

Customers with Disabilities

At MTC Communications, we strive to provide all of our customers with the best possible services. For our **Residential** customers who are hearing, vision or speech impaired, have mobility or cognitive impairments or other disabilities, we work to ensure that their individual telecommunications needs are met. By identifying what special needs an individual customer has, we can help design a telecommunications solution for that person. **At the bottom of this page is a form in which you may fill out and return to us so that we can be aware of any such disabilities and needs you or someone in your household may have.** All information included on the form will be kept confidential and is only for the use of MTC Communications.

Illinois Telecommunications Access Corp (ITAC)

ITAC is a not-for-profit corporation established by the Illinois Commerce Commission to provide telecommunications access to people who are Deaf, Deaf-Blind, Hard of Hearing, or Speech Disabled. ITAC accomplishes this by providing the Illinois Relay Service and issuing equipment that ranges from amplified telephones to Braille phones. Approved applicants may obtain one piece of equipment at no charge. To learn more about the ITAC programs contact ITAC at 800/841-6167.

Programs available from ITAC:

Voucher Program	The user owns and is responsible for the upkeep of the equipment.	Amplified Phones TTY
Loan Program	ITAC owns and provides normal upkeep of the equipment.	Captioned Phones TTY Braille Phone
IL Relay Program	TTY users use relay to call people who use standard phones. A person using a standard phone may also call a TTY user through relay. The service is free by simply dialing 7-1-1 and is available 24 hours a day, 7 days a week.	TTY

Customers with Disabilities

If you or a member of your family has a hearing or speech disability or condition that limits or prevents your/their ability to communicate over voice networks **and** wish for us to know about the disability in order to better serve your needs, please complete and return the form below.

Customer Name: _____

Customer Telephone #: _____

Today's Date: _____

Please describe the nature of the disability or medical condition:

Other Types of Devices and Software Available from Other Vendors

There are a number of Telecommunications Devices and/or Software available for individuals with disabilities. Below is a list and description of some of these devices that are available for purchase from various vendors.

HH – Hard of Hearing
SI – Speech Impaired
VI – Visually Impaired

B – Blind
D – Deaf
WS – Weak Speech

LMI - Lower Mobility Impaired
UMI - Upper Mobility Impaired
CI – Cognitively Impaired

Amplified Phone	A telephone with volume controls to adjust for loudness.	HH, D
Amplified Cell Phone	A wireless phone with volume controls to adjust for loudness.	HH, D
Big Button Phone	A telephone with large dialing numbers, backlit numbers, braille numbers or slots for picture inserts dialing.	VI, B, UMI, CI
Bluetooth Cell Phone	A wireless phone with Bluetooth capability.	HH, D
Bluetooth Compatible Phone Device	A device that enables a user's hearing aid to work with a Bluetooth device.	HH, D
Bluetooth Hub	A device that enables a landline phone to work with a Bluetooth device.	HH, D
Braille Device	Same as TTY, but can convert the text typed and received into braille	HH, D, SI, VI, B
Captioned Telephone	A phone that allows the user to listen on a handset and then read the other person's response on a display.	HH, D
Cordless Phone	A phone without a cord so that the user is not restricted to a single location.	VI, B, LMI
Hands-Free Activated Phone	A device that allows the user to dial pre-programmed numbers and answer calls using a remote or soft touch or air switch.	VI, UMI
Hearing Carry Over	A phone that allows the user to type on a keyboard and then hear the other person's response on a handset.	SI
Lapel Microphone	A device used with Hands-Free Activated Phone to increase the loudness of user's voice.	WS, UMI, WS, VI
Outgoing Voice Amplification Phone	A phone with volume control capabilities to increase the loudness of the user's voice.	WS
Ring Signaler	A device that alerts the user of an incoming call with a light that flashes as the phone rings	HH, D
Speakerphone	A phone with a speaker built into the base.	HH, VI, B, UMI, CI
Tactile Ring Signaler	A device that vibrates when the phone rings.	HH, D
Talks Back Number Dialed Phone	A phone that vocalizes the numbers dialed.	VI, B, UMI
TTY	A device with a keyboard and display screen which can be used for text communication over a telephone line when one or more parties have hearing or speech difficulties.	HH, D, SI
Two-Way Paging Device	A text messaging device with a standard keyboard that sends and receives wireless messages.	HH, D, SI
Voice Carry Over	A phone that allows someone with a hearing disability to speak directly to a telephone user and then read a response on a display.	HH, D
Voice Dialer	A device that allows the user to dial a preprogrammed number by a voice command.	VI, B, UMI