DUOBROADBAND

ACCESSIBILITY OF SERVICES TO THE DISABLED

It is the Company's policy to ensure that services are accessible to and usable by individuals with disabilities where readily achievable. If accessible service is not readily achievable, the Company will ensure that its service is compatible with peripheral devices or specialized customer premises equipment ("CPE"), if compatibility is readily achievable. The Company will undertake all reasonable effort and expense to meet the telecommunications needs of its disabled customers and will work cooperatively with disability-related organizations as the opportunity may occur. The Company will evaluate accessibility needs at every opportunity, and as early as possible in the process of upgrades to existing services or establishment of new services.

A.   Readily achievable accessible services will include the following:

- Basic telecommunications services and equipment;
- Computer-provided directory assistance;
- Optional calling services such as call waiting, speed dialing, call forwarding, caller ID;
- Interactive voice response systems (caller receives menus of choices)
- Voice Mail
- Access to information and documentation for products or services, including instructions and user guides;
- Access to technical support, customer service and billing services;
- Design of network architecture, including hardware or software databases associated with routing telecommunications services

B.   Readily achievable compatibility will include peripheral CPE devices or specialized equipment that help make telecommunications products and services accessible to the disabled. These devices and equipment include any equipment on the customer's premises used to originate, route or terminate the Company's telecommunication's services. Such devices and equipment include, but are not limited to, compatibility with the following:

- Teletypewriters (TTYs)
- Visual Signaling Devices
- Amplifiers

The following criteria will be evaluated to achieve compatibility:

- External electronic access to all information and control mechanisms
- A connection point for external audio processing devices
- The ability to connect with TTYs
- The ability to use TTY signals.

C.   Assessment of Achievability

To determine if accessibility of services or compatibility with peripheral devices and CPE is readily achievable, the Company will balance the costs and nature of the access required with available resources. "Readily achievable" means easily accomplishable and able to be carried out without much difficulty or expense. The following factors will be considered in assessment of achievability:

1.   The nature and cost of the action needed;

2.   The Company's overall financial resources, employee resources and the effect on these resources, or the impact otherwise on the operations of the Company.

D.   Company Contacts

The following person is authorized to resolve and facilitate the resolution of accessibility and usability concerns or complaints reported by Company customers.

Daryl L. Hammond, Vice President/Chief Financial Officer
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