

## SCHEDULE 2

### SERVICES FOR DISABLED PERSONS

#### 10.6 With immediate effect:

- (a) the directory information service provided by the Licensee under Condition 2 shall include a service or information as the case may be which the Director determines to be satisfactory where the directory information is made available in a form which is appropriate to meet their needs to persons who are so blind or otherwise disabled as to be unable to use a telephone directory in a form in which it is generally made available by the Licensee to users of its Public Call Boxes who are not so disabled; and the services so provided to such persons shall be provided free of charge; and
- (b) following a request to be advised of a Number by a person who is so blind or otherwise disabled as to be unable to use a telephone directory, the Licensee shall, upon that person's request, then connect the person to the Number so requested.