

West Telecom Services, LLC

New York P.S.C. No. 2
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LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - EXPLANATION OF TERMS, (CONT'D.)

EXCHANGE SERVICE - The provision to the subscriber of access to the Exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a Central Office Line (Exchange Access Line) between the Central Office and the subscriber's premises.

FEATURE GROUP D - A trunk-side termination or connection provided by a local exchange carrier to an interexchange carrier, which is necessary to enable Customers to directly access their primary interexchange carrier. Without Feature Group D, a Customer would be required to dial an access code in order to reach the desired telephone number.

FINAL ACCOUNT - A Customer whose service has been disconnected who has outstanding charges still owed to the Company.

HANDICAPPED PERSON - A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 # 126 dated June 30, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone,

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

Hearing - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-111, American Medical Association, 1971.

Issued: December 23, 2015

Effective: January 22, 2016

Issued by:

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Lancaster, Texas 75146

NYx1501a