

Solutions For Customers With Disabilities

Randolph Communications delivers solutions to help customers stay connected who have issues with vision, hearing, or speech.

Voice Services

Telecommunications Relay Services (TRS)

Telecommunications Relay Services (TRS) is a service that provides telephone accessibility for people who deal with hearing or speech issues by using a text telephone type (TTY). Specially trained Communication Assistants connect the call and remain on the line to assist in the conversation. Dial 7-1-1 to use these services. Visit <http://www.relaync.com/> to learn more.

Monthly Telephone Bills

For customers who have difficulty reading a standard telephone bill, a PDF of each month's bill is available online at our eBill site for viewers to enlarge - <https://ebill.rtmc.net/>. Please call us at 336-879-5684 to request an enlarged printed copy of your bill or to have your bill read to you over the phone. You will need to provide your account password to verify you are the accountholder.

Calling Features

Randolph Telephone offers many calling features that could assist in daily tasks, including Caller ID, Call Return and Repeat Dialing. To learn about the calling features available, please visit <http://www.rtmc.net/phonefeatures> or call us at 336-879-5684.

Accessible Equipment

The North Carolina Department of Health and Human Services offers assistance for consumers with disabilities. To learn which services and devices work best you, contact one of the seven Regional Centers nearest you for individualized guidance *at no charge*. Some of the recommendations they can assist with include Telecoil (T-coil) hearing aids, adaptive telephones, captioned telephones, and other communications devices. Visit <http://www.ncdhhs.gov/dsdhh/services/telecommunications.htm> to learn more.

Visit http://www.ncdhhs.gov/dsdhh/services/what_technology.htm for a list of technology that Deaf, Hard of Hearing, Deaf-Blind and Speech-Impaired individuals can use to assist with

communication, ranging from video relay services to captioned telephones to assistive listening devices.

Discounts

Lifeline Service

Lifeline service provides a discount to help qualified customers with their monthly phone/broadband bill. Visit www.rtmc.net/lifeline to see if you qualify and to find out more details.

Equipment

Consumers with disabilities may qualify for discounts on equipment, such as captioned telephones. Visit http://www.ncdhhs.gov/dsdhh/services/what_technology.htm to learn more.

Wireless Devices

Hearing aids do not always function well with wireless phones. Randolph Communications offers a wide selection of Hearing Aid Compatible phones and devices. To learn more, visit <http://www.rtmc.net/hac> or call us at 336-879-5684.