

LOCAL EXCHANGE SERVICE

SECTION 3.0 - SPECIAL PROGRAMS

3.1 Deaf and Disabled Equipment Distribution Program

The Company has contracted with other carriers to offer equipment and services to eligible deaf and disabled Customers. Customers interested in such equipment or services should contact the Company's local business office for details.

3.2 Connecticut Relay Service

The Company will provide access to a telephone relay center for Connecticut Relay Service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf or a Teletypewriter and individuals with normal hearing or speech. Relay Service may be reached by dialing designated 800/888 numbers.

Only intrastate calls can be completed using the Connecticut Relay Service.

Charges for calls will be billed as if direct distance dialed from point of origination to point of termination, without regard to actual routing.

Calls through Relay Service may be billed to a third number only if that number is within Connecticut. Calls may be billed to calling cards of the Company or other carriers who participate in this service.

The following calls may not be placed through Relay Service: (1) calls to information services, recordings, or group bridging services; (2) calls to time or weather recordings; (3) station sent-paid calls from coin telephones; and (4) operator-handled conference calls or other teleconference calls.

Disclaimer of Liability

The Company contracts with an outside provider for this service. In the absence of gross negligence or willful misconduct, the Company shall not be liable for and the Customer shall release, defend and hold harmless for all damages, direct or indirect, connected with use of this service. In no event shall the Company be liable for incidental, consequential, exemplary or punitive damages.