

**Accessibility of Services to the Disabled**

**Oxford County Telephone Company and Oxford West Telephone Company d/b/a FirstLight Fiber**

<u>Service</u>	<u>Description</u>	<u>Cost or Credit</u>	<u>Outreach Methods</u>
Directory Assistance Charges Exemption	Directly-dialed calls to Directory Assistance are exempt from charges and regulations when placed from a registered residence main telephone exchange line where a user is unable to use a directory because of a visual or physical handicap or from a registered business main telephone exchange line of a handicapped user where assistance is otherwise not available. A residence or business main line may be registered for exemption with the Telephone Company in those instances where one of the users of the line is considered to be legally blind, or visually or physically handicapped as defined by the Federal Register, Volume 35 #126. Where a user's handicap prevents the dialing of telephone in a conventional manner or permits only the dialing of "0", those calls placed from the registered line and not directly dialed will also be exempt.	No charge for DA calls	~ Annual bill message ~ Current recipients are contacted every 2 years for renewal ~ Feature description on our website at <a href="https://firstlight-maine.com/regulatory-docs/">https://firstlight-maine.com/regulatory-docs/</a>
Emergency Assistance Service	Automatically connects to a preassigned "assistance number" when the handset is lifted and no digits are dialed within 30 seconds. A great feature for the elderly or for those who may want to contact someone if their phone goes off the hook for any reason. After 30 seconds, your line will automatically dial a predetermined number. This number could be the police, a relative or a friend. Since the line stores this telephone number, all of your phones have this feature. At all other times customers may place or receive calls normally.	\$2.00 / mo	~ Annual bill message ~ Feature description on our website at <a href="https://firstlight-maine.com/regulatory-docs/">https://firstlight-maine.com/regulatory-docs/</a>
TTY	A TTY device permits people who are deaf, hard-of-hearing or who have a speech impairment to communicate over telephone lines with other TTY users or with voice callers by connecting through the Maine Relay Service. Customers can obtain a TTY at the Maine Center on Deafness 1-800-639-3884 (TTY/Voice) or 207-787-7656 (TTY/ Voice) or 207-797-9791 (fax)  FirstLight Fiber d/b/a Oxford County Telephone Company and Oxford West Telephone Company can be reached via TTY at 207-333-6015 Monday through Friday 8:00 am to 5:00 pm.		~ Annual bill message
Maine Relay Service	Customers can also use the Maine Relay Service to reach us by calling "711" or 1-800-437-1220 24/7. Customers who regularly use a TTY and/or Maine Relay Service are eligible for a 70% reduction of toll charges in all time periods for any In-state toll call placed through the Maine Relay Service.	70% discount	~ Annual bill message
Customer Service Contact Email Box	FirstLight Fiber d/b/a Oxford County Telephone Company and Oxford West Telephone Company has a Customer Contact Email box whereby customers can email us their questions and inquiries at <a href="mailto:ON-custsrvc@firstlight.net">ON-custsrvc@firstlight.net</a> . Customers can find this email address and/or link at our website under the Contact Us section.	No charge	~ Contact information located on our website at <a href="https://firstlight-maine.com/contact/">https://firstlight-maine.com/contact/</a> ~ Contact information included as a bill message every month.