

## **Solutions For Customers With Disabilities**

Randolph Telephone 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 account holder.

#### **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/myhome-phone-features.php> 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](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 bill. Visit <http://www.rtmc.net/myhome-phone-govassist.php> 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](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 Telephone offers a wide selection of Hearing Aid Compatible phones and devices. To learn more, visit <http://www.rtmc.net/myhome-wireless-HAC.php> or call us at 336-879-5684.