Received: 05/27/2009 Status: CANCELLED Effective Date: 06/26/2009

NY PSC Tariff No. 6 - TELEPHONE PAETEC Communications, Inc. Initial Effective Date: 06/26/2009

Revision: 1 Superseding Revision: 0

Section: 7 Leaf: 3

Section 7 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

7.2 [RESERVED FOR FUTURE USE]

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7.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

- 7.3.1 The Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.
- 7.3.2 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.
- 7.3.3 The Company will make every reasonable effort to locate and obtain equipment for a certified customer.
- 7.3.4 The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.

Issued By: Mary K. O'Connell, SVP, Secretary & General Counsel, Fairport, New York