



DTC ACCESSIBILITY ASSISTANCE

DTC Communications (“DTC” or “Company”) provides products and services to requesting customers with visual impairments for easier digital content engagement.

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

To request support with accessibility and instrumental products, services, devices and features please call us at 615-529-2955.

For any concerns or complaints, please contact us:

Email: WeCare@dtccom.net

Phone: 615.529.2955

Mail: DTC Communications, PO Box 247, Alexandria, TN 37012

Additional Accessibility Support

Large Button Remotes – Remote Controls with larger buttons are available and can be swapped for your current remote at any retail location at no charge.

Bill Reading – If customer will pay the bill by phone, Customer Experience Representatives will read the customer’s bill over the phone, upon request.

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 – DTC’s remote control has the (#) button and the large remote has the (TEXT) button that allows users to toggle CC on or off on both live and recorded programs.

Emergency Alert System (EAS) Alerts – EAS alerts provides both visual and audio messaging. Alerts interrupts current program.

TTY Dialing – Phone service is compatible with TTY equipment.