

# **CUSTOMERS WITH DISABILITIES**

## **RESIDENTIAL**

Liberty Communications works with its customers who are hearing, vision, or speech impaired, or have mobility or cognitive impairments, or other disabilities, to ensure that their individual telecommunications needs are met. First, we will identify what special needs an individual customer has so that we can help design a telecommunications solution for that person.

## **TELECOMMUNICATIONS RELAY SERVICE**

Telecommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS uses operators, called communications assistants (CAs), to facilitate telephone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by either a person with a hearing or speech disability, or a person without such disability. When a person with a hearing or speech disability initiates a TRS call, the person uses a teletypewriter (TTY) or other text input device to call the TRS relay center, and gives a CA the number of the party that he or she wants to call. The CA in turn places an outbound traditional voice call to that person. The CA then serves as a link for the call, relaying the text of the calling party in voice to the called party, and converting to text what the called party voices back to the calling party. The service is free by dialing either a toll free number 1-800-735-2942 or by simply dialing 7-1-1. The service is available 24 hours a day, 365 days a year. Federal and state laws require all call information and conversations to remain confidential.

## **TYPES OF DEVICES AND SOFTWARE AVAILABLE**

There are a number of Telecommunications Devices and/or Software available for individuals with disabilities. The following is a list and description of some of these devices that are available:

**B** – Blind

**HH** – Hard of hearing

**VI** – Visually impaired

**CI** – Cognitively impaired

**LMI** - Lower Mobility Impaired

**UI** - Upper Mobility impaired

**D** – Deaf

**SI** – Speech Impaired

**WS** – Weak Speech

## **AMPLIFIED PHONE HH OR D**

A telephone with volume controls to adjust for loudness for persons hard of hearing. Phone can be cordless. Some models amplify from 30 dB to 50 dB.

## **AMPLIFIED CELL PHONE HH OR D**

A wireless phone with volume controls to adjust for loudness for persons hard of hearing.

## **BIG BUTTON TELEPHONE VI OR B OR UMI OR CI**

A telephone with large dialing numbers, backlit numbers, braille numbers, or slots for picture inserts dialing.

## **BLUETOOTH CELL PHONE HH OR D**

A wireless phone with Bluetooth capability.

## **BLUETOOTH COMPATIBLE PHONE DEVICE HH OR D**

A device that enables a user's hearing aid to work with a Bluetooth device.

## **BLUETOOTH HUB HH OR D**

A device that enables a landline phone to work with a Bluetooth device.

**BRILLE TELECOMMUNICATIONS DEVICE HH OR D OR SI AND VI OR B**

Same as TTY, but can convert the text typed and received into braille.

**CAPTIONED TELEPHONE\* HH OR D**

A phone that allows the user to listen on a handset and then read the other person's response on a display.

**CORDLESS PHONE VI OR B OR LMI**

A phone without a cord so that the user is not restricted to a single location.

**HANDS-FREE ACTIVATED PHONE VI OR UI**

A device that allows the user to dial pre-programmed numbers and answer calls using a remote or soft touch or air switch.

**HEARING CARRY OVER\* SI**

A phone that allows the user to type on a keyboard and then hear the other person's response on a handset.

**LAPEL MICROPHONE WS AND UI OR WS AND VI**

A device used with Hands-Free Activated Phone to increase the loudness of user's voice.

**OUTGOING VOICE AMPLIFICATION TELEPHONE WS**

A phone with volume control capabilities to increase the loudness of the user's voice.

**RING SIGNALER HH OR D**

A device that alerts the user of an incoming call with a light that flashes as the phone rings.

**SPEAKERPHONE HH OR VI OR B OR UI OR CI**

A phone with a speaker built into the base.

**TACTILE RING SIGNALER HH OR D**

A device that vibrates when the phone rings.

**TALKS BACK NUMBER DIALED TELEPHONE VI OR B OR UI**

A telephone that vocalizes the numbers dialed.

**TTY\* HH OR D OR SI**

A device with a keyboard and display screen which can be used for text communication over a telephone line when one or more parties have hearing or speech difficulties.

**TWO-WAY PAGING DEVICE\* HH OR D OR SI**

A text messaging device with a standard keyboard that can send and receive wireless messages.

**VOICE CARRY OVER\* HH OR D**

A telephone that allows someone with a hearing disability to speak directly to a telephone user and then read a response on a display.

**VOICE DIALER VI OR B OR UI**

A device that allows the user to dial a pre-programmed number by a voice command.

**\* May require caller to place calls through a relay service.**