



Dear Valued 3 Rivers Customer:

In an effort to ensure that all of our customers with disabilities are able to effectively use our telecommunications services, we're reaching out to collect information and provide the opportunity for suggestions on how we can improve our offerings in that regard.

If you or someone in your household has a hearing, vision, movement, manipulative, speech, cognitive, or similar disability, we invite you to provide us with the following information:

- 1) a brief description of the disability and how it is causing difficulty using our services;
- 2) a list of services that are affected;
- 3) any suggestions you might have on what available solutions might be able to reduce or eliminate these difficulties; and
- 4) whether the individual having the disability is willing to be contacted further by the company (and, if so, the best time and manner to do so).

Providing us with this information is purely voluntary, and we will not share it with anyone outside of the company. The sole purpose of collecting this information is to give us a better perspective on the needs of our customers with disabilities and how we can better suit their needs.

If you would like to provide us with information, please simply fill out the back of this form and mail it back to us. Alternatively, you can contact a customer service representative by calling the 467-2535 (800-796-4567 toll free) and provide the information verbally.

3 Rivers is dedicated to bringing all of our customers the best, most modern services available, and we appreciate your taking the time to help us get there.

Sincerely,

Your 3 Rivers Team

202 5th Street S  
PO Box 429  
Fairfield, MT 59436

406-467-2535  
3rivers.net

## TELECOMMUNICATIONS SERVICE ACCESSIBILITY SURVEY

NAME:

PHONE NUMBER:

1) Briefly describe the disability of the member of your household, and how it is affecting his or her use of our services:

2) Please check the services provided by 3 Rivers with which your household member is experiencing difficulty due to his or her disability.

- Local exchange voice
- Long distance toll calls
- Call waiting
- Speed dialing
- Call forwarding
- Directory assistance
- Call monitoring
- Caller ID
- Call tracing
- Repeat dialing
- Voice mail

3) Are you aware of any devices or services that could help alleviate these difficulties?

4) Does anyone in your household use any devices to help alleviate these difficulties? If yes, please list below.

5) May we contact you further about accessibility issues?  YES  NO

6) What is the best time and manner to contact you?