

Accessibility

In Cameron Communications' 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

Cameron Communications 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 options
Display configuration info	Input selection	Display channel/program information
Configuration - CC control	Configuration - video description control	Playback functions

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

Service Required

There is no additional cost for voice accessible set-top boxes. The voice accessible set top box does require Expanded Basic service in order to function. For customers with existing set-top boxes, 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. Cameron Communications 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 1-800-737-3900 or visit one of our two offices at 153 W Dave Dugas Road, Sulphur LA 70665 or 271 N Highway 171N Suite 1300 between the hours of 8 am to 5 pm Monday through Friday.

Contact Us

The Cameron Communications customer service team is available to answer questions or resolve any issues you may be experiencing in accessing our services.

Customer Service: 1-800-737-3900

Concerns

Cameron Communications 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:

Tammy Bult, Customer Care Manager

Phone: 1-800-737-3900

Address: 153 W Dave Dugas Road, Sulphur, LA 70665

Fax: (337)583-4258

Email: tammy.bult@camtel.com

As of December 20, 2018