

Mosaic NetworX LLC
New York PSC No. 3
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Superseding Revision:

SECTION 8.0 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

8.1 Special Equipment for the Hearing or Speech Impaired Customer

- 8.1.1** 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.
- 8.1.2** 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.
- 8.1.3** The Company will make every reasonable effort to locate and obtain equipment for a certified Customer.
- 8.1.4** The Customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.
- 8.1.5** The Company will also advise the Customer who requests this equipment of the applicable terms for purchase.