

Customers with Additional Requirements

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Talking over the telephone is not always as simple as some people think. Problems with sight, hearing, mobility and dexterity may prevent or impair people using today's communication channels. Therefore, KCOM offers a range of products to assist its customers with individual needs, in the hope that these will enable all of our customers to communicate easily and effectively.

People who are hard of hearing may be exempt from rental and installation charges for a small extension bell. They may need to have specific types of connections in their home to be able to use the products listed below. Information on eligibility and necessary equipment is available from our Customer Care Section.

Bells

Small Extension Bell 50E

Available only to customers who rent a telephone from KC. It provides additional ringing - the same effect as two telephones ringing at once.

Large Extension Bell 50D All Weather

Available only to customers who rent a telephone from KC. It provides additional ringing - the same effect as two telephones ringing at once.

Teleflash with Loud Ringer

Allows the user to both see and hear when the phone rings. Ideal for the hard of hearing, it can be set to a flashing light, a loud ring or both.

The Teleflash is mains powered and has a self-adhesive audio-sensor which adheres simply to any phone up to 5 metres away.

Bells	Connection Charge		Annual Rental	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
1. Small Extension Bell*	£20.00	£24.00	£5.40	£6.48
2. Large Extension Bell*	£20.00	£24.00	£5.40	£6.48
3. Teleflash With Loud Ringer	N/A		£15.00	£18.00

* An additional visit charge may be applicable, see the **time related charges** section for this charge. If customers are hard of hearing they may be exempt from the rental and installation charges. Please contact Customer Care for further information on eligibility.

Telephones

KCOM Big Button Telephone

The KCOM big button telephone's main advantage for sight impaired customers is its' large button keypad. It also has an adjustable volume ringer and adjustable speech amplification for people with hearing difficulties. In addition it has three 'one touch' direct memories and ten 'dual touch' indirect memories to make dialling frequently used numbers easier. It also has a call indicator light, which flashes when the phone is ringing.

Other standard features of this phone are:

- Last number redial
- Ringer Tone Options
- Easy Grip Handset
- Inductive Coupler
- Wall Mountable
- Call Return '1471' button
- Secrecy button

Telephones	Annual Rental	
	Ex VAT	Inc. VAT
Kts Bits Phone For Minicomms	£14.40	£17.28
KCOM Big Button	£18.00	£21.60
Converse 1300	£27.00	£32.40

Text Terminals

Profoundly deaf and speech-impaired people can communicate using textphones (an electronic keyboard and screen). You type a message to another person with similar equipment and both incoming and outgoing messages are displayed on the screen.

Alternatively, a profoundly deaf person can communicate with a hearing person and vice versa, without both parties having to have special text phones. This can be done by using either the National Telephone Relay Service 'TypeTalk' or alternatively KC operators (for local calls). The operators relay messages between the hearing and the deaf person, using voice and a text phone.

Uniphone 1150

This is an all in one telephone that everyone can use. It can be used for both voice and text, eliminating the need for separate equipment in the home or office. The Uniphone also incorporates an auto answer facility which takes text telephone messages when you are out or unavailable.

Minicom Compact Portable Text Terminal

The uniqueness of the Minicom Compact is that it's completely portable.

Text Terminals	Annual Rental	
	Ex VAT	Inc. VAT
Uniphone 1150 Text Terminal	£85.20	£102.24
Minicom Compact Portable Text Terminal	£94.20	£113.04

Free Directory Enquiries

People who have a medical condition preventing them from using a telephone directory may be exempt from the charges incurred for using directory enquiries.

If they are registered blind or partially sighted this will be sufficient to qualify for the free service. Otherwise, you will need to have your district nurse, social worker or someone from a recognised caring group complete the form for you. Further information on this service is available from KC.

How to Use an Inductive Coupler

If you use a behind the ear hearing aid you should hold the telephone in the normal manner and move the switch on your aid to the 'T' position. You should then adjust the position of the telephone ear-piece to get the clearest sound.

Public Payphones in the KCOM Area

All public payphones are fitted with inductive couplers.