Competitive Access Services - (N)
Deaf and Disabled Telecommunications Program (N)

Sheets A through 5 of this schedule are effective as of the date shown on each sheet. Original sheets contain all material including changes from the original schedule that are in effect on the date hereof. (N) (N)

Sheet	Original or Number of Revision	
A	Original	*
B	Original	*
1	Original	*
2	Original	*
3	Original	*
4	Original	*
5	Original	*

* Denotes Change

Continued

Competitive Access Services - (N)
Deaf and Disabled Telecommunications Program

TABLE OF CONTENTS

	SECTION	Sheet	
I.	GENERAL		
	A. Applicability	1	
	B. Definitions	1	
II.	TERMS AND CONDITIONS		
	A. Description	2	
	B. Service Levels	2	
	C. Offerings	2	
	D. Branding	3	
	E. Customer Service and Contact Process	3	
	F. Reporting Requirements	4	
	G. Additional CLC Reporting Requirements	4	
	H. Interim Tariff Term	4	
	I. Legal and Regulatory Requirements	5	(N)

Continued

Competitive Access Services -
Deaf and Disabled Telecommunications Program (N)

I. GENERAL

A. Applicability

This tariff is applicable to qualified Deaf and Disabled customers of Competitive Local Carriers who are authorized to operate within the State of California (having an approved Certificate of Public Convenience and Necessity (CPCN) and an approved tariff). Services offered within this schedule are provided within serving areas as defined Schedule Cal. P.U.C. No. AB, Exchange Area Maps.

B. Definitions

Commission - the California Public Utilities Commission (CPUC).

Incumbent Local Exchange Carrier (ILEC) - a telephone company which provides local telecommunications and deaf and disabled services to deaf and disabled customers in their authorized franchise serving area as of December 31, 1995.

Competitive Local Carrier (CLC) - a company authorized to provide local telecommunications services to end users in the franchise serving areas of the Incumbent Local Exchange Carrier.

DDTP - the Deaf and Disabled Telecommunications Program developed by the Commission pursuant to Section 2881 of the California Public Utilities Code to administer the provision of telecommunication equipment and services to individuals certified as having certain disabilities, and to administer the funding to such program.

New Program Participants - those individuals who are medically certified as deaf and/or disabled as required by the DDTP who are not current participants in the DDTP.

Accountability Report - a monthly report listing equipment in use and in inventory.

Conferencing - connecting a customer, a CLC and the GTE Special Needs Center together on the same telephone line. (N)

Continued

Competitive Access Services -
Deaf and Disabled Telecommunications Program (N)

II. TERMS AND CONDITIONS

A. Description

GTE hereby agrees to provide products and services to new or existing DDTP participants who are CLC customers. GTE does not warrant, represent or propose DDTP guidelines or other applicable rates, regulation, state or federal laws concerning the provision of service to the Deaf and Disabled community. The CLC assumes all responsibility for its compliance with any such guidelines or regulations, rules or laws.

B. Service Levels

GTE agrees to accept and process CLC customer calls which are transferred or conferenced to the GTE Special Needs Center through a separate 800 number established to handle the Deaf and Disabled Services for the CLCs. GTE will make a good faith effort to answer and process CLC calls in accordance with GTE processes and standards established to service GTE customers from the Special Needs Center.

C. Offerings

GTE agrees to offer the following services to Deaf and Disabled customers of the CLC.

1. New Program Participants

Educate new customers about the DDTP program, assess the customer's needs, discuss the equipment options, explain the qualification standards, perform certification and distribute the equipment.

2. Repairs/Upgrades

Repair, exchange and/or upgrade products as needed for certified program participants.

(N)

Continued

Competitive Access Services - (N)
Deaf and Disabled Telecommunications Program

II. TERMS AND CONDITIONS - Continued

C. Offerings - Continued

3. Field Visits

Provide field visits to the customer location when appropriate.

4. Walk-in Centers

Maintain a location where customers may visit to see, test and receive training on the use of DDTP equipment.

D. Branding

GTE agrees to provide DDTP services to CLC Program Participants with no mention of GTE in respect to the call or the services offered. GTE personnel will answer calls, "Deaf and Disabled Telecommunications Program". However, should a CLC program participant use the GTE walk-in center to conduct business, GTE personnel may use the GTE company name and other identifying names, logos, marks or trademarks during the business transaction. Also, GTE field managers will be wearing GTE identification and using a vehicle that exhibits the "GTE" company name.

E. Customer Service and Contact Process

The CLC agrees to follow the process described below when requesting GTE to assist with offering Deaf and Disabled Services to qualified DDTP participants:

The CLC will provide the following customer information directly to the GTE Special Needs Center via phone, FAX or through a conference call with the DDTP program participant on the line:

1. Program participant's name
2. Billing party's name (if different from above)
3. Program participant's current telephone number
4. Program participant's current address
5. Current deaf and disabled products at the program participant's home or business, if applicable. (N)

Competitive Access Services - (N)
Deaf and Disabled Telecommunications Program

II. TERMS AND CONDITIONS - Continued

F. Reporting Requirement

Each party agrees to the following Deaf and Disabled Trust Reporting requirements:

1. GTE will provide a monthly accountability report to the DDTP for customers of GTE. The report will reflect the number of Deaf and Disabled Services units in-service by type of equipment.

2. The CLC will provide a monthly accountability report to the DDTP for customers of the CLC. The report will reflect the number of Deaf and Disabled Services units in-service by type of equipment.

G. Additional CLC Reporting Requirements

In the event that a program participant moves within the State of California or to another state, the CLC must notify GTE to transfer the responsibility for the DDTP equipment to another telephone company or to request recovery of the equipment from the customer location.

H. Interim Tariff Term

The initial term of this tariff is the interim period set forth by the Commission. The period shall commence on the effective date of the tariff and end on December 31, 1997, unless otherwise extended by order or action of the Commission. The provider charged with equipment distribution responsibilities shall bear all costs, responsibility and liability for providing continuous service to its customers after the date of the termination hereunder. (N)

Continued

Competitive Access Services - (N)
Deaf and Disabled Telecommunications Program

II. TERMS AND CONDITIONS - Continued

I. Legal and Regulatory Requirements

1. Performance under this tariff shall be in accordance with all applicable legal and regulatory requirements. No provision to this tariff shall cause or be construed to cause either party to violate any legal or state/federal regulatory requirement.

2. Each Party shall comply, as applicable, with its own legal and/or regulatory requirements necessary to effectuate this tariff, including but not limited to, the filing thereof with any applicable regulatory commission.

3. GTE reserves the right to request withdrawal of this tariff if GTE reasonably believes such cancellation is necessary to comply with changes in laws, regulations or DDTP rules. (N)

Continued