Inc		Same
Westelcom Network Inc.		Same

Chazy & Westport Telephone adheres to the following processes and procedures as set forth by the New York State Public Service Commission to ensure Customer Service Standars, Service Quality Standards and Consumer Protection Rules within our organization.

§ 609.1 Purpose
This Part sets forth the commission's rules and regulations which apply to the provision of basic local exchange service
by telephone corporations when service is provided to residential customers or applicants for residential service as defined
in section 609.2 of this Part.
§ 609.2 Applicability of rules
Notwithstanding any other commission rule or order to the contrary, this Part governs the provision of residential service as defined herein and the rights, duties and obligations of every telephone corporation subject to the jurisdiction of
the commission by virtue of Article 5 of the Public Service Law with respect to such service, their residential customers
and applicants for residential service.
(a) Residential service is basic local exchange service furnished in private homes or apartments, including all parts of
the subscriber's domestic establishment, for domestic use and not for substantial occupational use; in the study of a clergyman located in a church, in college fraternity or sorority houses, college dormitories, convents and monasteries for
domestic rather than occupational use in residential quarters.
(b) The term existing residential customer, when used in this Part, shall include any person who is supplied directly by a telephone corporation with residential service at a dwelling for his or her residential use pursuant to an application for
service made by such person or a third party on his or her behalf. The term includes a person requesting such service who
was a customer of the same telephone corporation within 12 months of making the request, who was not terminated for
nonpayment more than 10 days before making the request, and who may move to a different dwelling within the telephone
corporation's service territory.
(c) The term applicant, when used in this Part, shall include any person who does not qualify as an existing residential
customer and who requests basic local exchange service at a dwelling for his or her residential use or the residential use by
another person.
(d) The term reportable charges shall mean any charges for local service which are unpaid 45 days from the date of the bill for the charges, provided that the bill was mailed within six business days of the date of the bill. Charges which are
the subject of a deferred payment agreement under which the customer is making the agreed upon payments are not reportable charges; failure to make an agreed upon payment shall make the entire unpaid balance of the deferred payment
agreement a reportable charge. Charges which are the subject of a pending billing dispute pursuant to section 609.16 of
this Part are not reportable charges during the pendency of the dispute or for 15 days after its resolution.
(e) The term basic local exchange service shall include the following charges for residential service:
(1) customer access line, including any usage bundled in this charge;
(2) local measured service;
(3) local measured units;
(4) locality rates;
(5) mileage;

(6) late payment charges on local exchange service;
(7) subscriber line charge;
(8) taxes and surcharges prorated to reflect only the taxes and surcharges associated with local exchange service;
(9) nonpublished service;
(10) touchtone;
(11) local exchange service restoral charge;
(12) NSF check charge for local exchange service or any part of local exchange service;
(13) service order charge for local exchange service;
(14) construction charges for local exchange service; and
(15) intra LATA toll service and interregional calls unless intraLATA prescription is offered and selective intra-LATA access is available.
(f) The term suspension shall mean the interruption of outgoing service only.
(g) The term termination shall mean the interruption of both incoming and outgoing service.
(h) The term seasonal customer shall mean a customer who applies for and receives service periodically each year, intermittently during the year, or at other irregular intervals.
(i) The term short-term customer shall mean a customer who requires service for a specified period of time that does not exceed one year.
(j) The terms deny or denied shall mean any determination, by a representative of a telephone corporation in response
to an application for service, that service will not be initiated as requested.
(k) The term delinquent in payment shall mean a residential customer has not paid in full a duly rendered bill, or an agreed-upon partial payment, for basic local exchange service 25 days after the first day of the period for which the local
service charge is being billed, or within a longer period agreed to by the utility. A residential customer who has not paid in
full a bill, or an agreed-upon partial payment, for basic local exchange service in circumstances where disconnection for
nonpayment is precluded under utility complaint procedures established under section 609.16 of this Part or commission
complaint procedures under Part 11 of this Title, shall not be considered delinquent in payment. Nothing in this Part shall
modify the commission's rules or orders applicable to the provision of telephone service to nonresidential customers.
§ 609.3 Applications for residential basic local exchange service
(a) Extension of service. (1) Consistent with the provisions of this section, every telephone corporation shall provide basic local exchange service to an applicant upon his or her oral or written request.
(2) A telephone corporation shall not be obligated to provide service to an applicant who owes the telephone corporation
money for basic local exchange service provided to a prior account in his or her name unless:
(i) the applicant makes full payment for such service provided to any such prior account in his or her name;
(ii) the applicant agrees to make payments under a deferred payment plan, not to exceed three months, of any amount
due for basic local exchange service to a prior account in his or her name if the applicant qualifies for such a plan by having been a customer for three months and service was not terminated for nonpayment during that period and if the
amount due has not been the subject of a previous deferred payment plan under this subdivision;
(iii) the applicant has pending a billing dispute pursuant to section 609.16 of this Part with respect to any amounts due
for service to a prior account in his or her name and has paid any amounts required to be paid pursuant to those provisions;
or
(iv) the commission or its authorized designee directs the provision of service, who may require such extension of service to be made within 24 hours or less.
(3) A telephone corporation shall not be obligated to provide service to an applicant who has reportable charges, or has been terminated for nonpayment within the past 6 months, with any other telephone corporation unless the applicant
agrees to:

(i) pay a deposit in accordance with the provisions of section 609.9 of this Part; or
(ii) make advance payment of an amount not to exceed two times the average monthly bill for basic local exchange service. Such payment shall be applied to charges for local service on the first and subsequent bills, until it has been liquidated. The telephone corporation may not condition service upon payment in advance for any person it knows to be a
recipient of public assistance, supplemental security income, or additional State payments.
(4) The telephone corporation may request either a deposit or payment in advance, but not both, as a condition of service.
(5) A telephone corporation shall be obligated to provide service to any applicant who meets the requirements of this section within five business days of receipt of a completed oral or written application for service or such later time as may
be specified by the applicant, except:
(i) where prevented by labor strikes or precluded by law;
(ii) where precluded by consideration of public safety;
(iii) where the applicant fails to pay, or agree in writing to pay, reasonable chargeable material and installation costs relating to temporary or permanent line extensions, or otherwise fails to comply with any applicable requirements of the
commission's rules;
(iv) where precluded by physical impediments including:
(a) adverse weather conditions;
(b) inability to gain access to premises in the possession of the applicant or others when necessary;
(c) incomplete construction of necessary facilities by the applicant or inspection thereof by the appropriate authorities;
or
(d) incomplete construction of necessary facilities by the telephone corporation. the telephone corporation shall make
reasonable efforts to eliminate conditions preventing extension of service and shall pursue completion of any facilities it
must construct with due diligence; or
(v) where directed by the commission or its authorized designee, who may require such extension of service to be made within 24 hours or less.
(6) An oral application for service shall be deemed completed when an applicant who meets the requirements of this section provides his or her name, address, and address of prior account, if any or prior telephone number, if any. A telephone
corporation may establish nondiscriminatory procedures to require an applicant to provide reasonable proof of the applicant's identity.
(7) A telephone corporation may require an applicant to complete a written application if:
(i) there are reportable charges from a previous account with any telephone corporation at the premises to be served; or
(ii) the application is made by a third party on behalf of the person(s) who would receive service. A written application
may require the submission of information required in an oral application, and reasonable proof of the applicant's responsibility for service at the premises to be supplied. A telephone corporation requiring a written application shall so
notify an applicant as soon as practicable after the request for service is made, and in no event more than three business
days after such request, and shall state the basis for requiring a written application. A written application containing the
required information shall be deemed completed when received by the utility.
Comment: When a written application is permitted, a telephone corporation may require the applicant to provide a copy of a lease (if one exists), deed, bill of sale or other documentation to show the date the applicant became responsible
for service. A telephone corporation may also require an applicant to validate the applicant's prior address.
(8) Subject to the requirements of paragraph (5) of this subdivision, whenever a residential customer moves to a different dwelling within the service territory of the same telephone corporation and requests residential service within 12

months, he or she shall be eligible to receive service at the different dwelling, and such service shall be considered a continuation of service in all respects, with any deferred payment agreement, and with all rights honored; provided, however, that such customer's prior service was not terminated for nonpayment more than 10 days before the request for
service.
(9) A telephone corporation shall extend service to an applicant for residential basic local exchange service, whose application for service has previously been denied, within five business days unless a later time is requested by the applicant,
after the following events:
(i) elimination of all the conditions specified in paragraphs (2)-(5) of this subdivision which resulted in the denial of service; or
(ii) by direction of the commission or its authorized designee, who may require such extension of service to be made within 24 hours or less.
(b) Denial of application for service--notice. (1) An application for service not denied within three business days shall
be deemed approved.
(2) No telephone corporation shall deny an application for service or condition service upon an advance payment or deposit without advising the applicant within three business days of receipt of the application for service of:
(i) the reason or reasons for the denial, or the requirement for an advance payment or deposit;
(ii) precisely what the applicant must do to qualify for service or eliminate the requirement; and
(iii) his or her right to an investigation and review by the commission or its authorized designees of the denial or request for an advance payment or deposit. The telephone corporation shall advise the applicant of the appropriate methods
available to challenge the action of the telephone corporation and the address and telephone number of the commission.
(3) When the notice required by paragraph (2) of this subdivision is made orally, the telephone corporation shall provide the applicant, upon request, the notice in writing at his or her current address unless a different address is specified.
When oral notification cannot be accomplished within three business days due to the unavailability of the applicant, the telephone corporation shall provide immediate written notification.
§ 609.4 Suspension or termination of basic local exchange service
(a) Conditions for suspension or termination. A telephone corporation may suspend or terminate basic local exchange
service as provided for in these rules if the customer:
(1) fails to pay the telephone corporation charges due at any time during the preceding six months; provided, however,
that suspension or termination of service for bills due for service rendered during periods in excess of the six-month period is permitted in cases involving billing disputes during the six-month period or the culpable conduct of the customer;
and provided further, that the telephone corporation shall commence any such billing not more than two months after the resolution of the billing dispute, the cessation of the event which caused the telephone corporation to delay or
delays caused by the customer's culpable conduct;
(2) fails to pay amounts due under a deferred payment agreement;
(3) fails to pay or agree in writing to pay equipment and installation charges relating to the initiation of service; or
(4) fails to pay a lawfully required deposit.
(b) Notice of suspension or termination--contents. A notice of suspension or termination shall clearly state or include:
(1) the earliest date on which suspension or termination may occur;
(2) the reasons for suspension or termination and the manner in which suspension or termination may be avoided, including the total amount required to be paid to avoid suspension or termination;
(3) the address and telephone number of the office of the telephone corporation that the customer may contact in reference to his or her account;
(4) the availability of procedures for handling complaints;
(5) the availability and a general description of a deferred payment agreement, which shall be highlighted;
(6) a summary of the protections available under this Part, together with a notice that any customer eligible for such

protections should contact the telephone corporation; and
(7) the notice may include any additional information not inconsistent with this Part. In addition, the notice shall have
printed on its face, in a size type capable of attracting immediate attention, language conveying the following:
"THIS IS A FINAL DISCONNECTION NOTICE. PLEASE BRING THIS NOTICE
TO THEATTENTION OF THE TELEPHONE CORPORATION WHEN PAYING
THIS BILL."
(c) Notice of suspension or termination--time. (1) No telephone corporation shall suspend service until at least eight days nor terminate service until at least 20 days after a notice:
(i) has been served upon the residential customer; or
(ii) has been mailed to the residential customer at the premises where service is rendered; provided, however, if a residential customer has specified to the telephone corporation in writing an alternative address for billing purposes, the
notice under this paragraph shall be sent to such alternative address rather than to the premises where service is rendered.
(2) A telephone corporation may not issue or send a notice of suspension or termination unless at least 25 days have elapsed from the date of the bill, except when exceptional circumstances exist, a notice may be issued in less than 25 days,
but only in accordance with procedures approved by the commission or its designee. A telephone corporation shall mail
the bill within six business days of the date of the bill. A telephone corporation shall extend the 25-day period one day for
each day beyond the sixth business day when bills are mailed late. Individual customers also shall be given the same extension when documentation, such as the postmarked date, exists.
(3) After issuing the notice, the telephone corporation shall attempt to notify the customer by telephone of the intended
suspension or termination and how such suspension or termination may be avoided. The attempt to notify the customer by telephone shall include at least one telephone call during nonworking hours before the scheduled date for
suspension or termination.
(d) Suspension or termination of service--time. A telephone corporation complying with the conditions set forth in this section may suspend or terminate service to a residential customer for nonpayment of bills only between the hours of
8 a.m. and 7:30 p.m., Monday through Thursday, and between 8:00 a.m. and 3:00 p.m. on Friday, provided such day or the
following day is not:
(1) a public holiday, as defined in the General Construction Law;
(2) a day on which the main business office of the telephone corporation is closed for business; or
(3) during the periods of December 23rd through December 26th and December 30th through January 2nd.
(e) Suspension or termination for abandonment of facilities. (1) No telephone corporation shall suspend or terminate service on the grounds that a customer's facilities have been abandoned or are being used by unauthorized persons unless
such corporation shall first determine, by such means as are reasonably calculated to determine occupancy, that such facilities have in fact been abandoned or are being used without the authority of the customer of record. The telephone
corporation shall send a notice to the customer stating the reasons for the suspension or termination no later than five days
prior to the date of any such suspension or termination, except that the five-day notification period shall be waived when
mailings are returned by the post office or a new customer advises that he or she has moved into the location.
(f) No suspension or termination without verification of delinquent account. No telephone corporation shall suspend or terminate service for nonpayment of bills rendered unless:
(1) it shall have verified that payment has not been received at any office of the telephone corporation or at any office
of an authorized collection agent through the end of the notice period required by this Part; and

(2) it shall have verified on the day suspension or termination occurs that payment has not been posted to the customer's
account as of the opening of business on that day.
(g) Rapid posting of payments in response to notices of suspension or termination. Every telephone corporation shall ensure that any payments made in response to a notice, when the customer brings the fact that such a notice has been issued to the attention of the telephone corporation or its collection agents:
(1) are posted to the customer's account on the day payment is received; or
(2) are processed in some manner so that suspension or termination will not occur.
(h) Additional notice required when payment by check is subsequently dishonored. The telephone corporation shall be required to make at least two attempts, one outside of normal business hours, to contact a customer within 24 hours
when the telephone corporation is in receipt of a subsequently dishonored negotiable instrument due to lack of funds,
provided that the customer previously has not submitted a dishonored check within the past 12 months. Upon reaching the
customer, the telephone corporation shall give him or her an additional 24 hours to pay the bill before suspension or termination of service.
§ 609.5 Suspension or termination of residential basic local exchange service--special procedures
This section provides special protections for residential customers regarding the suspension or termination and restoration
of basic local exchange service in cases involving medical emergencies, the elderly, blind or disabled.
(a) Medical emergencies. (1) No telephone corporation shall suspend, terminate or refuse to restore basic local exchange
service and any access determined by the customer's doctor to be necessary to reach the customer's doctor when a medical emergency exists, for which certification by a medical doctor or local board of health may be required, for nonpayment of monthly charges in an amount set by the commission; provided, however, that a demonstration of the customer's inability to pay charges for service may be required before a certificate of medical emergency can be renewed
pursuant to paragraphs (3) and (4) of this subdivision, unless the commission or its designee directs otherwise.
(2) A medical emergency exists when a resident of a customer's residence suffers from a serious illness or medical condition which severely affects the resident's well-being and the absence of such telephone service would create a serious
risk of inaccessibility of emergency medical assistance, assistance relating to medical care or professional advice. An
inability to pay charges for service is demonstrated when a customer is unable to pay past due and current telephone bills
because of insufficient liquid assets and current income, considering other necessary and reasonable expenses of the customer such as food, shelter and medical expenses, which may be documented by provisions of the information required
in the form set in Appendix 17 of this Title or such other form approved by the commission.
(3) Certification. An initial certification of a medical emergency by a medical doctor or local board of health may be made by telephone and shall remain effective if written certification is provided thereafter to the telephone corporation
within five business days. A telephone corporation may require that any certification of a medical emergency shall be
submitted on stationery of the medical doctor or local board of health, shall be signed by the medical doctor or an official
of the local board of health qualified to make a medical judgment and shall state the name and address of the certifying
medical doctor or local board of health, the doctor's State registration number, the name and address of the seriously ill
person, the nature of the serious illness or medical condition, any service beyond basic local exchange services which may
be necessary to reach the customer's doctor because of the medical condition and an affirmation that the customer suffers

from a serious illness or a medical condition that severely affects the resident's well-being and that the absence of such
telephone service would create a serious risk of inaccessibility of emergency medical assistance, assistance relating to
medical care or professional advice. The certificate shall be effective for 30 days from the time the telephone corporation
receives an oral or written certification, whichever occurs earlier. In deciding whether the conditions for a medical
emergency are met, the medical doctor or qualified official of the local board of health should use his or her best judgment.
A telephone corporation receiving an initial certificate shall promptly so notify the customer in writing and shall
provide information on renewal of certificates, including the form set forth in Appendix 17 of this Title, or such other form
approved by the commission if the telephone corporation intends to make a determination concerning a customer's ability
to pay charges for service. The telephone corporation also shall issue a reminder notice on renewal of certificates seven
days prior to the expiration of the certificate.
(4) Certificate renewal. If the medical condition is likely to continue beyond the expiration of an initial certification,
a certificate may be renewed, provided:
(i) a medical doctor or qualified official of the board of health states in writing to the telephone corporation the expected
duration of the medical emergency, and explains either the nature of the medical emergency or the reason why the
absence of such telephone service would create a serious risk of inaccessibility of emergency medical assistance or assistance
relating to medical care or professional advice; and
(ii) the customer demonstrates an inability to pay charges for service. A customer may be required, before the expiration
of the initial certification, to submit to the telephone corporation the information required in the form set forth in
Appendix 17 of this Title, or such other form approved by the commission for the purpose of demonstrating an inability to
pay charges for service. A telephone corporation shall, within five days of submission of such information, determine
whether the customer's liquid assets and current income are insufficient to pay such telephone bills, considering other
necessary and reasonable expenses of the customer such as food, shelter, medical and other necessary expenses. Whenever
a telephone corporation determines that a customer has not demonstrated a financial hardship, it shall provide the
customer with written notice of determination and the customer's right to review of the determination by the commission
or its authorized designee. A telephone corporation shall stay any suspension or termination activity pending its determination
on the customer's ability to pay and any review of such determination by the commission or its authorized designee.
A renewed certificate shall remain in effect for 30 days, provided that in cases certified as chronic by a medical
doctor or qualified official of the local board of health, the renewed certificate shall remain in effect for 60 days or such
longer period as may be approved by the commission or its designee. The telephone corporation may require that the
statement of financial hardship shall be completed and submitted to the telephone corporation whenever a certificate is
renewed.
(5) No telephone corporation shall suspend or terminate such service to a residential customer after the expiration of
a certification of medical emergency or after the telephone corporation determines and the commission or its designee
concurs that the customer has an ability to pay charges for service without first sending the customer a final notice of
suspension or termination at least eight days prior to suspension of outgoing service and 20 days prior to the date of
termination.

(6) While certification of medical emergencies remains in effect, customers shall remain liable for payment of telephone
service and shall make reasonable efforts to pay charges for such service. The authorized designees of the commission
shall be available to offer assistance to customers for working out equitable payment arrangements in order to avoid substantial arrearages at the end of a medical emergency.
(b) Customers who are elderly, blind or disabled. (1) No telephone corporation shall suspend or terminate or refuse to
restore service where a residential customer is known to or identified to the telephone corporation to be blind, disabled, or
62 years of age or older, and all the remaining residents of the household are 62 years of age or older, 18 years of age or
under, blind or disabled, without complying with the procedures specified in this subdivision. A person shall be considered
"disabled" if the person has a disability as that term is defined in the Human Rights Law (*Executive Law, section 292(21)*). A person shall be considered blind if the person has central visual acuity of 20/200 or less in the better eye with
the use of a correcting lens. An eye which is accompanied by a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees shall be considered as having a central visual
acuity of 20/200 or less.
(2) In such cases, a telephone corporation shall not suspend or terminate service for an additional 20 days after the date of suspension or termination as stated on the notice and shall make a diligent effort to contact by telephone or in person if telephone contact is unsuccessful, an adult resident at the customer's premises at least eight days prior to the date
on which suspension or termination of service may occur for the purpose of devising a payment plan.
(3) In cases where service has been suspended or terminated and the telephone corporation subsequently learns that the customer is entitled to the protections established under this subdivision, the telephone corporation shall, within 24
hours of such notification, restore service for an additional 20 days and make a diligent effort to contact in person an adult
resident at the customer's premises for the purpose of devising a payment plan. A telephone corporation unable to contact
such person within 24 hours shall make reasonable efforts to achieve contact as soon as practicable.
§ 609.6 Voluntary third-party notice prior to termination of service
Every telephone corporation shall permit a residential customer to designate a third party to receive all notifications relating to suspension and/or termination of service or other credit notices sent to such residential customer, provided that
the designated third party agrees in writing to receive such notices. The telephone corporation shall inform the third party
that the authorization to receive such notices does not constitute acceptance of any liability on the third party for service
provided to the customer. The telephone corporation shall promptly notify the residential customer of the refusal or cancellation of such authorization by the third party.
§ 609.7 Reconnection of service
(a) A telephone corporation shall reconnect suspended or terminated basic local exchange service within 24 hours, unless prevented by circumstances beyond the telephone corporation's control or unless a customer requests otherwise, in
the following situations:
(1) receipt by the telephone corporation of the full amount of arrears for which service was suspended or terminated or upon the elimination of conditions that warranted suspension or termination of service;
(2) agreement by the telephone corporation and the customer on a deferred payment plan and the payment of a down payment, if required, under the plan;
(3) where a telephone corporation has notice that a serious impairment to health or safety exists and telephone service

is necessary to insure accessibility of emergency medical assistance, assistance relating to medical care or professional
advice. Doubts as to whether reconnection of service is required for health or safety reasons shall be resolved in favor of
reconnection; or
(4) upon the direction of the commission or its designee.
Comment: A telephone corporation may not insist upon payment of lawful charges that did not provide the basis for suspension or termination before restoring service under this subdivision. In these circumstances, payment of other lawful
charges that did not form the basis for the suspension or termination should be part of the deferred payment plan in accordance
with section 609.8 of this Part, unless the customer elects to pay such charge immediately.
(b) Whenever circumstances beyond the telephone corporation's control prevent reconnection of service within 24 hours of any of the events specified in subdivision (a) of this section, service shall be reconnected within 12 hours after
those circumstances cease to exist.
§ 609.8 Deferred payment agreements
(a) No telephone corporation shall suspend, terminate or refuse to restore or provide basic local exchange service to a
residential customer, who has been an existing residential customer for three months and for whom basic local exchange
service has not been terminated for nonpayment during that period because of arrears owed on such person's account,
unless it offers the customer a deferred payment agreement pursuant to this section. Customers with medical emergencies
and customers who are elderly, blind or disabled shall be exempt from such eligibility criteria. However, any such agreement shall not be available to any customer who the commission or its designee determines has the resources available to pay his or her bill. The offer of a deferred payment agreement shall specify the total amount of arrears, the
down payment, the installment payments and the time for making such payments. The telephone corporation shall mail to
the customer not less than six days prior to termination of service, a notice describing to the customer a deferred payment
plan which shall contain a conspicuous, bold-type notice that the customer may obtain the assistance of the commission in
reaching an agreement. Where service is already terminated pursuant to section 609.4 of this Part, such notice shall be
given at the time the customer requests reconnection. A new deferred payment agreement need not be offered to a customer
who is in default on an existing deferred payment agreement; provided, however, that such a customer may have his or her existing payment agreement renegotiated once within a 24-month period if he or she demonstrates that his or her
financial circumstances have changed significantly because of conditions beyond his or her control.
(b) A deferred payment agreement:
(1) shall obligate the customer to make timely payments of current charges for basic local exchange service together with payment of the amount deferred during the pendency of the agreement;
(2) shall be for total amounts up to $ 150 but may be greater amounts if agreed to by the telephone corporation or directed by the commission or its authorized designee;
(3) shall be for a time period of no less than 5 months unless otherwise agreed to by the customer; and
(4) may require the customer to make a down payment which shall not exceed the lesser of one fifth of the amount deferred or three months of the customer's average billing for basic local exchange service plus the difference, if any,
between the total amount of arrears and the amount being deferred.
(c) Telephone corporations and customers should observe the following practices in developing the terms of deferred

payment agreements: payment of amounts deferred may be made on a weekly, monthly or longer basis, at the convenience
of the parties to the agreement. Telephone corporations must voluntarily offer plans with down payments of lesser amounts than allowed by subdivision (b) of this section when a customer cannot reasonably make a down payment equal
to the amount allowed by subdivision (b). Eligible customers may voluntarily waive their right to make a down payment
of not more than the amount allowed by subdivision (b) of this section, but telephone corporations cannot require or otherwise solicit customers to make such waiver. Amendments of payment agreements should, to the extent reasonable
and practical, reflect the changed circumstances of the customer.
(d) If the telephone corporation believes that a deferred payment agreement should not be offered because a customer
has the resources to pay his or her bill, it shall notify the customer and the commission or its designee in writing of the
reasons for its belief. The commission or its designee shall, in accordance with the complaint procedures set forth in section 609.16 of this Part, forthwith make a determination whether the customer has the resources to pay his or her bill. A
telephone corporation shall stay any suspension or termination activity, and restore or provide service pending the decision
on the telephone corporation's complaint by the commission or its authorized designee.
§ 609.9 Residential basic local exchange service deposits
(a) No telephone corporation shall require any applicant or existing residential customer to post a security deposit as a
condition of receiving basic local exchange service unless the existing residential customer or applicant:
(1) is a seasonal customer or short-term customer;
(2) is an existing residential customer who has accumulated two consecutive months of arrears without making reasonable payment of such charges, defined as one-half of the total arrears, prior to the due date of the second bill, provided
that the telephone corporation requests such deposit within two months of such failure to pay. A local exchange carrier intending to require a deposit of an existing residential customer shall provide a customer written notice, including
the amount of the deposit, at least 10 days before it may assess a deposit, and state that the failure to make timely payment
of the arrears will permit the utility to require a deposit from such customer;
(3) has had basic local exchange service terminated for nonpayment during the preceding six months;
(4) has reportable charges with any other telephone corporation;
(5) does not give a telephone corporation with which he or she is applying for service permission to determine the existence of reportable charges or if the customer has been terminated for nonpayment during the preceding six months on
a previous or current account with other local telephone corporations subject to these regulations; or
(6) fails to provide reasonable proof of identity pursuant to section 609.3(a) (6) of this Part.
(b) Payment of deposit. If a telephone corporation requires a deposit from an existing residential customer or an applicant
for telephone service, it shall permit such customer to pay the deposit in installments over a period not to exceed six months.
(c) Exceptions to deposit authorization. (1) No telephone corporation shall require any person it knows to be a recipient
of public assistance, supplemental security income, or additional state payments to post a security deposit.
(2) No telephone corporation shall demand or hold a deposit from any applicant or existing residential customer it knows is 62 years of age or older unless such customer has had service terminated for nonpayment of bills within the
preceding six months. Telephone corporations shall permit an applicant or existing residential customer 62 years of age or
older to pay the deposit in installments over a period not to exceed 12 months.

(d) Deposit amounts. In any case where customer deposits are authorized by this section, the deposit amount shall not
exceed two times the average monthly bill for basic local exchange service for a calendar year in order to secure payment
for basic local exchange services actually rendered or for the rental of fixtures, instruments and facilities actually supplied.
(e) Interest on deposits. Every telephone corporation shall allow every customer from whom a deposit is required interest on the amount deposited at a rate prescribed annually by the commission.
(f) Application of deposit to unpaid bill. Each telephone corporation holding customer deposits shall render to each depositor, when and as his or her deposit is applied to an unpaid bill or bills, a statement showing:
(1) the amount of the deposit, together with the interest accrued thereon and the period covered thereby; and
(2) the balance of the bill or bills remaining unpaid or the balance of the deposit and interest thereon remaining to the
credit of the depositor.
(g) Refunds. (1) Each telephone corporation shall review the accounts of all existing residential customers who have made deposits at least annually. Each depositor, upon becoming entitled to a refund by reason of nondelinquency for one
year or upon ceasing to be a customer, shall receive his or her deposit and all interest thereon which has not been refunded
or credited against bills for service.
(2) The telephone corporation shall initiate such refund action and may request the payment of all bills for which such
deposit is security.
(3) Any refund may be credited to the customer's account or, at the election of the depositor, the full refund shall be made to the depositor.
(4) For purposes of establishing a refund date when deposits are paid on an installment plan, the date will be the day of receipt of the first installment.
(h) Circular containing terms of deposit. Each and every telephone corporation holding customer deposits shall keep on hand for distribution to its customers a summary of the pertinent features of these requirements and shall inform customers from whom deposits are requested of its availability.
(i) Records. Each telephone corporation holding customer deposits shall keep adequate records with respect to each deposit.
§ 609.10 Backbilling on residential accounts
No telephone corporation shall charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than 24 months prior to the
mailing of the bill or the upward billing adjustment for service to the residential customer unless the culpable conduct of
the customer caused or contributed to the failure of the corporation to render timely or accurate billing. If the customer is
liable for any service and the delay in billing was not due to the culpable conduct of the customer, the telephone corporation
shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for nonpayment of charges billed in excess of six months after the service was provided and that payments
may be made under an installment payment plan. Any such installment plan must be consistent with a customer's ability to
pay and for a reasonable period of time that shall not be less than one month for each month represented by the late-billed
charges, unless otherwise agreed to by the customer. If requested by the customer, the explanation for the late billing and
the installment payment plan will be provided in writing. An adjustment to increase previously rendered bills more than
six months after the time service was provided shall be made within four months of the final resolution of the billing dispute.
§ 609.11 Adjusted payments and other charges

(a) Adjusted payment schedule. Every telephone corporation shall offer residential customers on fixed incomes the opportunity to pay their bills on a reasonable schedule that is adjusted for such customer's periodic receipt of income.
(b) Other charges. No telephone corporation may charge any residential customer a late-payment charge, penalty, fee,
interest or other charge of any kind without the approval of the commission for any late payment, collection effort, service
termination or deferred payment agreement occasioned by the customer's failure to make timely payment for services.
Nothing in this section shall prohibit a telephone corporation, with the approval of the commission, from imposing a reasonable charge, not in excess of its costs, pursuant to its tariff for restoral of service, dishonored checks and other lawful purposes.
§ 609.12 Contents of bills
Each telephone corporation's bill to a residential customer shall provide, in clear and understandable form and language:
(a) the name, address and account number of the customer, the name of the telephone corporation, the telephone number of the telephone corporation's business office which may be contacted to discuss the bill, amount owed for the
latest period, the date by which payments for the latest period may be paid without a late-payment charge, the late-payment charge for late-paid bills, if any, credits from past bills, any amounts owed and unpaid from previous bills,
and credits and charges which are adjustments to past bills due to service and/or rate increases; and
(b) a statement of how the bill may be paid; and
(c) an itemized listing of the services being subscribed to, and their monthly rates. An identification of those services which are not necessary for basic service shall be included with each new customer's first bill, each existing residential
customer's first bill after a change in service and semiannually for all customers. New customers will be allowed 60 days
to change their type or grade of service, or both, and to cancel any optional nonbasic services without incurring any cancellation or nonrecurring charges other than the original service connection and monthly charges for the period service
was used. Nothing in this section shall preclude a telephone corporation from providing pertinent messages and information
on the bill, provided such information does not interfere with the presentation of the information required by this section.
§ 609.13 Notification requirements
(a) Annual notification of rights. Every telephone corporation shall, at the time service is initiated to a residential customer and at least annually thereafter, provide residential customers with a plain language summary of their rights and
obligations under this Part, or inform customers that such a summary is available and how it can be obtained from the
company. At a minimum, the summary shall include the following:
(1) a description of the complaint-handling procedures available at the telephone corporation and the commission:
Comment: Such notice shall clearly state the means by which a complaint can be made to the company and shall also
advise the customer that, if after contacting the telephone corporation, the customer remains dissatisfied, he or she may
contact the New York State Public Service Commission. Such notice shall further state that the Public Service Commission
has a staff available to give assistance in such matters, and shall also specify an appropriate address of the Public Service Commission.
(2) the rights and obligations of residential customers relating to payment of bills, termination of service and reconnection
of service;
(3) a description of special protections afforded the elderly, blind, and disabled, and persons with medical emergencies;

(4) a request that residential customers who qualify for the protections referred to in Section 609.5(b) voluntarily so inform the utility;
(5) the right of a customer to designate a third party to receive copies of all notices relating to suspension and/or termination of service or other credit notices;
(6) appropriate forms that customers claiming the protections of section 609.5 of this Part may fill out and return; and
(7) a description of the customers' rights in regard to deferred payment plans and the holding and demanding of security
deposits by the telephone corporation.
(b) Notices in telephone directories. The opening pages of each directory published by the telephone corporations shall contain a conspicuous notice advising customers that, should any utility fail to resolve their complaints regarding
service or billing disputes to their satisfaction, they may refer their problems to the Consumer Services Division of the
New York State Public Service Commission and the appropriate address and telephone number for the Public Service
Commission's Consumer Services Division.
(c) Billing information in non-English language. Every telephone corporation providing service to a county where, according to the most recent Federal census, at least 20 percent of the population regularly speaks a language other than
English, shall include in its telephone directories in such county a notice in both English and such other language which
describes the contents of the telephone corporation's bill. At least once a year, every telephone corporation shall mail to all
residential customers in such county a notice in both English and such other language spoken regularly by at least 20 percent of the population in such county, which describes the contents of the telephone corporation's bill.
§ 609.14 Emergency disconnections of residences
A telephone corporation may disconnect service to a residence when an emergency may threaten the health or safety of
a person, a surrounding area or the telephone corporation's distribution system. The telephone corporation shall act promptly to assure restoration of service as soon as feasible. Service shall be restored to any residence before it may be
terminated for any other reason.
§ 609.15 Inspection and examination of telephone corporation apparatus
(a) A duly authorized agent of the telephone corporation may enter any dwelling, building or other location supplied with service by the telephone corporation for the purposes of inspecting and examining the wires and other apparatus
furnished by the telephone corporation and leased by customers for ascertaining any service-affecting problems on a nonholiday workday between 8 a.m. and 6 p.m., or at such other reasonable times as requested by a customer. At such
time, the agent shall exhibit a photo-identification badge signed by the president or vice-president of the telephone corporation.
(b) The provisions of subdivision (a) of this section shall not apply to the inspection and examination of any such equipment where an emergency may threaten the health and safety of a person, the surrounding area, or the telephone
corporation's distribution system.
(c) An agent of the telephone corporation otherwise duly authorized to inspect and examine apparatus, may not enter locked premises without the permission of the person lawfully in control on the premises, nor use any manner of force to
carry out inspection and examination, except when an emergency may threaten the health or safety of a person, the surrounding
area, or the telephone corporation's distribution system, or where authorized by a court order.
§ 609.16 Telephone corporation complaint-handling procedures
Customer complaints about bills for telephone service deposit requests or other service problems shall first be made to

the telephone corporation. The telephone corporation shall allow complaints to be accepted and processed in a simple
manner and form. Every telephone corporation shall promptly investigate any complaint in a fair manner and report the
results to the complainant. If the report of the investigation is made orally, the telephone corporation shall provide the
complainant, upon request, the report in writing. If the complainant requests the report in writing, the telephone corporation
shall send such report in writing within five business days after the request by the complainant. In the event the corporation is unable to give an oral report due to the unavailability of the complainant, either a letter requesting the customer to call the telephone corporation or a written copy of the report shall be sent to the complainant no later than two
business days after the results of the investigation are determined. If a letter requesting the customer to call is not responded
to by the customer in five business days, a written copy of the report shall be sent to the complainant no later than the seventh business day after such letter was sent to the customer. A telephone corporation resolving a complaint in whole or in part in its favor shall inform the complainant of the availability of the commission's complaint-handling procedures, including the commission's address and telephone number. A telephone corporation shall refrain from suspending
or terminating service for nonpayment during the pendency of a complaint before the telephone corporation or the commission and for 15 days after resolution by the telephone corporation, or by the commission or its authorized designee, unless otherwise provided by the commission or its authorized designee; provided, however, that as a condition
of continued service during the pendency of such dispute, a customer shall pay the undisputed portions of any bill for
service.

§ 609.17 Waiver

Unless otherwise precluded by the Public Service Law or other applicable law, the commission may, for good cause shown or upon its own motion, waive any requirement of this Part.

§ 602.1 Definitions

The following definitions apply to Part 602, Consumer Relations, and Part 603, Service Standards Applicable to Telephone Corporations:

(a) Service Provider - A telephone corporation certified in New York State with the authority and tariff to provide local exchange service using either its own or leased facilities.

(b) Basic Local Service - The provision of access to: one party line service, local/toll calling, local usage, tone dialing,
emergency services, assistance services, telecommunications relay services, directory listings, privacy protections and
non-published service associated with the public switched network.

(c) Local Exchange Service - Any form of switched telecommunications provided within a defined geographic area known as the local calling area.

(d) Customer Service Center - Any functional entity where consumers can initiate communication with the service provider for installation, billing, repair, operator and other services.

(e) Access Line - A telecommunications channel of varying size with an associated telephone number.

(f) Business Office - Any functional entity which accepts service orders, billing inquiries and/or provides consumer information.

(g) Repair Office - Any functional entity which receives trouble reports.

(h) Trouble - A trouble is an impairment of the telephone network, or a deviation from its design specifications.

(i) Customer Trouble Report - The record of when the repair office personnel receives notification of a trouble or perceived trouble by a subscriber, third party, or employee acting as a subscriber or when other employees receive notification
of a trouble or perceived trouble by a subscriber, third party, or employee acting as a subscriber and refers the report to the repair office.

(j) Initial Report - The first customer trouble report associated with a specific trouble for which there is no pending report.

(k) Out-Of-Service - A classification of a trouble report where the customer indicates either: (1) an inability to complete incoming or outgoing calls; or (2) the presence of interference which causes connected calls to be incomprehensible.
Other service difficulties (slow dial tone, busy circuits, etc.) shall not be considered out-of-service conditions.
(l) Service Affecting - All trouble reports not categorized as out-of-service will be considered service affecting.
(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.
(n) Operator Assistance - The act of providing a consumer with help in placing a call including collect, third party billed, person-to-person and emergency calls.
(o) Answer - The point in time when a call has been delivered to a representative who is ready to render assistance and/or accept the information necessary to process the call. An acknowledgment that the customer is on the line does not
constitute an answer.
(p) Subsequent Report - Any customer trouble report that is received prior to the closing of its associated initial report.
§ 602.2 General Provisions
As indicated by their wording, a number of regulations in this Part prescribe the normal procedures and practices to be
directed in good faith by the service provider. However, the regulations in this Part are not intended to govern the implementation
of such procedures in individual instances. The execution or nonexecution of such procedures and practices
in individual instances is not the sole indicator of whether the service provider has provided adequate service to a particular
consumer or group of consumers.
§ 602.3 Customer Service Centers
(a) Service providers shall ensure that customers have convenient access, by a toll free telephone number or in person,
to customer service centers.
(b) In instances where automated responses are used to handle billing or repair issues, service providers shall configure
their menu system such that a consumer is able to be routed to a representative for billing or repair issues within 60 seconds from the time the automated response begins. In addition, service providers may use additional means of access
(e.g., the Internet) that are not subject to this provision.
(c) Service providers shall provide notice to their customers and to the public as to the means of contacting their customer service centers by notice on the bill and other appropriate means.
(d) Customer service centers ordinarily shall be accessible to consumers during the normal working hours in the community being served and at such other times and in such other places as may be warranted in Sections 602.6(d) and
602.7(b).
(e) Service providers shall strive to provide trained and qualified customer contact personnel.
§ 602.4 Public Information
Access to the following information shall be made available upon request:
(a) Rate information applicable to the area served by the service provider, as provided by Part 630 of this title.
(b) Where a provider's rates are based upon rate area boundaries, maps, listings or other formats used by the provider
showing rate area boundaries sufficiently detailed that mileage or zone charge can be determined.
(c) Information pertaining to changes in services and rates as proposed in an informational filing or a pending tariff or
rate filing.
(d) Upon receipt of a request from a consumer for copies of the above described information, the service provider will
provide a single copy of the information requested, up to 25 pages, without charge.
§ 602.5 Service Orders
(a) Service providers shall receive and respond to applications for tariffed services in a timely manner. Upon the request

of a consumer, each service provider shall provide an explanation of the rates, charges and provisions applicable to the services available, respond to questions the consumer may have, and provide additional appropriate information to
assist the consumer in obtaining the communication service(s) that meet the consumer's needs.
(b) Where special charges for extraordinary construction, maintenance, replacement costs, expenses or overtime work are not specifically set forth in a service provider's tariff, the consumer will be advised of the options available. If the
service provider is to perform any such work for a special charge, the service provider shall offer the customer the option
of accepting a good faith estimate of the charge to be levied, or of being billed on an actual cost basis. Once an estimate is
accepted by the customer it will become binding on both parties, and the customer pays the estimated charge whether the
actual cost is greater or less than the estimate.
(c) Service providers shall notify customers of connection fees and provide an estimated first bill, not reflecting usage
charges, prior to processing the customer's request.
(d) Each service provider shall inform new residential customers of a 60 day grace period whereby such consumer may select a different type of basic local flat rate service or basic local measured rate service from that provider without
incurring any additional connection or installation charges for basic local service. A grace period applies only when the
consumer actually incurred an installation charge for basic local service.
(e) (1) Normally, the service provider shall offer a consumer applying for its initial basic local exchange service an installation appointment interval (e.g., the period of time that a premise visit is to take place) within five working days.
(2) After such an offer, the consumer may nonetheless agree to other terms that better meet the needs of the consumer
and the provider (e.g. installation appointments for either morning or afternoon).
(3) Prior to an appointment, arrangements to access a necessary third party's premises shall be discussed with the consumer.
(f) Normally, when a service provider cannot meet a commitment date to complete an order, the provider shall make a reasonable effort to advise the applicant of the reason for the delay, and probable date service will be provided.
§ 602.6 Billing
(a) Service providers shall clearly list all charges and credits on customers' bills, which shall be issued monthly unless
provided otherwise by tariff. Local service charges may be billed one month in advance and may be listed as a single flat
fee. All toll charges shall be itemized to allow consumer identification unless provided otherwise by tariff.
(b) Credit shall be granted for any call for which a charge applies when the consumer has reported that a wrong number was reached or for that portion of a call the consumer has reported as inadequate for communication, unless there
is reason to believe that an adequate connection to the desired party was effected.
(c) Service providers shall require that agents authorized to receive bill payments on their behalf normally mail or report consumers' payments within one business day.
(d) Service providers shall have a representative available for the purpose of explaining charges on bills and to adjust
bill errors.
(e) Upon reasonable consumer request, each service provider shall provide itemized statements of charges, if feasible,
and if a customer disputes a bill, available call detail bill information shall be provided at no charge. However, requests for
detailed bill information normally bulk billed may be provided at an additional charge pursuant to tariff.
§ 602.7 Consumer Complaints and Trouble Reports
(a) Service providers shall provide full and prompt investigation of complaints, oral or written, received either through

normal reporting channels or through the Commission, and appropriate responses shall be made with respect to complaints.
(b) Service providers shall have a representative available to receive customer trouble reports at all hours.
(c) Troubles of an emergency nature shall be cleared at all hours, consistent with the bona fide needs of consumers and the personal safety of service provider personnel.
(d) All other out-of-service troubles not requiring unusual repairs shall normally be cleared within 24 hours excluding
Sundays and holidays.
(e) Commitments made with consumers should be kept. In the event of unavoidable change by the service provider, such as if unusual repairs are required, or rehabilitation programs or other factors preclude clearing of reported trouble
promptly, reasonable attempts shall be made to notify the customer as to when the trouble will be cleared.
(f) During major service outages of extended duration, the service provider shall make every effort to inform the general public of the details of the outage, including the areas affected and a schedule for expected service restoral. Whenever reasonable and practical, affected offices shall be intercepted and callers advised that a service outage has taken
place, in accordance with accepted industry standards.
(g) All local service providers shall assist consumers reporting obscene, threatening or harassing calls, to help in eliminating such calls.
§ 602.8 Operator Services
(a) Each service provider shall provide access from its exchanges at all hours to local assistance operators who shall be
capable of connecting calls to appropriate emergency services and/or other operator services normally provided by local
exchange companies or their designees, if the service provider is responsible for handling the call.
(b) All telephone corporations, either individually or in concert with other telephone corporations operating within the State, shall be responsible for insuring the provision of a relay system to enable communications between persons with
hearing or speech disabilities, who use non-voice terminal devices, and persons of normal hearing and or speech who use
conventional telephones. The system shall operate on a 24-hour basis. All telephone corporations shall provide annual
notice to advise customers of this service. Pertinent information regarding the relay system shall be included in telephone
directories.
(c) All service providers shall provide network overflow to local operators on all originating trunking that carries emergency calls destined for Enhanced 911 emergency report centers. Each such call overflowing to the operator shall be
identified as an emergency call, and the operator shall have Automatic Number Identification on the telephone line used
by the calling party. As an alternative to provision of overflow to the operator on an originating basis, service providers
may install originating trunking from end offices to Enhanced 911 emergency report centers in such a manner that blocking on such trunks is engineered for less than half the normal blocking design of the public switched network. On a
terminating basis from the last central office to the emergency report center, overflow to the operator (including Automatic
Number Identification and an indication that the call was originally destined for an emergency center) shall always be provided.
§ 602.9 Intercept
(a) Intercept shall consist of operator intercept or a suitable recorded announcement, providing sufficient information
to callers to indicate the reasons for being intercepted as well as directions to assist them in completing the call.
(b) The service provider shall normally provide intercept service for the following minimum periods:
(1) In case of a customer-initiated residence number change, either sixty days or the remaining life of the normal

alphabetical directory (including local directories), published by the serving service provider or on its behalf, in which the
old number appears plus thirty days, whichever is shorter.
(2) In case of customer-initiated business number change, either sixty days or the remaining life of the normal alphabetical
directory (including local directories), published by the serving service provider or on its behalf in which the
old number appears plus thirty days, whichever is shorter.
(3) In case of a company-initiated number change, one hundred and eighty days or the remaining life of the normal alphabetical directory (including local directories), published by the serving service provider or on its behalf, in which the
old number appears plus thirty days, whichever is longer. If at the time of change the new number is noted in all of the
aforementioned current directories, intercept will be provided for thirty days.
(c) Service providers shall strive to update intercept records within 24 hours of a number change.
(d) Each service provider shall provide intercept on calls to non-working numbers, codes, vacant levels, etc., where reasonable and practical.
(e) The local service provider shall not impose charges for intercepted calls.
§ 602.10 Directories
(a) All service providers shall publish directories, or cause their numbers to be published. Directories shall be regularly
published at approximately yearly intervals. The interval between directories shall not exceed 15 months without express
Commission approval. The form of directories shall ordinarily conform to the following criteria:
(1) A directory shall be in such form and list such information, as will permit the numbers of local exchange customers
in the area covered by the directory to be obtained, except for public telephones and numbers unlisted at a customer's
request.
(2) Information pertaining to emergency calls to such agencies as the police and fire departments shall appear conspicuously
in the opening pages of the directory.
(3) Instructions concerning the placing of local and long distance calls, shall appear conspicuously in the opening pages of the directory. This section shall include access codes that can be used for placement of long distance calls, for
those interexchange carriers agreeing to have their codes published. Directories will also include a telephone number for
contacting each local service provider that serves the area covered by the directory at no additional cost to the service
provider being listed.
(4) The introduction to the directory shall instruct customers to call the local service provider from which they receive
service for information on billing, party lines, annoyance call procedures, emergency calling procedures and how to obtain tariff information.
(b) Each service provider shall distribute at no charge to its customers within a local exchange area, a copy of the local exchange directory for that area, and one additional copy shall be provided for each working telephone number upon
request. A copy shall be filed with the Commission.
(c) A service provider shall furnish its directory databases to all directory assistance service providers on terms and conditions no less favorable than the service provider furnishes such databases to its own or affiliated directory assistance
service operations.
(d) In the event of an error in a number published in the directory, the service provider shall intercept calls to the published number for the life of the directory where such number is not already in service. Where the published number is
in service, the party served by it shall be given appropriate transfer information, and also the opportunity for a number

change (at no charge). In that event, the normal practice shall be to place the published number on intercept, for the life of
the directory listing plus 30 days.
(e) Reasonable advance notice shall normally be given to the consumers affected when a service provider has cause to
change a large group of numbers, even if such changes coincide with a directory issuance.

§ 603.1 General Provisions
(a) This part shall apply to telephone corporations that provide local exchange service.
(b) As indicated by their wording, a number of the regulations in this Part prescribe the normal procedures and practices to be directed in good faith by the service provider. However, the regulations in this Part are not intended to
govern the implementation of such procedures in individual instances. The execution or non-execution of such procedures
and practices in individual instances is not the sole indicator of whether the service provider has provided adequate service
to a particular consumer or group of consumers.
(c) The standards set forth herein relate to the quality of service under normal operating conditions. They do not establish a level of performance to be achieved during periods of emergency, catastrophe, natural disaster, severe storm or
other events affecting large numbers of consumers nor shall they apply to extraordinary or abnormal conditions of operation,
such as those resulting from work stoppage, civil unrest, major transportation disruptions or other events beyond a service provider's control.
§ 603.2 Measurements
(a) Service providers shall gather accurate data consistent with the definitions contained in Section 602.1 for those measures indicated by subsection 603.4(c) and:
(1) keep performance records and retain them as specified by Part 651 for each entity level as defined in subsection 603.3 and maintained in a manner that permits audit by Commission staff, and
(2) measure answer time performance as defined in subsection 603.3, for customer service centers that receive a monthly average of more than 275 calls per working day for three consecutive months. Excluded from this provision is
any group of specialized business account representatives established to address the needs of a single large business customer, or a small group of such customers.
§ 603.3 Metrics and Performance Thresholds
(a) This section sets forth the metrics and performance thresholds that each service provider is expected to meet or exceed related to maintenance service, installations, network performance and answer time.
(b) (1) Customer Trouble Report Rate. This is composed of two metrics. The first metric is defined as the number of initial customer trouble reports per hundred access lines per month and has a performance threshold of 5.5 or less for each
central office. The second metric is applicable to service providers with 7 or more central offices, and is defined as the
percentage of a service provider's total central office entities that perform at or below 3.3, and has a performance threshold
of at least 85%.
(2) Reports included in the Customer Trouble Report Rate are limited to troubles associated with the regulated components of residential, business, Centrex and pay telephone service of the service provider's customers, and also includes all regulated features associated with these services except voice mailboxes.
(3) Customer trouble reports received as a result of any network failure are included in the report rate.
(4) Separate trouble reports should be recorded and included in the customer trouble report rate for multiple-line customers, for each access line identified by the customer.
(c)(1) Percent Out-Of-Service Over 24 Hours. This metric is defined as the monthly percentage of customer trouble reports classified as out-of-service which are not cleared within 24 hours. The performance threshold for each maintenance
administrative entity is 20% or less.
(2) Only trouble reports included in the customer trouble report rate shall be used to determine the percent

out-of-service over 24 hours.
(d) (1) Percent Service Affecting Over 48 Hours. This metric is defined as the monthly percentage of customer trouble reports classified as service affecting which are not cleared within 48 hours. The performance threshold for each
maintenance administrative entity is 20.0% or less.
(2) Only trouble reports included in the customer trouble report rate shall be used to determine the percent service affecting over 48 hours.
(e) Percent Initial Basic Local Exchange Service Line Installations Completed Within Five Days. This metric is defined
as the monthly percentage of initial basic local exchange service line installations completed within five working days (following the day the order is received) and has a performance threshold of 80.0% or greater for each installation
administrative entity. This provision shall apply to the primary installation of service as follows: (i) the initial residential
line; or (ii) the initial business customer order of five lines or less.
(f) (1) Percent Installation Commitments Missed. This metric is defined as the percentage of installation commitments
missed per month and has a performance threshold of 10.0% or less for each installation administrative entity.
(2) A missed installation commitment occurs when initial basic local exchange service is not provided to the consumer's
interface on or before the end of the day of the appointment interval with the customer except when due to consumer fault or other condition as defined in subsection 603.3(f)(3).
(3) For purposes of this Section, the terms Consumer Fault and Other are defined to include the following:
(i) Consumer fault occurs when during the appointment interval, the consumer is not ready, there is not access to or there exists unsafe conditions at the consumer's premises, or on or before the commitment date the consumer requests a
later date.
(ii) Other circumstances such as set forth in subsection 603.1(c) or the need to reassign a significant portion of the service provider's installation work force in order to re-establish service to existing customers who lost service as a result
of circumstances set forth in subsection 603.1(c).
(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.
(h) (1) Business Office Answer Time. This metric is defined as the monthly percentage of consumer calls of the business office answered within 30 seconds. The performance threshold for each administrative entity is 80.0% or greater.
(2) Calls answered, 15% of calls abandoned, and 10% of calls blocked or routed to an intercept message are to be included when determining the total number of calls to be answered.
(i) (1) Repair Office Answer Time. This metric is defined as the monthly percentage of consumer calls for repair office service answered within 30 seconds. The performance threshold for each administrative entity is 80.0% or greater.
(2) Calls answered, 15% of calls abandoned, and 10% of calls blocked or routed to an intercept message are to be included when determining the total number of calls to be answered.
(j) Operator Assistance Answer Time. Service providers may elect to report operator assistance answer time under either (i) or (ii) below.
(i) This metric is defined as the monthly percentage of calls for operator assistance service answered within 10 seconds. The performance threshold for each administrative entity is 90.0% or greater.
(ii) This metric is defined as the monthly average speed of answer of calls for operator assistance. The performance threshold for each administrative entity is 3.0 seconds or less.
(iii) For purposes of calculating performance under (i) above, count those calls answered, 15% of calls abandoned, and 10% of calls blocked or routed to an intercept message when determining the total number of calls to be answered.
(k) The following table summarizes the foregoing metrics and performance thresholds.
PERFORMANCE
THRESHOLD

METRIC (Monthly)
Maintenance Service:
Customer Trouble Report Rate (Initial Reports) per individual central office entity 5.5 or less
Percentage of total entities (for those providers with 7 or more offices) 3.3 or less 85.0 or more
Percent Out-of-Service Over 24 Hours 20.0 or less
Percent Service Affecting Over 48 Hours 20.0 or less
Installation Performance:
Percent Initial Basic Local Exchange Service Line Installations Completed Within 5 Days 80.0 or greater
Percent Installation Commitments Missed 10.0 or less
Network Performance:
Percent Final Trunk Group Blockages 3.0 or less
Answer Time Performance:
Business Office Answer Time % Answered within 30 sec. 80.0 or greater
Repair Office Answer Time % Answered within 30 sec 80.0 or greater
Operator Assistance Answer Time % Answered within 10 sec 90.0 or greater
Average Answer Time in sec. 3.0 or less
§ 603.4 Reporting Requirements
(a) The Director of the Office of Communications shall issue guidelines prescribing the format, content and reporting
times (except where otherwise prescribed herein) of each of the reports required pursuant to this Part. The Director's guidelines shall be reasonable, practical, give due consideration to the format of the reports utilized by the service providers
in the operation of their business, and be subject to de novo review by the Commission in the event of a dispute.
(b) Each report shall arrive at the Commission office no later than 30 days following the end of the report period (or such shorter interval as may be reasonable and practical and agreed upon between the Director of the Communications
Division and the service provider).
(c) Unless otherwise specified by the Director of the Communications Division, the following terms for service performance shall apply:
(1) Service providers with 500,000 or fewer access lines in service shall only report on Customer Trouble Report Rate.
(2) Service providers with over 500,000 access lines in service shall report on all of the service metrics of Subsection
603.3.
(d)(1) For all the service quality metrics subject to reporting under Subsection 603.4(c) except Customer Trouble Report Rate and Percent Final Trunk Group Blockages, whenever a performance measure is not at or better than the performance threshold for the current month and any two of the previous four months, a service provider shall automatically
submit to the Commission staff a Service Inquiry Report, as defined in Subsection 603.4(e).
(2) For Customer Trouble Report Rate, a service provider shall automatically submit to the Commission staff a Service Inquiry Report whenever an individual central office entity experiences 5.5 reports per 100 lines or greater for the
current month and any two of the previous four months, or if a service provider has 7 or more central offices and less than
85% of its central office entities experience 3.3 reports per 100 lines or less for the current month and any two of the previous four months.
(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance
is not at or better than 3.0 percent for three consecutive months.
(4) In addition, Commission staff may request a Service Inquiry Report where deemed appropriate.
(e) A Service Inquiry Report means a report which provides an explanation for the condition giving rise to the report,
where readily determinable, and the number of consumers affected. It shall further include plans for corrective action
including expectations of restoring service to adequate levels, or an explanation of why the corrective action details do not

apply in this specific instance. The report shall be filed within 21 calendar days of a qualifying event as defined in Section
603.4(d). Addenda will be made to the report as necessary if the reporting service provider identifies important additional
information and/or substantially modifies its corrective action plan as described in the Report.
(f) A service provider may request an exemption from any or all of the reporting requirements of Section 603.4, if that
provider can demonstrate that the services are provided through the resale of another service provider's tariffed services or
purchase of another service provider's Unbundled Network Elements (UNEs) over which it has no direct control. The
Director of the Office of Communications will grant or deny such exemption requests on a case-by-case basis.
§ 603.5 Service Interruptions
(a) Each service provider shall establish and implement procedures regarding the construction, operation, and maintenance
of its network, which are intended to minimize service failures, cable cuts, sudden increases in traffic, employee absences, fires, severe storms, and floods and which are intended to maintain, to the extent practical and reasonable, continuous operation of its service in the event of commercial power loss, except where such power is provided by the
consumer.
(b) In executing section 603.5(a), each service provider is expected to:
(1) Maintain emergency contingency plans designed to assist personnel to prepare for emergencies, perform repairs and service restorals in the aftermath of such events, and assess company performance and identify opportunities for improvement after conditions have been normalized. An original copy of each service provider's emergency contingency
plan and any subsequent updates shall be filed with the Director of the Office of Communications. The names and telephone
numbers of individuals and any information which, in the opinion of the service provider, could compromise its ability to protect the network against vandalism, terrorist acts, or other potential threats to the network, may be redacted
from the copies of the emergency contingency plans and updates filed with the Director of the Office of Communications
pursuant to this Section.
(2) Report major service interruptions to Commission staff per guidelines issued by the Director of the Office of Communications pursuant to Subsection 603.4(a).
(3) Be guided by accepted industry guidelines and best practices, such as the findings and recommendations of the FCC's Network Reliability Councils, relating to fiber optic, signaling, switching, digital cross- connect and power systems,
911, fire prevention, mutual aid and restoration, performance, interconnections, changing technologies, emergency communications, and other topics related to network reliability.
(c) In the event that service must be interrupted for purposes of working on the lines or equipment, the service provider's
work scheduling procedures shall provide that an attempt be made to do the work at a time which will cause minimal
inconvenience to consumers and, where reasonable and practical, to notify consumers in advance of the interruption. The service provider's procedures shall make provision for the availability of required emergency services for the duration of the interruption.
(d) On lines that have been voluntarily suspended or temporarily suspended for non-payment, access should continue
to be provided to emergency services such as 911 or to an operator for emergency calling during the suspension period.

LINE 610 DISCRIPTION OF FUNCTIONALITY IN EMERGENCY SITUATIONS:

Chazy & Westport Telephone has Automatic Back-Up Generators at both of our Central Offices in the event of a Commercial AC Power failure. These Generators do a weekly test under load for 30 minutes. We also have a Generator on Wheels that can be used in the event one of our Back-Up Generators fails. We have 16 Remotes with 10 Portable Generators we are working towards a one to one ratio.

Our Central Offices both have Fiber Redundancy to the closest Verizon Central Office where we get to the "Outside World" since 1993 we have been on Verizon's Ring. We have never lost connection.

Our 16 Remotes are on a OC192 Fiber Ring totally Protected with the exception of 3 which are protected in the same Cable (Collapsed). Someday we hope to fix that but the cost will be very high.

CHAZY & WESTPORT TELEPHONE COMPANY
LIFELINE DISCOUNT APPLICATION

What is Lifeline Telephone Service?

Lifeline telephone service is a joint Federal and State of New York program intended to assist in making telephone service affordable for all residential customers.

Customers that meet the below eligibility requirements will receive the Federally authorized credit of $9.25 on their telephone bills. This credit is made up of a $6.50 credit of the Subscriber Line Charge (SLC) and an additional $2.75 credit, totaling the $9.25 federally authorized amount.

In addition, Chazy & Westport Telephone Company, per the New York State Public Service Commission has approved additional credits (these credits vary by Location). These additional Lifeline credits are as follows: For those customers living in Chazy or West Chazy NY, they will receive an additional $5.50 monthly. If the customer lives in Westport NY, they will receive an additional $7.00

Regulations for Lifeline Services

In order to be eligible for the discount, the applicant must meet set income criteria. For a consumer to be eligible under the income requirements, the consumer's household income as defined in § 54.400(f) of the FCC Rules must be at or below 135% of the Federal Poverty Guidelines for a household of that size or a recipient of benefits from any one of the following Entitlement Programs:

1. Medicaid;
2. Supplemental Nutrition Assistance Program (SNAP) F/K/A Food stamps;
3. Supplemental Security Income;
4. Federal Public Housing Assistance (Section 8);
5. Low-Income Home Energy Assistance Program (LIHEAP);
6. National School Lunch Program's free lunch program;
7. Temporary Assistance for Needy Families/SafetyNet;
8. Veterans Disability Pension
9. Veterans Surviving Spouse Pension

Qualified customers may choose to apply the federal Lifeline credit to any of the company's local service offerings, including any local bundled service offering, basic local service, or message rate service. Message rate Lifeline service is available o nly where central office facilities permit. For connection of new service, service connection charges apply.

Service connection charges do not apply to change existing service from:

1. Message or flat rate services to Lifeline service.
2. Lifeline service to non-Lifeline services.

The Lifeline discount is effective upon receipt of a completed form of eligibility. If the form is not returned, no further action is taken by the Company to establish eligibility. The Lifeline discount is available for one line of voice service per household; Applicants must be over 18 years of age, and cannot be claimed as a dependent on anyone's tax return.

The Company, in coordination with appropriate agencies and the Lifeline Customer, will require Lifeline customers to be re-certified, on an annual basis. Lifeline customers will need to certify that they continue to be eligible to receive these Lifeline benefits and that they are not receiving benefits from another company. If, a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for the time that they were proven to be ineligible for the service

Locality Charge Waiver

Customers receiving Lifeline Telephone Service will have applicable locality charges waived each month while they are receiving the Lifeline Assistance.

Voluntary Toll Blocking (Restriction)

Customers receiving Lifeline service can voluntarily request and receive toll blocking (call restriction), third number billing/collect call restriction without a monthly charge. There will be no record order charge to add these types of restrictions (blocking).

REDACTED – FOR PUBLIC INSPECTION

CHAZY & WESTPORT TELEPHONE COMPANY (SAC 150079)

ATTACHMENT - LINE 3017

ATTACHMENT REDACTED IN ENTIRETY