

The present document is extracted from the "Accessibility Services" section of the northerntel.ca Web site. Please consult our Web site to obtain an up to date description of these services.

Accessibility services

The accessibility services focus on special products and services offered to our customers with hearing, speech, visual or motion disability.

In this section, you will find:

- **Contact us**
- **Bell Relay Service** (with TTY device)
- **IP Relay service** (by Internet) - **NEW**
- **Operator assistance for TTY users**
- **Directory Assistance charge exemption**
- **50% reduction for long distance**
- **Alternate bill format**
- **Specialized Equipment for Customers with Disabilities**
- **Cell phones**

Contact us

If you have hearing, speech, visual or motion disability that makes it difficult for you to use telephone equipment, we can help.

You can talk to a NorthernTel Customer Service agent who will give you information and will advise you properly about available equipment and services. Call using your phone or TTY/TDD equipment, from 8:30 a.m. to 5:00 p.m., Monday to Friday, at **1-800-360-8555**.

Contact one of our Customer Service agent:

- By e-mail at services@ntl.nt.net.
- By mail at 850, Birch Street South, Timmins, Ontario, P4N 7J4.
- By phone or teletype at 1-800-360-8555.

Bell Relay Service (BRS)

Bell Relay Service enables a person using a keyboard-type device (i.e. TTY) to communicate with a hearing person or vice-versa over the telephone network. A specially trained operator assists in the placing or receiving of calls to-from persons using a keyboard-type device.

The BRS operator acts as a communication link over the telephone. When the hearing person speaks, the operator types the message so that it appears on the disabled person's TTY. When the disabled person responds, the operator voices the message to the hearing person.

Users of Bell Relay Service are eligible for a %50 discount on long-distance calls made within Canada and billed to their phone number.

The Bell Relay Service also gives you access to emergency services such as firefighting, ambulance and police. There is no charge for local calls.

- TTY's must be Baudot code capable, Voice Carry Over (VCO) is available.
- Service is available 7-days a week, 24-hours a day.
- French or English.
- Relay service can be reached from business, residence, cellular and pay phones.
- TTY users can call anywhere in the world (Long-distance charges will be applied where appropriate).
- Hearing persons may call any compatible TTY device (North America).
- Users can access similar Relay services everywhere in North America.
- All communicators have deaf culture training.

If you want to communicate with a TTY/TDD user you can with the help of Bell Relay Operators.

- **1-800-855-0511** (Voice to TTY).
- **711** (TTY to Voice).
- **1-800-855-1155** (TTY to TTY) - For Operator Assistance in billing your long distance call to another TTY.

* TTY Telecommunication devices for deaf/teletype machines only.

IP Relay service (by Internet)

IP Relay service is the next generation of relay service in Canada. It uses the familiarity of online chat applications to make communication easier for deaf, deafened and hard of hearing people and those with speech disabilities.

IP Relay users connect to specially trained operators through chat sessions in the IP Relay portal. The operators place phone calls on their behalf and facilitate conversations.

IP Relay service operators are available 24/7. Calls are entirely confidential and operators follow a strict code of ethics. No record of conversation content is retained.

More information

If you wish to obtain more information about this service or to register, consult the "Accessibility Services" section of our Web site at www.northerntel.ca.

Operator assistance for TTY users

This service is available to the person with a functional limitation that prevents it from dialling a phone number, but who can dial "0" to reach the operator by mentioning "special". The operator dials for this person and offers also free the 411 service. If it's a long distance call, billing for this call is at the same rate as an automatic long distance call.

To benefit from this service, please call free at **1-800-855-0511**.

To obtain this service for free, you must first obtain directory assistance charge exemption (see *the paragraph below*). The call must be made from your residence.

Directory Assistance charge exemption (people unable to use directory)

Customers with disabilities that prevent them from using a directory may be eligible for NorthernTel's no-charge directory assistance option. This option only applies to directory assistance calls placed from the customer's residence or business line. To qualify, customers must provide a letter of recommendation from a physician or representative advocacy group indicating that they are not in a position to use a directory.

To apply for this exemption, please contact one of NorthernTel Customer Service representatives at **1-800-360-8555**.

50% reduction for long distance

If you must use at home a TTY device to communicate, you are entitled to a 50% reduction on long distance calls within Canada and billed to your phone number.

Eligible calls:

- Customer-dialled (DDD) or the equivalent (i.e. codes 8, 9 or 0 only) within Canada.
- Calling Card calls (code 3 or 7) that originate and terminate in Ontario, Quebec or 819 Northwest Territories - calling card must be the property of the disabled person.
- Collect calls (code 4) received at the telephone number of the disabled person.
- 3rd party billing (code 2) made to the telephone number of the disabled person.

NOTE: The minimum charge per call applies.

Non-eligible calls:

- 900/976 calls
- local calls

Applications for registration to receive the 50% discount are available from the NorthernTel Business Office: **1-800-360-8555**

Alternate bill format

Upon request, bills and several bill inserts are available in an alternate format to persons who are blind. Information on the rates, terms and conditions of NorthernTel retail telecommunications services are also available in alternate formats.

For more information or to request alternate formats please contact us at NorthernTel Customer Service: **1-800-360-8555**.

Specialized Equipment for Customers with Disabilities

There are a number of dealer locations which can provide you with special telephones and accessories to assist those customers with disabilities. Contact our Special Needs representative at **1-800-360-8555** to discuss any particular situation.

Cell phones

Many cellular handsets with characteristics that can help people struggling with functional limitations are available to "Mobility" section of our Web site at www.northerntel.ca.

These phones are identified with the following pictogram  in the detailed product description.