

## Voice accessible set top box availability for Blair and Wayne, NE cable systems

In American Broadband's ongoing efforts to make our services accessible for all customers, we offer video programming and closed captioning services designed to meet the needs of individuals who are blind or visually impaired.

### Video Programming

American Broadband offers customers who are blind or visually impaired a voice accessible high-end set top box at the same cost as non-accessible set top boxes. The voice accessible set top box provides access to our cable programming through audible navigation functions including:

Channel/program selection	Configuration - setup	Configuration - CC
Display configuration information	Input options	Display channel/program information
Configuration - CC control	Configuration - video description control	Playback functions

The set top box provides accessible power and volume functions and access to closed captioning.

### Service Required

The voice accessible set top box can be used with the ABB 60+ or ABB 150+ in order to function. The voice accessible set top boxes will be priced the same as the non-accessible options currently available. Customers who wish to utilize additional capabilities of the set top box, such as DVR service, or who wish to add premium channels to their cable service, may request those functions or channels at an additional cost.

### Demonstrated Need

The voice accessible set top box is available to customers who have a demonstrated need for visually impaired video accessibility. American Broadband reserves the right to request demonstrated need in cases where it is allowed to do so by law. If proof of demonstrated need is requested, customer will be asked to provide proof such as: proof of participation in a nationally established program for individuals who are blind or visually impaired (such as the National Library Service's talking books program), a letter from the Social Security Administration, or documentation from any professional or service provider with direct knowledge of the disability (such as a social worker, school teacher, or medical provider).

### Ordering the Device

To order a voice accessible set top box, please contact our customer service department at 1-888-262-2661 or visit one of our two offices at 1605 Washington St., Blair, NE 68008 or 303 Logan St., Wayne, NE 68787, between the hours of 9 am and 5 pm Monday through Friday.

### Contact Us

The American Broadband customer service team is available to answer questions or resolve any issues you may be experiencing in accessing our services. Customer Service: 1-888-262-2661

**Concerns**

American Broadband is committed to providing video programming services designed to meet the needs of individuals who are blind or visually impaired. If you have questions or concerns or would like to provide feedback, please contact us by phone, mail, fax, or email using the following contact information:

**Customer Service****Phone: 1-888-262-2661****Address: 1605 Washington St. Blair, NE 68008****Fax: 402-533-1111****email: [customerservice@abbnebraska.com](mailto:customerservice@abbnebraska.com)**

As of December 20, 2018