

Matrix Telecom, LLC  
d/b/a Trinsic Communications  
PSC No. 1 – Telephone  
Effective: November 5, 2018

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## LOCAL EXCHANGE SERVICES

### SECTION 5 – TRINSIC PRODUCTS, (CONT'D.)

#### **5.6 Special Services and Programs\*\***

##### **5.6.1 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.

\*\* Effective May 28, 2015, this service is grandfathered and available to existing Customers only.