

# Farmers Telecommunications Cooperative, Inc. (FTC) ACCESSIBILITY ASSISTANCE

FTC provides products and services to requesting customers with visual impairments for easier digital content engagement. \*

**Accessibility** - FTC will substitute our linear video offering for service through CableTime, a Premier Dish Retailer, in Rainsville, AL (256-638-3474). CableTime will provide subscriber cable navigation devices with additional accessibility features to customers who are blind or visually impaired. **Dish's** video platform (to include either Dish Hopper or Air TV), when paired with the Amazon Echo Dot "Alexa," provides support for screen readers, keyboard navigation, and audio instruction for the enjoyment of **Dish's** programming on any TV in the home, as well as the ability to record programs in the cloud for playback on linked devices. Upon the request of a qualifying customer,\* FTC will order service from CableTime in FTC's name with the customer's service address, and FTC will only bill the customer for our equivalent linear package.

To obtain additional information about user guides in accessible format, or to request accessibility support for video products, services, devices and features, including Braille, large print documentation, and audible accessibility, please call FTC at 256-638-2144 or visit <https://farmerstel.com/>.

For any concerns or complaints regarding accessibility, please contact:

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## **Additional Accessibility Support**

**Large-Button Remotes** – Remote Controls with larger buttons are available for purchase at CableTime, Wal-Mart, and Amazon and can be exchanged for your current remote.

**Bill Reading** – If a customer wishes to pay his/her monthly bill for FTC's services by phone, FTC's Customer Service Representatives will read the customer's bill to him/her

over the phone, upon request, subject to compliance with the applicable rules governing disclosure of Customer Proprietary Network Information (“CPNI”).

**Video Description** – Audio-narrated descriptions of the key visual elements of a TV program or movie are available with Amazon Echo Dot “Alexa” for **Dish** programming and AirTV remotes.

**Directory Assistance** - We can help you find and dial telephone numbers. In addition, you may be eligible for discounted or free directory assistance service.

**Closed Captioning** - Navigation devices provided by **CableTime** include a mechanism reasonably comparable to a button, key, or icon for easy activation of the embedded closed captioning function. An automatic closed captioning lock is also available, so captions will always be turned on when you want to watch TV.

**TTY Dialing** – FTC’s telephone service is compatible with TTY equipment.

\* We reserve the right to request a physician’s medical confirmation of visual impairment for the requesting customer.