

A29. PRODUCTS AND SERVICES FOR THE CERTIFIED DISABLED

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
6th	CS A*	2nd	3*	1st	7*
6th	1*	2nd	4*	1st	8*
3rd	1.1*	1st	5*	1st	9*
2nd	2*	1st	6*		

* New or revised page.

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A29. PRODUCTS AND SERVICES FOR THE CERTIFIED DISABLED

29.1 GENERAL

29.1.1 APPLICABILITY

Applicable to telecommunication products and services for certified disabled customers to be funded by a surcharge on the aggregate amount of intrastate customer billings associated with all end user services provided by the Utility with the exceptions listed below.

29.1.2 TERRITORY

Within the SureWest Telephone exchange area as said area is defined on a map filed as part of the tariff schedules. (T)

29.2 RATES

(A) RESERVED

(Continued)

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29.2 RATES

(A) RESERVED – (Cont'd)

(Continued)

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29.2 RATES - (Cont'd)

(B) PRODUCTS AND SERVICES FOR THE CERTIFIED DISABLED

Products and Services described below for the Certified Disabled will be provided at no charge.

(1) Telecommunications devices for the deaf and speech impaired:

(a) Telecommunication Device for the Deaf (TDD)

Suitable for transmission of signals at speeds up to 60 words per minute. Utilizes 20 character thermal line printer and 20 character vacuum fluorescent display. Arranged for keyboard send and receive operation, includes carrying case, battery recharger, mounting cord, modular connector and integrated terminal data set.

(b) Relay for visual indication of ringing telephone (requires customer-provided commercial power and a lamp or signal).

(2) Other products and services for the disabled:

(a) Products

- (1) Amplifiers
- (2) Artificial larynx
- (3) Automatic dialers
- (4) Headsets
- (5) Signal devices
 - adjustable bell or chime
 - extension bell
 - extension gong
 - horn and relay
 - relay only
 - lamp indicator

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29.2 RATES - (Cont'd)

(B) PRODUCTS AND SERVICES FOR THE CERTIFIED DISABLED - (Cont'd)

(2) Other products and services for the disabled - (Cont'd)

(a) Products - (Cont'd)

- (6) Speakerphone
- (7) Standard telephone - touch call or rotary
- (8) Two-way cut-off key
- (9) Other products approved by physician and D.E.A.F. Fund

(b) Services

MONTHLY RATE
BILLED TO FUND

(1) Custom Calling Service

- Speed Call 8-Code
- Speed Call 30-Code

See Sched. A24.
See Sched. A24.

- (2) California Relay Service:
Communications Assistant
completes calls between a
TDD and a non-TDD telephone
[See Special Condition (C)(8)]

N/A

(c) Services for organizations serving the deaf and severely hearing
impaired community. [See Special Condition (D)]

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A29. PRODUCTS AND SERVICES FOR THE CERTIFIED DISABLED

29.3 SPECIAL CONDITIONS

(A) RESERVED

(B) CERTIFICATION REGULATIONS

(1) The certified disabled individual is one whose disability limits the use of the telephone and requires special equipment or services to access the exchange and toll networks. Such a disability must be determined and certified by a competent authority. A competent authority is defined as:

(a) A physician or surgeon who is California licensed, or exempt from such licensing, in accordance with Division 2, Chapter 5, Article 3 of the California Business and Professions Code.

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29.3 SPECIAL CONDITIONS - (Cont'd)

(B) CERTIFICATION REGULATIONS - (Cont'd)

(1) - (Cont'd)

- (b) A California licensed speech pathologist, audiologist, optometrist or chiropractor acting within the scope of their license.
- (c) An authorized representative of agencies approved by the California Public Utilities Commission.
- (2) A temporarily disabled individual who submits a certification form, as outlined in (1) above, to the Utility, shall be included in the disabled program only for the actual period of their disability.
- (3) The Utility may, at its discretion, conduct an investigation to determine the validity of the completed certification form. If the Utility determines that the certification is invalid, service under this schedule will not be provided.
- (4) A certified disabled individual, as defined above, need not be a customer of the Utility. Where residence service is involved, this individual must either be the customer or reside in the household of a customer. Where business service is involved, TDD service is provided under this schedule is limited to the proprietor of the business or a partner. Other services provided under this schedule may be provided to an employee of the business customer.
- (5) Where there is no longer a certified deaf individual on the premises, a business or residence customer must notify the Utility that service under this schedule is no longer required and request the service be disconnected or provided under other appropriate schedules. The customer will be responsible for returning the equipment upon discontinuance of service and will be held responsible for loss or damage of the equipment unless such loss or damage is due to causes beyond their control.

(C) LIMITATIONS

- (1) Service under this schedule will be provided for only one station for each certified disabled individual on a business premises and for only one station on a primary residence premises to meet special requirements as determined by the Utility.

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A29. PRODUCTS AND SERVICES FOR THE CERTIFIED DISABLED

29.3 SPECIAL CONDITIONS - (Cont'd)
(C) LIMITATIONS - (Cont'd)

- (2) Telecommunications Devices for the Deaf and Speech Impaired are provided with only single party service providing it does not terminate on a multi-line system, such as a key system or a PBX. Other products and services for the disabled are available with both single and multi-party services providing they do not terminate on a multi-line system, such as a key system or a PBX. California Relay Service is available to all classes and grades of service.
- (3) Each certified deaf, or severely hearing or speech impaired customer requiring a visual means of communications over the telephone system will be furnished a basic minimum telecommunications device and a signal unit at no charge in addition to the basic charge for a one party line in accordance with the provisions of this tariff. An initial set of batteries and roll of paper tape, where required, will be provided with each device furnished to the certified individual. Provision of replacement batteries and paper will be the responsibility of the user.
- (4) TDDs require a modular telephone jack installation. TDDs do not have internal signaling or dialing capacity and must be used in conjunction with a telephone instrument incorporating such capacity.
- (5) The customers will be advised of the designated Utility repair locations for the portable TDDs.
- (6) Each certified individual requiring products other than TDDs will be supplied with equipment available through the fund. The fund reserves the right to substitute products, providing that the substitute product allows the individual to gain access to the local and toll network.
- (7) Services required by a certified individual are limited to those available in the Utility's Central Office equipment.
- (8) California Relay Service calls may not be placed to 900 or 976 numbers, time or weather recorded messages or other informational recordings. Long distance, Message Toll Telephone Service, charges will be billed in accordance with the tariff schedules.

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A29. PRODUCTS AND SERVICES FOR THE CERTIFIED DISABLED

29.3 SPECIAL CONDITIONS - (Cont'd)

(D) SERVICES FOR ORGANIZATIONS SERVING THE DEAF AND SEVERELY HEARING IMPAIRED COMMUNITY

- (1) This Section is applicable to processing requests by the Utility for telecommunications devices for the Deaf (TDDs) from schools and private, non-profit, organizations serving the deaf and severely hearing-impaired community in accordance with Commission Resolution No. T-13060.
- (2) The Commission shall continue to process requests from state agencies, or those organizations not clearly meeting the guidelines set forth in this schedule.
- (3) Requests for services are available to all organizations who meet the following eligibility requirements:
 - (a) Organizations eligible to receive TDDs shall meet at least one (1) of the following criteria:
 - (1) Private, non-profit, not tax-supported, and serve the deaf or severely hearing-impaired, on a more than incidental basis, that is, at least 10% of the total clientele of the organization must be deaf or severely hearing-impaired. The requesting non-profit organization will provide services specifically serving the unique needs of the deaf and/or severely hearing-impaired community.
 - (2) Schools that are specifically for the deaf. The term "school" refers to both public and private schools.
 - (3) Schools that have significant programs for the deaf. The term "school" refers to both public and private schools. A significant program for deaf or severely hearing-impaired students is an established, on-going supplementary educational program in addition to the mainstreaming of the student into the regular classroom.

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A29. PRODUCTS AND SERVICES FOR THE CERTIFIED DISABLED

29.3 SPECIAL CONDITIONS - (Cont'd)

(D) SERVICES FOR ORGANIZATIONS SERVING THE DEAF AND SEVERELY HEARING IMPAIRED COMMUNITY - (Cont'd)

(3) - (Cont'd)

(a) - (Cont'd)

(4) Private non-profit organizations under contract with the Department of Rehabilitation and the Department of Social Services. The requesting organization will supply to the Utility documentation of the contract existing between itself and the state agency to establish eligibility.

(b) The requesting organization shall supply the Utility with any information requested by the Utility. This may include but not be limited to the following:

(1) The exact nature of the organization.

(2) The source of funding for the organization.

(3) The services provided by the organization to the deaf and severely hearing-impaired, the number of clients served, and a schedule of any fees charged for such service.

(4) The services provided by the organization to persons who are not deaf or hearing-impaired and the relevant proportion of deaf/severely hearing-impaired clients.

(5) The number of telephone lines in service with which a TDD would be used by the organization.

(6) The number of organization staff who are deaf or severely hearing-impaired.

(c) An organization which is eligible to receive a TDD must:

(1) Ensure that there are trained employees available at all duty hours to use the TDD, including backup coverage when the designated individuals are out for any reason.

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29.3 SPECIAL CONDITIONS - (Cont'd)

(D) SERVICES FOR ORGANIZATIONS SERVING THE DEAF AND SEVERELY HEARING IMPAIRED COMMUNITY - (Cont'd)

(3) - (Cont'd)

(c) An organization which is eligible to receive a TDD must - (Cont'd)

(2) Keep TDDs in operating order, plugged in, and ready to use without advance notice.

(3) Keep one telephone line for use with each authorized TDD.

(4) Widely circulate the TDD telephone number to constituents of the organization. For example, the TDD number should be printed on all stationary, on business cards, in the telephone directory, and in any other literature of the organization.

(5) Not use the TDD outside California.

(6) Not charge substantial fees for its services to the deaf and severely hearing-impaired.

(d) The TDD remains the property of the Deaf Equipment Administration Fund (D.E.A.F.) Trust and is loaned to the recipient organization for as long as the recipient continues to be eligible and has a need for the TDD.

(e) When Requested to do so by the Commission, the Utility shall audit organizations which receive TDDs pursuant to this schedule to determine effective use and continued need of authorized TDDs.

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