



Services for Customers with Special Needs

Telecommunications Relay Service

Telecommunications Relay Service is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available for local and/or long distance calls. There is no cost to the user. For more information on how to use this service click [here](#).

Refer to page 9 of your Yadtel directory for the different types of TRS and the numbers associated.

Hearing Aid Compatible Phones

Yadtel offers several hearing aid and amplifying landline handsets, large button phones for the visually impaired and a Relay Teletype model for the deaf. For a list of HAC Wireless phones, click [here](#).

No Charge for Directory Assistance

A subscriber who is blind, vision impaired or cannot use a directory may qualify for exemption from Directory Assistance charges.

Large Font Bills

You may request your Yadtel bill in a larger font.

Closed Captioning

If you have concerns about Closed Captioning and need a response within 24 hours, you may contact Yadkin Valley Telecom at 336-463-5047, by fax at 336-463-2028 or email yvtvideo@yadtel.com.

For the receipt and handling of written closed captioning complaints, please direct your correspondence to Allen Barker, Central Office Supervisor, P.O. Box 368, Yadkinville, NC 27055, email Allen.Barker@yadtel.com or call 336-463-5022.

For more information about any of these services, please contact our Customer Sales and Service department at 336-463-5022.