



## Accessibility Assistance

BEK Communications provides access to products and services to requesting customers with visual and audio impairments for easier digital content engagement, including but not limited to:

- a) Large-Button Remotes. BEK can provide Remote Controls with larger buttons upon request. They are provided at no additional cost and can easily be swapped for current TV remotes.
- b) Bill Reading. If Customer prefers to pay-bill-by-phone, a Customer Advocate will read the Customer's bill over the phone, upon request.
- c) Directory Assistance. We can help you find and dial phone numbers.
- d) Closed Captioning. BEK-provided remotes include a mechanism reasonably comparable to a button, key or icon for easy activation of embedded closed captioning functions. Once activated, Closed Captioning will always be turned on. Loss of power may or may not require a reset.
- e) TTY Dialing. BEK's phone service is compatible with TTY equipment.

For further assistance with accessibility features and products, BEK recommends contacting *North Dakota Assistive Technology* who specialize in "assistive technology" for all North Dakotans regardless of age, need, disability or impairment.

ND Assistive Technology – Mandan

P: 701-258-4728

T: 800-895-4728

[bstenehjem@ndassistive.org](mailto:bstenehjem@ndassistive.org)

[www.ndassistive.org](http://www.ndassistive.org)

ND Assistive Technology – Fargo

P: 701-365-4728

T: 800-895-4728

[tfloyd@ndassistive.org](mailto:tfloyd@ndassistive.org)

[www.ndassistive.org](http://www.ndassistive.org)

To obtain additional information, request BEK support with accessibility, or to discuss a concern or complaint, please contact us at:

EMAIL: [bekcomm@bektel.com](mailto:bekcomm@bektel.com)

PHONE: 1-888-475-2361

WEBSITE: [www.bektel.com](http://www.bektel.com)

ADDRESS: PO Box 230, 200 East Broadway, Steele, ND 58482

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