

CVAA Section 205

Access to Video Programming Guides and Menus Provided on Navigation Devices

GreatWave Communications is notifying consumers of the availability of accessible navigation devices available to blind or visually impaired customers upon request. This notification complies with Section 205 of the Twenty-First Century Communications and Video Accessibility Act. The following accessible equipment and/or solution is available, upon request, to GreatWave Communication customers:

- IP Hybrid, STB w/MoCA 2.0, Tivo eBox

Customers wishing to request the accessible equipment, may contact GreatWave Communications during normal business hours Monday-Friday 8:00 am-8:00 pm using the contact information listed below:

GreatWave Communications-Customer Service
224 State St ; PO Box 579
Conneaut, Ohio 44030
(440) 593.7140
(440) 593-5544
billing@greatwavecom.com

Please contact Customer Service at (440) 593.7140, (440) 593.5544 (fax) or billing@greatwavecom.com for questions relating to:

- Accessible Navigation Devices for blind or visually impaired customers
- Availability and description of accessible equipment and compatibility features
- How to request an accessible device
- Where to locate information about activating and using accessible features
- How to request consumer information and documentation in alternate formats or alternate modes
 - 1) User Guides
 - 2) Bills
 - 3) Installation Guides for end-user installable devices
 - 4) Product support communications
 - 5) End-user product documentation

To report a problem or concern regarding the accessible navigation device, service, or other issues please contact:

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