

Issued: April 5, 2004

7. MISCELLANEOUS SERVICES

7.1 GENERAL

The services set forth in this Section are optional in nature and are available on an individual basis or as part of multiple feature packages. Miscellaneous Services are provided upon subscription request or, in some cases, are prearranged and activated by the customer's election to use the service. Services are provided subject to system and facility availability and may not be available with all classes of service.

7.2. CUSTOM CALLING FEATURES

Optional Custom Calling features are available with the Company's Residential Local Service. Customers may order features individually or as part of a Feature Package. Monthly Recurring Charges associated with features are applied per access line, and are in addition to any other applicable charges. Usage charges may also apply to some features.

7.2.1. OPTIONAL FEATURES

Customers may order any one or more of the following optional features for a monthly charge as specified in this section.

A. Anonymous Call Rejection

This feature allows the customer to reject calls from callers who have blocked identification of their telephone number to Caller ID display devices. Anonymous Call Rejection may be activated and deactivated by dialing a specified code.

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C. Call Forwarding Remote Access

Allows a customer to activate or deactivate Call Forwarding Selective or Call Forwarding Variable from a line other than their base station line. The customer uses a Personal Identification Number (PIN) to access Call Forwarding with Remote Access.

D. Call Forwarding Selective

This feature enables customers to program their telephone to forward calls from a selected list of telephone numbers to another telephone number. The customer assumes financial responsibility for all calling charges generated by the use of this feature.

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7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES (CONT'D)

7.2.1. OPTIONAL FEATURES (CONT'D)

E. Call Forwarding Variable

This feature enables customers to program their telephone to forward all incoming calls to another telephone number. The customer assumes financial responsibility for all calling charges generated by the use of this feature.

F. Call Return

This feature allows a customer to recall the last incoming call by dialing a preset code. If the called number is busy, automatic processing of the call continues for up to 30 minutes until both lines are idle unless the customer dials the deactivation code. Calls returned outside the local calling area are subject to toll charges. This feature is available on a monthly subscription or a pay-per-use basis. Customers who choose the pay-per-use option are billed per activation, regardless of whether or not the attempted call is completed.

G. Call Return Blocking

This feature blocks the customer's capability to use the Call Return pay-per-use feature.

H. Call Screening

This feature permits customers to designate up to 12 telephone numbers from which incoming calls will be automatically completed to a prerecorded announcement circuit which will indicate that calls are not being taken at that time.

I. Call Trace

Call Trace allows the customer to initiate an automatic trace of the last call received. After receiving a call that is to be traced, the customer dials a code and the traced number is automatically sent to the Company. The customer will not receive the telephone number of the party who called. The Company will hold the traced telephone number for release to the appropriate law enforcement personnel. The customer will be assessed a charge per successful trace.

J. Call Waiting

The Call Waiting feature enables a customer already on a call to be notified of another call by the sound of a Call Waiting tone. The customer may place the existing call on hold and answer the new call. The Call Waiting feature may be canceled by dialing a preset code.

* Material on this page previously appeared on Page 1.

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7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES (CONT'D)

7.2.1. OPTIONAL FEATURES (CONT'D)

K. Caller ID

Caller ID allows the customer to identify the telephone name and number from which a call is being made. The name and telephone number of the person initiating the call is displayed on a customer-provided display device.

L. Caller ID Blocking Per Line

This feature blocks the display of the customer's name and telephone number to Caller ID display devices on all calls made from the subscribed line. This feature may be de-activated at any time by the customer on a call-by-call basis through the activation of a special code. This feature is provided at no monthly charge to the customer. Per Line Blocking will not prevent the display of originating telephone numbers to 911 emergency service providers.

M. Caller ID Blocking Per Call

This feature allows customers to block the display of their name and telephone number to the station they are calling on a per-call basis. This feature may be utilized at any time through the activation of a special code prior to dialing an outgoing call. This feature is provided at no monthly charge to the customer. Caller ID Blocking Per Call will not prevent the display of originating telephone numbers to 911 emergency service providers.

N. Caller ID with Call Waiting

This feature combines the Caller ID and Call Waiting functions. The customer must have a special Call Waiting/Caller ID unit that accommodates both functions. Customer must subscribe to both Caller ID and Call Waiting. There is no additional charge for this feature.

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7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES (CONT'D)

7.2.1. OPTIONAL FEATURES (CONT'D)

O. Custom Ring Service

This service enables the customer to have four telephone numbers associated with a single line. Each number when dialed will result in a distinctive ring that enables the customer to determine which number is being called.

P. Distinctive Ring Service

This feature provides the customer with the ability to build and maintain a list of up to 10 telephone numbers from which incoming calls will have a distinctive ringing pattern.

Q. LD Alert

This feature allows the current call waiting and ringing operations to provide a distinctive ring or call waiting tone to incoming Long Distance calls. LD Alert is available at no additional charge to customers who also subscribe to Call Waiting.

R. Prohibit Billed to Third Number Calls

Allows a customer to prevent all Billed to Third Number calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

S. Prohibit Collect Calls

Allows a customer to prevent all Collect calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

T. Prohibit Billed to Third Number and Collect Calls

This feature combines the Prohibit Billed to Third Number and the Prohibit Collect Calls features.

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7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES (CONT'D)

7.2.1. OPTIONAL FEATURES (CONT'D)

U. Repeat Dialing

Allows the customer to have local calls automatically redialed when the first attempt reaches a busy number. The busy line will be monitored for 30 minutes. When the line is free a distinctive ringing will notify the customer that the call is being connected.

V. Speed Dialing 8

This feature allows the customer to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits. Up to eight numbers may be stored in memory.

W. Speed Dialing 30

This feature allows the customer to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits. Up to 30 numbers may be stored in memory.

X. Three-Way Calling

This feature allows the customer to connect a third party call to an existing call, thereby establishing a three-way conference call. The customer assumes financial responsibility for all calling charges generated by the use of this feature. This feature is available on a monthly subscription or a pay-per-use basis.

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7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES (CONT'D)

7.2.2. FEATURE PACKAGES

Monthly Recurring Charges associated with each feature package are applied per access line, and are in addition to any other applicable charges.

A. Residential Feature Packages

1. Value Pack - includes Call Waiting, Caller ID, Call Waiting with Caller ID, LD Alert, and Call Return.
2. Premium Pack - includes Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Call Waiting with Caller ID, Caller ID, Distinctive Ring, Repeat Dial, Speed Dial 30 and Three-Way Calling. (C)

Issued: May 7, 2004

7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES (CONT'D)

7.2.2. FEATURE PACKAGES (CONT'D)

A. Residential Feature Packages – Grandfathered

The following Feature Packages are not available for selection. Customers having subscribed to packages prior to dates specified below may retain that package until such time as changes are made to the account or service, at which time the currently available packages and pricing will apply.

Customers who subscribe to the Local Only, “By the Minute”, or Block-of-Time offers may order the Two Feature Pack or the Multi Feature Pack for use with additional lines only. Customers who subscribe to the Basic Local Only offer may order the Two Feature Pack or the Multi Feature Pack for use with primary or additional lines.

1. Three Feature Pack [1]

Includes Call Waiting, Caller ID, and Three-Way Calling.

2. Ten Feature Pack [1]

Includes Call Waiting, Caller ID, Three-Way Calling, Call Forwarding Variable, Call Return, Repeat Dialing, Call Forwarding Selective, Call Screening, Speed Dial 30, and Distinctive Ring.

3. Two Feature Pack [2]

Includes Call Waiting and Caller ID.

The Two Feature Pack is available on additional lines ordered in conjunction with the Local Only, “By the Minute”, and Block-of-Time plans. It is also available on the initial line or any additional lines ordered in conjunction with the Basic Local Only plan.

4. Multi Feature Pack [2]

Includes Anonymous Call Rejection, Call Forwarding Variable, Call Forwarding Remote Access, Call Forwarding Selective, Call Return, Call Screening, Call Waiting, Caller ID, Distinctive Ring Service, Repeat Dialing, Speed Dialing 30, and Three-Way Calling. The Multi Feature Pack is available on additional lines ordered in conjunction with the Local Only, “By the Minute”, and Block-of-Time plans. It is also available on the initial or any additional lines ordered in conjunction with the Basic Local Only plan.

[1] Available only to customers subscribing prior to May 5, 2001

[2] Available only to customers subscribing prior to May 8, 2004

(M) Certain material on the page previously appeared on page 6 of this Section.

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Issued: April 5, 2004

7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES (CONT'D)

7.2.3. RATES AND CHARGES

In addition to the following rates, a nonrecurring Service Change Charge, as set forth in Section 4.3, preceding, will apply when a customer requests a change in their selection of features.

A. Residential Feature Rates

MONTHLY RECURRING CHARGE
(UNLIMITED USAGE)

Anonymous Call Rejection-	\$4.50	(T) (D)
Call Forwarding Remote Access-	2.50	
Call Forwarding Selective -	.00	
Call Forwarding Variable -	2.00	
Call Return	2.00	
Call Return Blocking-	0.00	
Call Screening-	2.00	
Call Waiting-	2.00	
Caller ID-	6.00	
Caller ID Blocking Per Line-	0.00	
Caller ID Blocking Per Call	0.00	
Custom Ring Service-	2.00	
Distinctive Ring Service-	2.00	
LD Alert [1]-	1.50	
Prohibit Billed to Third Number Calls-	0.00	
Prohibit Collect Calls-	0.00	
Prohibit Billed to Third Number & Collect-	0.00	
Repeat Dialing	2.00	
Speed Dialing 8-	2.25	
Speed Dialing 30-	3.50	
Three-Way Calling-	2.00	(T)

PER USE CHARGES
CHARGE MONTHLY
PER CALL CAP

Call Return	\$.75	\$3.00	(T)
Call Trace	3.00		(T)
Repeat Dialing	.75	\$3.00	(T)

[1] Monthly rate does not apply if Call Waiting is provisioned on the same line.

Issued: May 7, 2004

7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES (CONT'D)

7.2.3. RATES AND CHARGES (CONT'D)

	<u>MONTHLY CHARGE</u>	
B. Packages		(T)
1. Feature Packages		(T)
Value Pack	\$7.00	(N)
Premium Pack	12.00	(N)
2. Feature Packages – Grandfathered		(N)
Three Feature Pack [1]	8.25	
Ten Feature Pack [1]	19.75	
Two Feature Pack [2]	7.00	
Multi Feature Pack [2]	12.00	

[1] Available only to customers subscribing prior to May 5, 2001 (N)
[2] Available only to customers subscribing prior to May 8, 2004 (N)

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7. MISCELLANEOUS SERVICES

7.3. 900/976 INFORMATION SERVICE BLOCKING

7.3.1. GENERAL

900/976 Information Service Blocking is provided by the Company as the default service option to restrict calls from the customer's exchange access line to all 900 and/or 976 service access codes.

7.3.2. REGULATIONS

- A. When the blocking is activated, direct dialed calls to all 900 and/or 976 service numbers from the customer's exchange access line will be blocked. These blocked calls will be directed to an announcement.
- B. This option does not prevent customers from placing 900 and/or 976 calls from their exchange access line using other Operator Service Providers. In addition, this option does not prevent customers from placing operator assisted or credit card calls to 900 and/or 976 services from a line that is not blocked.

Issued: July 15, 2004

7. MISCELLANEOUS SERVICES

7.4. TOLL RESTRICTION

7.4.1. GENERAL

This service provides customers with the ability to block outbound long distance calling from their local access line.

7.4.2. REGULATIONS

A. When the Toll Restriction option is activated, direct dialed long distance calls from the customer's access line will be blocked. These blocked calls will be directed to a network message.

B. The activation of the Toll Restriction option does not prevent customers from placing long distance calls from the access line utilizing an Operator Service Provider or Directory Assistance Call Completion Provider that can be reached through the use of a local call. In addition, this option does not prevent customers from placing operator assisted or calling card calls to a long distance number from a line that is not blocked.

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C. Toll Restriction will block the following types of calls:

1+ 7 Digit Long Distance
1+ 10 Digit Long Distance
00+
00-
01+
011+
1010XXX
0+ 7 Digit Long Distance
0+ 10 Digit Long Distance
7 Digit Long Distance

7.4.3. RATES AND CHARGES

A nonrecurring charge will apply for each line restricted, except that Toll Restriction will be provided at no charge to Lifeline service subscribers.

NONRECURRING CHARGE

A. Toll Restriction, Per Line \$0.00

Issued: December 4, 2006

7. MISCELLANEOUS SERVICES

7.5. OPERATOR ASSISTED SERVICES

7.5.1. GENERAL

A service charge and a usage charge will apply to local calls placed with the assistance of a Company Operator or mechanized response system. Various billing arrangements are available with Operator Assisted Service including Operator Station (Collect, Billed to Third Number, Other Operator Assisted) and Person-to-Person.

7.5.2. OPERATOR SERVICES

A. Operator Station

An Operator Station service charge applies when calls are completed with the assistance of a Company Operator or through a mechanized response system, except as specified for Person-to-Person calls. Operator Station service charges apply to any call involving an operator unless specifically excluded in the tariff.

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B. Person-to-Person

Person-to-Person charges apply when the calling party specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant. After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

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7. MISCELLANEOUS SERVICES

7.5. OPERATOR ASSISTED SERVICES (CONT'D)

7.5.3. (RESERVED FOR FUTURE USE)

7.5.4. RATES AND CHARGES

A. Operator Services

Usage Charge (per minute of fraction thereof) \$0.05

Service Charge, Per call

Collect	\$2.71
Billed to a Third Number	2.71
Sent Paid (Operator Station)	1.65
Person-to-Person	4.88

(C)

Issued: December 4, 2006

7. MISCELLANEOUS SERVICES

7.5. OPERATOR ASSISTED SERVICES

7.5.1. GENERAL

A service charge and a usage charge will apply to local calls placed with the assistance of a Company Operator or mechanized response system. Various billing arrangements are available with Operator Assisted Service including Operator Station (Collect, Billed to Third Number, Other Operator Assisted) and Person-to-Person.

7.5.2. OPERATOR SERVICES

A. Operator Station

An Operator Station service charge applies when calls are completed with the assistance of a Company Operator or through a mechanized response system, except as specified for Person-to-Person calls. Operator Station service charges apply to any call involving an operator unless specifically excluded in the tariff.

(C)
(C)

B. Person-to-Person

Person-to-Person charges apply when the calling party specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant. After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

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7. MISCELLANEOUS SERVICES

7.5. OPERATOR ASSISTED SERVICES (CONT'D)

7.5.3. (RESERVED FOR FUTURE USE)

7.5.5. RATES AND CHARGES

A. Operator Services

Usage Charge (per minute of fraction thereof) \$0.05

Service Charge, Per call

Collect	\$2.71
Billed to a Third Number	2.71
Sent Paid (Operator Station)	1.65
Person-to-Person	4.88

(C)

Issued: September 7, 2005

7. MISCELLANEOUS SERVICES

7.6. DIRECTORY ASSISTANCE SERVICE

7.6.1. GENERAL

Directory Assistance Service is furnished upon customer request for assistance in determining telephone numbers. Customers will be charged for all requests including requests for listings that are not available or not found. This service will be provided by either an operator or a mechanized response system.

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(C)

7.6.2. REGULATIONS

Directory Assistance charges apply on a per call basis, with a maximum of three requested telephone numbers allowed per call.

Directory Assistance calls may only be charged to the calling number. No billing options or operator services are available.

Charges will not apply for calls to local Directory Assistance for customers who have a visual disability that precludes the use of a telephone directory and who have registered as such with the Company.

7.6.3. RATES AND CHARGES

**SERVICE CHARGE
PER CALL**

A. Directory Assistance Charge per Call

\$1.25

Issued: July 15, 2004

7. MISCELLANEOUS SERVICES

7.7. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE

7.7.1. GENERAL

Directory Assistance Call Completion Service provides a customer calling Directory Assistance with the option of having the call completed to the requested number. A service message will inform the customer that he may be connected to the requested number automatically for a specified additional charge.

7.7.2. REGULATIONS

- A. Directory Assistance Call Completion Service is furnished only where facilities are available. Directory Assistance charges apply, in addition to a Directory Assistance Call Completion Service charge and Directory Assistance Call Completion Usage Charges, as specified below. (C)
(C)
- B. Directory Assistance Call Completion calls may only be charged to the calling number. No billing options or operator services are available. (C)
(C)
- C. When a caller requests more than one number from Directory Assistance, Directory Assistance Call Completion Service is offered only for the last number requested.
- D. The Directory Assistance Call Completion Service charge applies only to calls actually completed.
- E. The Directory Assistance Call Completion Service charge will be credited for completion of calls to the wrong number, incomplete connections or calls with unsatisfactory transmission.
- F. The Directory Assistance Call Completion Service charge does not apply to calls that are exempt from the Directory Assistance charges.
- G. Directory Assistance Call Completion Usage Charges apply, per minute or fraction thereof, to all minutes of a completed call. (N)
(N)

7.7.3. RATES AND CHARGES

	<u>SERVICE CHARGE</u>	<u>USAGE CHARGE</u>	(C)
Local Calls	\$.00	\$.00	
All Other Intrastate Calls	.00	.12	(C)

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7. MISCELLANEOUS SERVICES

7.8. RESERVED FOR FUTURE USE

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Issued: February 3, 2005

7. MISCELLANEOUS SERVICES

7.9. DIRECTORY LISTINGS

7.9.1. RESIDENTIAL LISTINGS

The Company will arrange for the customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier. The regulations specified herein for directory listings apply only to the alphabetical section of the directory. Any applicable monthly charges may be found in Section 7.9.4, following. Listings are intended solely for the purpose of identifying the customer's telephone number and as an aid to the use of telephone service.

- A. The listings of customers, either without charge or at the rate specified within this Tariff for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by customers or prospective customers, the Company will not be a party to controversies between customers as a result of the publication of such listings in the directories.
- B. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the customer is not impaired.
- C. The Company is not liable for damages arising from errors or omissions in the making up or printing of directories or in accepting listings as presented by the customer.
- D. The customer will receive a standard listing in the alphabetical section of the directory which serves the customer's location.
- E. The customer may request a Foreign Listing, which is a listing entered in the alphabetical list of a directory other than that in which the customer is regularly listed.
- F. A service charge will apply for any customer-requested change in listing.
- G. Customers who disconnect or change their telephone number may request a recorded announcement referring calls to the customer's new number at no charge for 30 days from the date of disconnect or change. Customers may also request an Extend Referral, which will extend the announcement for an additional 30 days for a one-time charge as specified in Section 7.9.4.

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7. MISCELLANEOUS SERVICES

7.9. DIRECTORY LISTINGS (CONT'D)

7.9.2. NON-PUBLISHED NUMBERS

A. General

Non-Published telephone numbers are listed in neither the directories nor Directory Assistance records available to the general public.

B. Regulations

Incoming calls will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the customer.

The Company's liability, if any, for its gross negligence or willful misconduct, or the right, if any, of the customer to seek any legal remedies available for the same, is not limited by this Tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer for damages associated with publishing the non-published telephone number in the directory or disclosing said number to any person, the Company's liability, if any, shall not exceed the monthly charges which the customer may have made for that non-published number for the affected period.

Except as provided above, the customer shall hold the Company harmless for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication/non-publication of the Non-Published Number or the disclosing/non-disclosing of said number to any person.

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7. MISCELLANEOUS SERVICES

7.9. DIRECTORY LISTINGS (CONT'D)

7.9.2. NON-PUBLISHED NUMBERS (CONT'D)

C. Lines Dedicated to Data Usage

The customer may request that Residential lines ordered solely for data usage (i.e., computers, fax machines, etc.) be non-published without charge where:

1. such service is provided for the same customer at the same address as the customer's Company-provided primary service,
2. the customer's primary listing is either published or the customer is paying a monthly recurring charge to have the primary listing non-published or non-listed, and
3. the non-published directory assistance listing is in the customer's name.

7.9.3. NON-LISTED NUMBERS

A. General

Non-Listed telephone numbers are not listed in the directories but are included in Directory Assistance records available to the general public.

B. Regulations

The acceptance by the Company of the customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the customer.

The Company's liability, if any, for its gross negligence or willful misconduct or the right of the customer to seek any legal remedy available for the same is not limited by this Tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer for damages associated with publishing the telephone number of a non-listed number in the directory, the Company's liability, if any, shall not exceed the monthly charges which the customer may have made for that non-listed number for the affected period.

Except as provided above, the customer shall hold the Company harmless for any and all claims for damages caused or claims to have been caused, directly or indirectly, by the publication of the non-listed number.

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7. MISCELLANEOUS SERVICES

7.9. DIRECTORY LISTINGS (CONT'D)

7.9.4. RATES AND CHARGES

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY CHARGE</u>
A. Residential Listings		
1. Standard Listing	-	\$0.00
2. Additional Listings		
a. Additional Alphabetical Listing	-	0.95 (I)
b. Foreign Listing	-	0.00
3. Extended Referral	\$2.00	-
4. Non-Published Numbers, each	-	1.20
5. Non-Listed Numbers, each	-	0.50

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7. MISCELLANEOUS SERVICES

7.10. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911)

7.10.1. GENERAL

This tariff provides for Emergency Number Service (911 Service), which is an arrangement of Company Central Office and trunking facilities whereby a user who dials the telephone number "911" will reach the emergency report center for the telephone from which the number is dialed.

Both 911 and E911 service are only available from Company switching facilities (where available) and via Company services that are equipped to provide and that do provide 911 or E911 service. The Company shall provide to the Public Safety Answering Point (PSAP) only such name, address and telephone number information as the customer shall provide to the Company, and for any 911 or E911 call, the Company shall only pass to the PSAP such information, including ALI and/or ANI data, as the customer's facilities, network or station equipment shall make properly available to the Company's network and equipment for transmission to the PSAP.

7.10.2. EMERGENCY TELEPHONE NUMBER CHARGE

The Company may assess customers a fee, on a recurring basis, non-recurring basis, or both, to recover the costs incurred by the Company for providing 911 service, and may, where required or permitted, also assess and remit appropriate surcharges or other amounts payable to public or other agencies that provide 911 services.

7.10.3. REGULATIONS

The Company's liability to the customer, to any party dialing 911 using the customer's facilities, or to any other party or persons, for any loss or damage arising from errors, interruptions, omissions, delays, defects, failures, or real functions of this service or any part thereof, whether caused by the negligence of the Company or otherwise, shall not exceed the amount equivalent to the prorata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credits which may be given for an out-of-service condition. This limitation of liability shall be in addition to any other limitations contained elsewhere in this tariff.

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7. MISCELLANEOUS SERVICES

7.11. CHARGES APPLICABLE FOR HEARING OR SPEECH -IMPAIRED PERSONS

Persons who have been certified in writing by a licensed physician, audiologist, speech pathologist, or appropriate Federal or State agency or its designates as having a hearing or speech impairment which precludes oral communications and who have and use a telecommunications device for visual communications, will receive a 50% discount on all direct calls, including operator dialed, excluding calling card, originating from the residence.

The written certification of the speech or hearing impairment must be mailed to the Company's Customer Service Center.

The adjustment is provided for the use by the speech or hearing impaired consumer. It is only applicable to charges for calls originating from and billed to the telephone exchange service of the residence of the hearing or speech impaired person. The adjustment is applicable to only one telephone exchange service for a person or at a residence.

Customers with disabilities who qualify are exempt from the Directory Assistance surcharge when calls are placed from the home.