



## NORTHSTATE ACCESSIBILITY ASSISTANCE

**NorthState** provides products and services to requesting customers with visual impairments for easier digital content engagement.

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

To obtain additional information such as user guides in accessible format, or to request support with Accessibility and instrumental products, services, devices and features, and audible accessibility please call us at **336-886-3600** or visit <https://www.northstate.net/residential/help-center/>.

For any concerns or complaints, please contact us:

Email: [Tim.Pressley@nscom.com](mailto:Tim.Pressley@nscom.com)

Phone: **336-886-3600**

Mail: **4100 Mendenhall Oaks Parkway, High Point, NC 27265**

### Additional Accessibility Support

**Large-Button Remotes** – Remote Controls with larger buttons are available for purchase at [Amazon.com](https://www.amazon.com) and can be used in place of your current remote.

**Bill Reading** – If a Customer pays their bill by phone, Customer Service Representatives will read the Customer's bill over the phone, upon request.

**Video Description** – Audio-navigation features of the key visual elements of a TV program or movie are available by calling 336-886-3600.

**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** - Navigation devices provided by **NorthState** include a mechanism reasonably comparable to a button, key, or icon for easy activation of the embedded closed captioning function. An automatic closed captioning lock is also available, so captions will always be turned on when you want to watch TV.

**TTY Dialing** - Phone service is compatible with TTY equipment.