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INTRASTATE LOCAL SERVICE

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SECTION 7. SPECIAL SERVICES AND PROGRAMS

7.1 Special Equipment for the Hearing or Speech Impaired Customer

- A. As required by Section 102-a of New York State Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for a Customer certified as hearing or speech impaired.
- B. A Customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of New York.
- C. The Company will make every reasonable effort to locate and obtain equipment for a certified Customer.
- D. The Customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.
- E. The Company will also advise the Customer who requests this equipment of the applicable terms for purchase.