

HIGHLINE ACCESSIBILITY ASSISTANCE

Highline provides products and services to requesting customers with visual and hearing impairments for easier digital content engagement.

Accessibility - Highline offers its customers navigation devices with the requisite accessibility features for customers that are blind or visually impaired. **Highline's** video platform provides support for screen readers, keyboard navigation, and audible accessibility for the enjoyment of **Highline's** programming on any TV in the home and for recording programs in the cloud for playback on linked devices.

To obtain additional information such as user guides in accessible format, or to request support with Accessibility and instrumental products, services, devices and features, including Braille, large print documentation, and audible accessibility please call us at **719-676-3131** or visit www.rtc-broadband.com.

For any concerns or complaints, please contact us:

Email: rtc@ghvalley.net

Phone: 719-676-3131

Mail: Highline

P.O. Box 19048

Colorado City, CO 81019

Additional Accessibility & Closed Caption Support

Large-Button Remotes – Remote Controls with larger buttons are available for purchase at **Highline** and can be swapped for your current remote.

Bill Reading – If Customer will pay the bill by phone, Customer Service Representatives will read the Customer's bill over the phone, upon request.

Video Description – Audio-narrated descriptions of the key visual elements of a TV program or movie are available.

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

Closed Captioning - Navigation devices provided by **Highline** 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 - Phone service is compatible with TTY equipment.