

POLICY REGARDING ACCESSIBILITY OF SERVICES BY DISABLED

The Communications Act requires certain service providers and equipment manufacturers¹ to ensure their services and equipment are accessible to and usable by individuals with disabilities², if readily achievable³. Beginning January 30, 2013, these service providers and equipment manufacturers are required by Federal Communications Commission (FCC) rules to maintain in the ordinary course of business and for a reasonable period, records of

- their efforts to consult with individuals with disabilities;
- descriptions of the accessibility features of its products and services; and
- information about the compatibility of such products and services with peripheral devices or specialized customer premise equipment commonly used by individuals with disabilities to achieve access.

Access to communications is paramount for full participation in today's society. *The Prairie Grove Telephone Company* is committed to provide services accessible to and usable by its customers with disabilities consistent with applicable laws such as Section 255 of the Telecommunications Act of 1996 and the Americans with Disabilities Act (ADA) and to assist its customers with disabilities obtain desired services, if readily achievable.

CONSULTATION WITH DISABLED INDIVIDUALS

The Prairie Grove Telephone Company is committed to inform all of its customers of available services through its telephone directory, website and other marketing efforts. Information to enhance accessibility for disabled individuals is provided to customers as follows:

The Company's telephone directory provides information on Telecommunications Relay Services for individuals with hearing and speech impairments.

A customer's right to file a complaint regarding any services with the Company and/or state commission is explained in the Company's "Customer Rights" document. Contact information is provided including the state commission's email address, TTY number, and Relay Services number.

¹ Service providers and equipment manufacturers subject to Section 255, 716, and 718 of the Communications Act such as telecommunications providers, VoIP providers, mobile phone service providers that arrange inclusion of an Internet browser.

² The term *disability* shall mean a physical or mental impairment that substantially limits one or more of the major life activities of an individual; a record of such an impairment; or being regarded as having such an impairment.

³ Readily achievable means easily accomplishable and able to be carried out without much difficulty or expense.

The Company's "Customer Rights" document also provides notice of any special services such as readers or notices in Braille, if available, and a statement regarding how customers with physical disabilities, and those who care for them, can identify themselves to the Company so that special action can be taken to appropriately inform these persons of their rights.

Contact information of the person within the Company authorized to resolve complaints and/or concerns about accessibility issues is provided to the FCC. The FCC is to make this information available to consumers on their website. The Company will also provide this contact information on the Company's website.

Information on the Company's products and services is available on the Company's website, through bill inserts and other marketing material.

The Company has established a process to keep records of accessibility discussions with disabled customers. Employees are to report to their supervisor all discussions with customers of accessibility issues by providing information outlined in Attachment A to this policy.

ACCESSIBILITY FEATURES OF THE COMPANY'S PRODUCTS AND SERVICES

Custom calling features and other services offered by the Company to all its customers also provide accessibility solutions for various disabilities.

VISION SOLUTIONS

Receiving Important Calls

- Caller ID: Identifies the caller by displaying their number/name on caller ID equipment. (Separate caller ID equipment required.)
- Call Waiting: Special tone indicates a second call is coming in when customer is already on the phone.

Getting to the Phone

- Voice Mail: Answers calls and takes a message for customer to retrieve at his/her convenience.
- Call Forwarding: Forwards calls to a number of customer's choosing when he/she can't answer the phone.
- Call Return: Dials the last number that called the customer when the customer can't get to the phone to answer.
- Call Blocker: Phone is programmed to block up to 10 numbers of customer's choice so he/she is not bothered by calls not wanted.

Dialing Assistance

- Speed Calling: Allows customer to dial pre-selected frequently called numbers by pressing two buttons per call.
- Auto Redial: Continues to dial a busy number for the customer until the call goes through.

Telephone Directory

- The telephone directory is available online and provides the ability to zoom in on a telephone number.

SPEECH SOLUTIONS

Add a Third Caller

- Three-way calling: Connects a third caller to the customer's line to make it easier to communicate with family and friends and conduct business.

Get Calls Later

- Voice Mail: Answers calls and takes a message for customer to retrieve at his/her convenience.

Someone Else to Answer the Phone:

- Call Forwarding: Forwards calls to a number of customer's choosing when he/she can't answer the phone.

Receiving Important Calls

- Caller ID: Identifies the caller by displaying their number/name on caller ID equipment. (Separate caller ID equipment required.)

Communicate in Writing

- The customer can communicate with the Company through email or the Company's website.
- TTY equipment can be connected to a local exchange access line to allow communication with other TTY users including Telephone Relay services.

MOBILITY SOLUTIONS

Dialing Assistance

- Speed Calling: Allows customer to dial pre-selected frequently called numbers by pressing two buttons per call.
- Auto Redial: Continues to dial a busy number for the customer until the call goes through.

HEARING SOLUTIONS

- Local exchange access lines provide access to TTY users with other individuals or Telephone Relay services utilizing a TTY.

- Customers who have a TTY may include this information as a part of their directory listing.
- Customers can communicate with the Company through email.
- On-line billing and payment service allows customers to view and pay phone bills online.

DISCOUNTS AND EXEMPTIONS

Directory Assistance

If a disability makes it difficult for a customer to use a telephone directory, a qualified customer upon presentation of the proper documentation, does not have to pay for calls to Local Directory Assistance and for Local Directory Assistance Call Completion services. This exemption does not apply for National Directory Assistance which provides listings anywhere in the country.

Directory Listings for TTY Users

Customers who have a TTY may include this information as part of their directory listing at no additional charge.

Lifeline Service

Lifeline service is a government program that provides discounts to a qualified customer's monthly telephone bill.

COMPATIBILITY OF SERVICES

FCC rules state that a provider of a telecommunications service shall ensure that the service is accessible to and usable by individuals with disabilities, if readily achievable. Whenever these requirements are not readily achievable, the service provider shall ensure that the service is compatible with peripheral devices or specialized customer provided equipment commonly used by individuals with disabilities to achieve access, if readily achievable.⁴ Local exchange access lines provided by the Company are compatible with many peripheral devices or specialized customer provided equipment commonly used by individuals with disabilities to achieve access. For example, a local exchange access line allows users of TTY (Text Telephone) equipment such as deaf, hearing-impaired, or speech impaired individuals, to communicate with other TTY users.

⁴ 47 C.F.R. §6.5(b).

ACCESSIBILITY DISCUSSIONS WITH DISABLED CUSTOMERS

Date:

Customer Name/Telephone Number:

Summary of Discussion:

Resolution: