

D&P Communications

Descriptions of the Accessibility Features of Products and Services

Product/Service	Description of Accessibility Features	Other Notes
Basic telecommunications services and equipment.	Large number keypad phone available for purchase. Large Available number keypad remotes for television. for purchase upon request.	
Access to information of products and services.	Instructions and user guides available on our website. http://www.d-pcommunications.com/coverage-support/help-guides	
Access to Technical Support and Customer Service	Customer Service Monday-Friday 8:00am-5:00pm Technical Support Monday-Friday 8:00am-5:00pm & Saturdays 10:00am-7:00PM	
Website Live Chat with our Customer Service or Technical Support	Available Monday-Friday 8:00am-5:00pm at http://www.d-pcommunications.com/	
Michigan Relay - service for the deaf, hard of hearing, deaf-blind or have difficulty speaking over the telephone.	TTY (Text Telephone)- TTY is the most common way to connect to Relay, allowing people who are deaf or hard of hearing to type their messages and read the other party's responses. VCO (Voice Carry Over) - VCO is an effective service for people who have hearing loss and use their voice on the phone. HCO (Hearing Carry Over) - HCO is especially useful for people who can hear, but occasionally have difficulty speaking over the phone. DBS (Deaf-Blind Service) Allows people with combined hearing and vision loss to place and receive call. STS (Speech to Speech) Use for people who have difficulty speaking or being understood on the phone.	Third Party Service - Dial 711 or 844-578-6563
CapTel Telephone for individuals with hearing loss.	Allows a person to read word-for-word captions of their phone conversations.	Third Party Service - 888-269-7477 Local contact - 248-550-6866
Directory Assistance - 411	Provides white & yellow page phone listing.	

