

Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.1 RESERVED FOR FUTURE USE (Cont'd)

8.2 RESERVED FOR FUTURE USE

8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

8.3.1 General

As required by Section 92-a of the New York Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.

8.3.2 Certification

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.

8.3.3 Locating Equipment

The Company will make every reasonable effort to locate and obtain equipment for a certified customer.

8.3.4 Purchase Price

The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.

8.3.5 Purchase Terms

The Company will also advise the customer who requests this equipment of the applicable terms for purchase.

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

8.4.1 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 fifty percent (50%) discount on local measured rate service.

Issued By:

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