

A. DESCRIPTION

Special Needs Services are telecommunications services and equipment for customers with hearing, speech, vision, or motion impairments.

B. REGULATIONS

1. Special Needs Services are provided to customers who provide self attestation of their disabled status and to those customers who need the services to communicate with a hearing, speech, vision, or motion impaired customers.
2. Any service not specifically offered within the Special Needs Services guidebook and desired by a customer will be reviewed by the Company for possible application on a special assembly basis.

C. PAYMENT PLANS AND METHODS

1. Special Needs Services may be provided to customers on a month-to-month or optional single payment lease basis, or by Direct Purchase.
2. The optional single payment lease for Special Needs Services is in lieu of the month-to-month lease arrangement. The equipment provided under this option remains the property of the Company and rights under this option are not transferable. The Company's obligation to furnish new installations or maintain existing installations will cease when the equipment is no longer reasonably available or manufactured.

2. SPECIAL NEEDS SERVICES DIRECT PURCHASE PLAN

A. GENERAL

The Company provides for the purchase of selected Special Needs Services equipment for use with the telecommunications network by disabled customers or customers who need to communicate with a disabled customer.

B. REGULATIONS

1. Sale under this guidebook will be made only in the Company operating area.
2. Current Purchase Price

The Current Purchase Price is the Company's cost for providing a Special Needs Service device. The cost consists of the sum of the Unit Material Price, Total Operating Expenses, and Gross Receipts Tax.

a. Current Purchase Price Changes

Each price change in the Current Purchase Price will be furnished to the Commission a minimum of ten days prior to its effective date. Affected customers will be notified at the same time.

b. Mailing/Shipping Costs

Mailing and shipping costs are not included in the Current Purchase Price and are billed if incurred.

3. Payment of Purchases

Customers may select one of the following payment methods:

- Cash in full at the time of purchase.
- Payment in full when billed on the customer's regular telephone bill issued following the purchase, when the customer is an existing subscriber to other Company services.
- Payment in four equal installments. The first installment should be paid at the time of the purchase or when billed on the customer's next regular telephone bill. Second and subsequent installments will be billed on subsequent monthly telephone bills.

2. SPECIAL NEEDS SERVICES DIRECT PURCHASE PLAN (Cont'd)

B. REGULATIONS (Cont'd)

4. Refunds

Except as otherwise specified, equipment purchased from the Company may be returned for full refund of purchase price within thirty (30) days from the date of purchase, provided that it is not damaged or altered. Refunds will not include any shipping charges.

3. SPECIAL NEEDS SERVICES LIMITED WARRANTY**A. DESCRIPTION**

The Company warrants Special Needs Services sold under the provisions of the Direct Purchase Plan to be free from defects in workmanship and materials at the time of purchase and against failure from normal usage for a period of one year from the date of original purchase.

B. REGULATIONS

1. Equipment found to be defective may be returned to the Special Needs Service Center within one year of the date of purchase. Proof of the date of purchase is required. At the Company's discretion, the equipment will be repaired or replaced.
2. Equipment may be repaired with reconditioned replacement parts and/or materials, or replaced with equivalent refurbished equipment.
3. Mailing and shipping costs are not covered by this warranty and are the responsibility of the customer.

C. LIABILITY

1. This warranty does not cover defects or malfunctions resulting from accidents, alterations, failure to follow instructions, misuse, fire, flood or acts of God.
2. The Company does not warrant that its Special Needs Services will work with the equipment of any other telephone company.
3. NEITHER THE MANUFACTURER NOR THE COMPANY WILL PAY FOR LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF SPECIAL NEEDS EQUIPMENT, OR ANY OTHER INCIDENTAL DAMAGES.
4. NEITHER THE MANUFACTURER NOR THE COMPANY WILL PAY FOR PROPERTY DAMAGE OR PERSONAL INJURY CAUSED BY SPECIAL NEEDS EQUIPMENT OR ITS FAILURE TO WORK OR ANY OTHER CONSEQUENTIAL DAMAGE. This will not apply to personal injury if Special Needs equipment is used mainly for personal, household, or family purposes.
5. NEITHER THE MANUFACTURER NOR THE COMPANY WILL BE RESPONSIBLE FOR ANY IMPLIED WARRANTIES INCLUDING THOSE OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY FOR MORE THAN ONE YEAR FROM THE DATE OF PURCHASE.

3. SPECIAL NEEDS SERVICES LIMITED WARRANTY (Cont'd)

D. AFTER WARRANTY REPAIR

1. Upon expiration of warranties, maintenance for Special Needs Services sold under this guidebook will be available.
2. Customer owned equipment purchased from the Company which is returned for repair, working or not, as long as it is repairable, may be repaired at the Company's discretion for the charge set forth in this guidebook.
3. The repair of equipment purchased from the Company will be subject to the availability of equipment and parts and may be limited to equipment currently offered.
4. The payment for repair is to be made by cash in full at the time the equipment is returned for repair.
5. Repaired equipment is covered by the warranty provisions set forth in A. preceding.
6. The Company may refuse to repair or replace equipment if, in the opinion of the Company, such equipment is not reasonably repairable.

4. SPECIAL NEEDS SERVICES AND EQUIPMENT

A. RATES AND CHARGES

1. The following Special Needs Services rates and charges are in addition to the rates and Service Charges for Connection, move, or change of telephone service with which these services are associated.
2. Unless specified otherwise, a one time Handling Charge applies to all leased items obtained at the Special Needs Service Center. The Handling Charge covers the work done by the Service Center personnel in handling and distributing the equipment.

5. TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD)

A. DESCRIPTION

1. The Telecommunications Device for the Deaf (TDD) provides facilities to send and receive non-simultaneous transmission signals acoustically or directly at speeds up to 60 words per minute using a single party general exchange line or equivalent communication facility.
2. The TDD includes an integrated acoustic couple data set, four row keyboard, visual display, line and terminal indicators, battery and AC adapter, built-in rechargeable batteries, printer interface, TDD Announcer TM and memory.
3. The direct connect mode includes auto answer, keyboard dialing and memory dialing features.

B. RATES AND CHARGES

	<u>USOC</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>
Telecommunications Device for the Deaf TDD) Acoustically Coupled or Direct Connect	TUB	\$ 7.50	\$8.00
Single payment lease	TUBX1	395.00	-
Direct Purchase Price	TUB	254.00	-
Carrying Case (Direct Sale)	TU3	22.75	-
After warranty repair charge, per occasion	-	77.00	-

6. PORTABLE TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD)

A. DESCRIPTION

1. The Portable Telecommunications Device for the Deaf (TDD) is a compact TDD that can be connected acoustically to the telecommunications network and can send and receive non-simultaneous transmission signals.
2. The warranty for the portable TDD, if any, is provided by the manufacturer, not the Company.

B. RATES AND CHARGES

	<u>USOC</u>	<u>Installation Charge</u>
Portable TDD Current Purchase Price	CP5X1	\$270.00

7. SUPERPRINT TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD)

A. DESCRIPTION

1. The Superprint is a portable (TDD) with a 20 character visual display and 24 character paper printer. The unit includes an 8,000 character memory and allows the user to send or receive up to nine different messages. A built-in auto answer and memory feature allows callers to leave messages. The unit's TDD Announcer uses a built-in voice to alert hearing people that the Superprint user is placing a call via a TDD.
2. The warranty for the Superprint TDD, if any, is provided by the manufacturer, not the Company.

B. RATES AND CHARGES

	<u>USOC</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>
Superprint TDD	TY3	\$ 10.50	\$12.00
Single payment lease	TY3X1	635.00	-
Current Purchase Price	TY3	460.00	-
Repair Charge	-	87.00	-

8. SPECIAL NEEDS SERVICES AMPLIFIED SPEECH HANDSETS

A. DESCRIPTION

Telephone handsets equipped to amplify either incoming or outgoing speech are furnished for use by customers with impaired hearing or weak voices.

B. RATES AND CHARGES

	<u>USOC</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>
Amplify incoming speech Standard Handset, each	7FQ-X	\$ 4.50	\$.65
Single payment lease	7FQ-1	30.05	-
Direct Purchase Price	7FQ-X	28.95	-
After warranty repair charge, per occasion		11.65	-
Amplify outgoing speech Standard Handset, each	HCP-X	4.50	.75
Single payment lease	HCP-1	38.00	-
Direct Purchase Price	HCP-X	33.00	-
After warranty repair charge, per occasion		22.01	-

9. SPECIAL NEEDS SERVICES TELEPHONE SETS WITH VOLUME CONTROL HANDSET

A. DESCRIPTION

Customers may purchase single line Traditional rotary or TOUCH-TONE telephone sets with volume control handsets.

B. RATES AND CHARGES

	<u>USOC</u>	<u>Installation Charge</u>
Traditional TOUCH-TONE desk set with handset to amplify incoming speech		
Direct purchase price	TGVVT	\$78.70
After warranty repair charge, per occasion		39.45
Traditional TOUCH-TONE wall set with handset to amplify incoming speech		
Direct purchase price	TGVV2	81.95
After warranty repair charge, per occasion		39.45
Traditional TOUCH-TONE desk set with handset to amplify outgoing speech		
Direct purchase price	TGHVT	114.50
After warranty repair charge, per occasion		49.80
Traditional TOUCH-TONE wall set with handset to amplify outgoing speech		
Direct purchase price	TGHV2	117.70
After warranty repair charge, per occasion		49.80
Traditional rotary desk set with handset to amplify incoming speech		
Direct purchase price	TGVVC	64.30
After warranty repair charge, per occasion		33.65
Traditional rotary wall set with handset to amplify incoming speech		
Direct purchase price	TGVVW	67.60
After warranty repair charge, per occasion		33.65

9. SPECIAL NEEDS SERVICES TELEPHONE SETS WITH VOLUME CONTROL HANDSET (Cont'd)
B. RATES AND CHARGES (Cont'd)

	<u>USOC</u>	<u>Installation Charge</u>
Traditional rotary desk set with handset to amplify outgoing speech		
Direct purchase price	TGHVC	\$100.10
After warranty repair charge, per occasion		44.05
Traditional rotary wall set with handset to amplify outgoing speech		
Direct purchase price	TGHVW	03.40
After warranty repair charge, per occasion		44.05

10. SPECIAL NEEDS SERVICES TONE RINGER

A. DESCRIPTION

1. The Tone Ringer is a modular bell which rings in a combination of high and low tones for use by customers with hearing impairments.
2. The Tone Ringer can be used with a desk or wall telephone. When using the Tone Ringer with a wall set, a separate modular outlet is required.

B. RATES AND CHARGES

Four part installment billing is not available for the Tone Ringer.

	<u>USOC</u>	<u>Installation Charge</u>
Tone Ringer		
Current Purchase Price	JHSW1	\$35.00
Repair charge per occasion		18.75

11. SPECIAL NEEDS SERVICES SWITCHING RELAY (WATCHMAN SIGNALER)

A. DESCRIPTION

1. The Switching Relay permits the turning on or off of an appliance coincident with telephone ringing current to signal a user who cannot hear an audible signal.
2. The Switching Relay includes an outlet for connecting the customer's 115 volt A.C. appliance. Usually this is a lamp for visual signaling or a fan for tactile signaling.

B. RATES AND CHARGES

	<u>USOC</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>
Switching Relay	RLX	\$ 4.50	\$1.45
Single payment lease	RLXX1	66.45	-
Direct purchase price	RLX	55.15	-
After warranty repair, per occasion		19.25	-

12. SPECIAL NEEDS SERVICES SPECIAL SPEAKERPHONE

A. DESCRIPTION

1. The Special Speakerphone is a telephone intended for use by individuals with motion impairments. The unit is activated and deactivated by sipping into a pneumatic switch. When activated, the Special Speakerphone provides automatic dialing to an operator. On incoming calls, conversation may begin after the user activates the unit.
2. The warranty of the Special Speakerphone, if any, is provided by the manufacturer, not the Company.

B. RATES AND CHARGES

	<u>USOC</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>
Special Speakerphone	SKH	\$ ---	\$21.50
Single payment lease	SKHX1	1,118.00	-
Current purchase price	SKH	700.00	-

13. SPECIAL NEEDS SERVICES MANUAL SERVICE**A. Description**

1. Manual Service provides motion-impaired customers direct access to a Company selected operator office.
2. Direct access to an operator office will be provided by the Company without charge. Any additional special service arrangements will be provided at charges based on cost.
3. Manual Service is available only to physician certified motion-impaired customers.
4. Manual Service is available only with Residence Service.

14. SPECIAL NEEDS SERVICES TWO POINT MESSAGE TELECOMMUNICATIONS SERVICE

Charges for Dial Station Intrastate Long Distance Message Telecommunications Service and Third Number Calls, placed by certified deaf or speech impaired customers, may be subject to a discount if such calls are placed under the terms and conditions specified in Part 9, Section 1.

15. SPECIAL NEEDS SERVICES INFORMATION SERVICE EXEMPTION

Certified visually and physically disabled customers are exempt from Information Service charges as specified in Part 11, Section 2.

16. RESERVED FOR FUTURE USE

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17. AMERICANS WITH DISABILITIES ACT

Public Communication Service premises owners (or lessees) are responsible for compliance with Americans with Disabilities Act effective January 26, 1992) and the Department of Justice Final Rule on Nondiscrimination on the Basis of Disability in Public Accommodations and Commercial Facilities. Additional Company services may be required (e.g., TOUCH-TONE, Volume Control, etc.) and all related installation charges and monthly recurring charges are applicable.