

INTRASTATE RATES FOR THE PHYSICALLY IMPAIRED

A. Hearing or Speech Impaired Persons

- 1) Application - Persons having a hearing or speech impairment which precludes oral communications and who have use of a telecommunications device for visual communications, will receive the low per minute rate of \$0.10 in state. If a customer is on a rate plan other than Fourteen (14) Cent Plan, the plan's rates prevail.
- 2) Limitations - The adjustment is provided for use only to the speech or hearing impaired customer. It is only applicable to calls originated from and billed to the Exchange Service number of the residence of the certified speech or hearing impaired person. Only one Exchange Service number at a residence is authorized this rate adjustment.

B. Blind Impaired Persons

Those blind customers who qualify for exemptions from local Directory Assistance under local Exchange Company tariff(s), or in the absence of a local Directory Assistance charge plan, receive special rates on other Local Assistance Exchange Company Services, are exempted from the intrastate Directory Assistance Charge. This exemption applies only to calls to Directory Assistance which are billed to the handicapped customer's residence telephone numbers.

EFFECTIVE: November 27, 2019