

Hayneville Telephone Company DISABILITY RELATED SERVICES

1. Camellia offers many calling features that could assist in daily tasks, including Auto Recall, Automatic Call Back, Distinctive Ringing, Call Forwarding, Caller Name and Number Delivery, Call Waiting, Speed Calling, Call Transfer, Selective Call Acceptance, Selective Call Rejection, Customer Originated Trace and Screening List Editing.
2. Customers who have a visual or physical disability rendering them unable to use a telephone directory may qualify for free Local Directory Assistance.
3. Camellia Telephone Directory includes information regarding Telephone Relay Service (“ATRS”), which provides an operator twenty-four hours a day, seven days a week who relays TTY/TDD (Telecommunications Devices for the Deaf) messages between person with speech, hearing or hard of hearing disabilities and hearing persons. Speech-to Speech (STS) Relay Service, which allows speech-disabled person with a voice synthesizer to complete calls, is also available through ATRS. These services are also available in Spanish.
4. Our local telephone directory is posted on our website, which is searchable and magnifies the listings for people who are visually impaired.
5. Our company offers Closed Captioning service for its video service subscribers, which allows persons with hearing disabilities to have access to television programming by displaying the audio portion of a television program as text on the television screen.
6. Camellia’s voice mail service is compatible with any peripheral devices and specialized customer premise equipment that can be interconnected with Camellia’s network.
7. Lifeline service provides a discount to help qualified customers with their monthly phone bill.
8. Special devices are available for purchase such as amplified phones, phone amplifiers, ring boosters, TTY phones, large button phones, picture phones, voice activated dialer, and Braille button phones.

For more information see a customer service representative or call the local business office at 334-371-3000