

CUSTOMERS WITH DISABILITIES

RESIDENTIAL

Colorado Valley Telephone Cooperative, Inc. works with its customers who are hearing, vision or speech impaired, or has 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 SERVICES

This service relays calls between a person using a TTY or other assistive device and any other telephone user within the state of Texas. The service also allows a person without a TTY to call a TTY user. Specially trained personnel are available 24 hours a day, 365 days a year to relay the call. Federal and state laws require all call information and conversations to remain confidential. There is no extra charge for this service. To use RELAY TEXAS or obtain more information, including rate information, please call toll free 1-800-RELAY TX (1-800-735-2989) or dial 7-1-1. You may also learn more about RELAY TEXAS by visiting these websites at relaytx@puc.state.tx.us or www.relaytexas.com.

You can also obtain more information about the State of Texas Specialized Telecommunications Assistance Program at www.dars.state.tx.us/dhhs. This program provides financial assistance to help Texas residents with disabilities purchase basic specialized equipment or services needed to access the telephone network.