

Matrix Telecom, LLC d/b/a Impact Telecom d/b/a Lingo
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LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 8 - SPECIAL SERVICES AND PROGRAMS

8.1 Discounted Service For The Hearing Or Speech Impaired Customer

8.1.1 General

A handicapped person who has been certified to the Company as having a hearing or speech impairment which requires that he or she communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a 50% discount on local message rate service.

8.1.2 Certification

Acceptable certifications are:

- A. Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of New York, or
- B. A pre-existing certification establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of facilities of an agency for a person with hearing or speech impairment.

8.1.3 Qualification

A customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication.

8.1.4 Billing

The reduction in charges is applied only at one location, designated by the impaired person.