

ACCESSIBILITY OF OUR PRODUCTS AND SERVICES

We are committed to making our products and services accessible to our customers with disabilities. To do that, WOW! offers a number of accessibility solutions such as closed captioning, audibly accessible guides (described further below), 711 abbreviated dialing for users of the relay system, provider of choice in Telecommunications Relay Service centers, support for the use of teletypewriters (TTY) and telecommunications devices (TDD) for customers with a hearing or speaking disability, and more.

If you have questions or want to discuss an accessibility issue with us, please call us at the number listed below.

IMPORTANT INFORMATION ABOUT THE AVAILABILITY OF ACCESSIBLE NAVIGATION DEVICES

WOW! makes available equipment that helps our blind and visually impaired customers access our cable television services.

- **Availability of WOW! Accessible Receivers**

Our blind or visually impaired customers can contact us to request a navigation device with on-screen text menus and guides for the display or selection of video programming that are audibly accessible in real time.

- **Accessibility and Compatibility Features**

Depending upon the market you are in and the services that you subscribe to from us, we offer one or more devices (the "WOW! Accessible Receivers"), that allow many functions used for the display or selection of video programming (like program selection, playback functions and volume controls) to be audibly accessed through on-screen text menus or guides. For more information about the availability and accessibility features of the WOW! Accessible Receivers, please call us or click on the Accessibility link at the bottom of our home page.

- **How to Request a WOW! Accessible Receiver; Contact Information**

To request a WOW! Accessible Receiver, or if you have any general or specific questions about the availability of accessible equipment or service features, please contact us at:

Residential: 1-866-496-9669

Business: 1-888-969-4249

Revised and Effective: July 17, 2019