

CUSTOMER SERVICE GUIDE

DEPOSIT TELEPHONE COMPANY, INC.
New York

Table of Contents
Original Sheet 1

TABLE OF CONTENTS

	<u>Section</u>	<u>Sheet</u>
Contacting the Public Service Commission	Preface	1
Table of Contents	TOC	1
Section 1 – General Rules and Regulations		
Section 2 – Bundles		
Section 3 – Directory Services		
Section 4 – Optional Services		
Section 5 – Special Dial Tone and Service Arrangements		
Section 6 – Miscellaneous Service Arrangements		
Section 7 – Critical Facilities Administration Service		
Section 8 – Promotions		
Section 9 – Private Line Services		

CUSTOMER SERVICE GUIDE

DEPOSIT TELEPHONE COMPANY, INC.
New York

Index
Original Sheet 1

INDEX

<u>Subject</u>	<u>Section</u>	<u>Sheet</u>
-A-		
Access to Customer Premises	1	5
Additional Listings	3	2
Advanced Calling Services	4	7
Applications	1	1
-B-		
Billing	1	12
Billing Disputes	1	14
Billing Errors and Adjustments	1	13
Bundles	2	1
Business Safety Line Service	2	8
Business Use	1	2
-C-		
Centrex Service	5	1
Change in Occupancy	1	9
Company Liability	1	10
Contract Termination	1	17
Contractual Service Arrangements	1	15
Critical Facilities Administration Service	7	1
Custom Calling Services	4	1
Customer Billing and Payments	1	12
Customer Complaints	1	9
Customer Provided Equipment	1	8
Customer Responsibility	1	8
Customized 911 (C911)	6	3
-D-		
Dedicated DS1 Service	5	28
Deferred Payment Arrangements	1	15
Digital Transport Service	5	31
Direct Inward Dialing (DID) Service	6	1
Directory Listings	3	1
Disconnect for Non-Payment	1	17
Disputes	1	14

CUSTOMER SERVICE GUIDE

DEPOSIT TELEPHONE COMPANY, INC.
New York

Index
Original Sheet 2

INDEX

<u>Subject</u>	<u>Section</u>	<u>Sheet</u>
-E-		
Electronic Billing.....	1	13
Establishment of Service	1	1
-F-		
Foreign Exchange Service.....	6	5
-G-		
-H-		
-I-		
Installation in Hazardous Locations	1	4
Installation, Maintenance, & Repairs	1	5
-J-		
-K-		
-L-		
Late Payment Charge	1	14
Liability	1	10
-M-		
Maintenance	1	5
Medical Emergency	1	17
Minimum Contract Period	1	3
Multiline Hunt Service	4	25
-N-		
Non-Sufficient Funds (NSF) Charge	1	14
Notice of Service Changes and Rate Increases	1	13

CUSTOMER SERVICE GUIDE

DEPOSIT TELEPHONE COMPANY, INC.
New York

Index
Original Sheet 3

INDEX

<u>Subject</u>	<u>Section</u>	<u>Sheet</u>
-O-		
Off-Premises Extension Service	6	4
Overtime Work	1	12
Ownership of Facilities	1	5
-P-		
Personal Greeting Service	4	23
Private Line Services	9	1
Prohibitions Against Disconnection.....	1	18
Promotions	8	1
Provisioning of Telecommunications Service	1	3
-Q-		
-R-		
Record Retention	1	17
Relocation Forwarding Service	4	24
Repairs	1	5
Residence Use.....	1	2
Restoral of Service.....	1	17
-S-		
Safety Line Service	2	7
Security Line Service	2	9
Service Interruptions	1	6
STAR Business Bundles.....	2	5
STAR Packages.....	2	3
Surcharges	1	19
-T-		
Telecommunications Service Priority	1	20
Telephone Surcharges.....	1	19
Termination of Service	1	16
Total Talk Pack	2	1
-U-		
Use and Care of Company Facilities	1	5
Use of Service	1	7

CUSTOMER SERVICE GUIDE

DEPOSIT TELEPHONE COMPANY, INC.
New York

Index
Original Sheet 4

INDEX

<u>Subject</u>	<u>Section</u>	<u>Sheet</u>
	-V-	
Voice Mail Service	4	16

-W,X,Y,Z-