

ACCESSIBILITY FOR THE DISABLED

Vyve Broadband is committed to making our services accessible for everyone.

HEARING/SPEECH SOLUTIONS:

Closed Captioning

- **What is Closed Captioning?**

Closed Captioning is an assistive technology that allows persons with hearing disabilities to access television programming. Closed captioning displays the audio portion of programming as text superimposed over the video, transcribing dialogue narration and sound effects for most television programming and movies. For a television receiver to display closed captions, it must use a set-top box decoder or contain integrated decoder circuitry.

- **How do I turn Closed Captioning on or off?**

You can control closed captioning through your television remote control.

If you have a Pace DVR set-top box:

- (1) Put your set-top box into User Settings mode.
- (2) Press the Up or Down Arrow Button on your remote control under the front panel shows “CC”. On the Pace User Settings Menu, Closed Captions is highlighted when “CC” is on the front panel.
- (3) Press the Right Arrow Button on your remote control. The Closed Captions menu appears on your TV screen. The current Closed Captions (CC) setting, either “ON” or “OFF” is highlighted on the menu.
- (4) If you want to change the setting, press the OK/Select Button on your remote control and the setting changes.
- (5) Press the Left Arrow Button. The front panel shows “CC” again and the Pace User Settings menu reappears.

If you have a Motorola DVR set-top box and want to change Closed Captions’ appearance:

- (1) In Closed Captions Menu, press the Down Button on your remote control to highlight “Configure Captions,” then press “OK/Select”. The Configure Captions menu will appear.
- (2) Use the Up and Down Arrows to highlight each option in turn. Use the “OK/Select” Button to choose the setting you want (the setting changes each time you press OK/Select).
- (3) If you wish to reset all the Closed Caption settings to their default values (mainly Auto), press the Down Arrow Button to highlight “Reset to Defaults” on the menu, then press “OK/Select”.

- (4) When you have made all of the changes you want, press the Left Arrow Button twice to redisplay the Pace User Settings menu.

If you have a digital HD converter box (DTA), an EDTA (Vyve XStream Service) or Whole Home Service:

- (1) Press Menu Button.
- (2) Press Up Arrow Button one time to Settings.
- (3) Press Right Arrow Button once to show Setting Menu.
- (4) Press Down Arrow Button once to “Closed Captioning”.
- (5) Press Right Arrow Button once to see “Closed Captioning Menu”.
- (6) To turn Closed Captioning On, press “Ok” Button and Check Mark will appear next to “On”.
- (7) To turn Closed Captioning Off, press Down Arrow Button once and Check Mark will appear next to “Off”.
- (8) Press Left Arrow three times to exit “Menus” and return to programming.

If you have a TiVo Product:

- (1) Press TiVo button on top of remote to go to TiVo Central.
 - (2) Press Down Button to highlight Settings and Messages.
 - (3) Press the Right Arrow Button on your remote control. Then the Down Button and highlight User Preferences, press Select.
 - (4) Press the Down Button and highlight Closed Caption, press select.
 - (5) Press the down button and highlight Closed Caption and tap the Right Arrow to turn on the Closed Captions.
- Press the Up Arrow and highlight Go back (settings are saved). Tap Exit to continue watching TV

For TiVo Guide Devices:

- (1) Press the Information button on your remote designated by a lowercase i.
- (2) Follow the on-screen instructions to turn on Closed Captions.

If you have a DIRECTV STREAM Device:

- (1) Press Home on the DIRECTV STREAM remote.
- (2) Select Settings and then Preferences.
- (3) Choose Accessibility.
- (4) Select Captioning and then Display to turn on or off.

For the DIRECTV STREAM App:

- (1) Select Settings and then Preferences.
- (2) Choose Captioning.
- (3) Turn Captioning on or off.

If you have VyveHDTV product:

- (1) Press the Select button
- (2) Select the menu item for Audio/Subtitles
- (3) Choose the option for Closed Caption and Secondary audio

For the VyveHDTV product on mobile devices:

- (1) Press the screen
- (2) Select the menu item for Audio/Subtitles
- (3) Choose the option for Closed Caption and Secondary audio

If you have WatchTVEverywhere:

Please note that the availability of closed captioning on WatchTVEverywhere is dependent on the network provider and the type of content being provided.

- (1) Turning closed captions on or off:

After activating your WatchTVEverywhere service, you can select the network and programming you wish to view. After selecting a specific program, a menu bar will appear, which will allow you to click the “play” button and, depending on the network provider, a “CC” icon will also appear in the menu bar, which also may be selected. Some networks show the “CC” icon in a separate location, such as the upper right-hand corner of the screen. Regardless of its location on the screen, clicking on the “CC” icon will activate the Closed Captions menu, where you can select “ON” or “OFF.” The closed captioning feature is generally disabled until actively selecting “ON”.

- (2) Changing the closed captions’ appearance:

Depending on the network provider, if you want to change the closed captions’ appearance, various settings and features are available. In the Closed Captions menu, you may either have to click the “Settings” icon and then click on the various features you wish to change, or you may be able to click directly on the various features available after initially clicking “CC”. The features available on networks may vary, but generally include the following categories: “Text Color,” “Text Size,” “Background Color” and “Text Style.”

Otherwise, if you have basic cable, please consult your user manual for instructions to turn on/off closed captioning.

If you are still having issues, please contact us at 1-855-FOR-VYVE.

- **What should I do if I am experiencing issues with Closed Captioning?**

We value our customers and want to ensure the best possible viewing experience. If you are currently experiencing technical issues with closed captioning (e.g., captions have suddenly

disappeared or become garbled), please contact us immediately so that we can help get you back to enjoying your closed captioned service. When you contact us, you may be asked for your zip code. This is to ensure that you get the correct information for your service area.

- **Immediate Closed Captioning Concerns**

Immediate closed captioning concerns should be directed to our customer support representatives by calling 1-855-FOR-VYVE.

- **Formal Complaints**

If you have a formal complaint about closed captioning for which you would like a formal response, please begin an official complaint process by writing to our designated closed captioning representative at:

Vyve Broadband
Four International Drive Suite 330
Rye Brook, New York 10573
Attention: Legal Department
Email: closedcaptioningissues@vyvebb.com
Fax: (914) 234-8371

Your closed captioning complaint must be received by us within sixty (60) days of the occurrence of the closed captioning problem and must include the following:

- (1) your name, address, email address, phone number and other contact information such as a videophone or TTY number;
- (2) the affected television channel number, call sign and network;
- (3) the date and time when you experienced the captioning problem;
- (4) the name of the program or show with the captioning problem;
- (5) a detailed description of the captioning problem; and
- (6) the applicable FCC rule violated by the captioning problem and specific evidence of such rule violation.

We have thirty (30) days to respond in writing to your complaint if all of the information required in 1-6 above is provided to us in writing at the address set forth above.

Formal complaints sent to Vyve regarding programming by a television broadcast station or other programming for which we are exempt from closed captioning responsibility will be forwarded by our representative within seven (7) days of receipt to the entity responsible for closed captioning of the programming at issue. If applicable, our representative will notify you and the FCC that it has forwarded the complaint.

For questions about previously submitted written concerns, call 1-914-234-8313. **NOTE:** This number should ONLY be used in connection with written closed captioning correspondence already on file with Vyve.

Immediate closed captioning concerns should be directed to your local Vyve office.

Live Chat

Contact a Vyve representative over the “Chat with us Live” or “Get in Touch” feature on our website available 24/7. Simply click on the feature and a live representative will respond to your immediate concerns via text.

TTY Dialing

Vyve Voice services are compatible with TTY equipment. TTY allows people who are deaf, head of hearing or speech impaired to use the phone to communicate by letting them type messages back and forth to one another rather than talking and listening. TTY is required at both ends of the conversation in order to communicate.

MOBILITY SOLUTIONS:

WatchTVEverywhere

Whether you are in bed, in a room without a TV or cable outlet or sitting outside on your patio, you can watch TV in and around your home on your computer, tablet or smartphone by using the WatchTVEverywhere feature at no additional cost if you subscribe to our video services.

VISION SOLUTIONS:

Accessible Navigation Devices for Blind or Visually Impaired Customers

Upon request, Vyve will offer customers who have a demonstrated need for visually impaired video accessibility, accessible navigation device(s) to assist our blind or visually impaired customers.

Under certain circumstances, Vyve may require verification that the customer is blind or visually impaired. Vyve will work with eligible customers in order for you to provide appropriate documentation to verify eligibility for the accessibility device provided.

The accessible navigation device offered by Vyve will provide, among other features, an audio talking guide, video description (see below) and a remote control with accessible functions. These features will provide audio descriptions that will assist customers to decide what programs to watch. The device(s) will also make it easier for blind or visually impaired customers to change channels, search for programming and enable closed captioning, among other things. Instructions and user guides on how to use the accessible navigation device(s) and its specific accessibility functions, along with product support information, will be provided by Vyve with the device.

The accessible navigation device(s) provided by Vyve may require Internet service to receive programming information, operating system updates and access to third party streaming media. If required, and an eligible customer does not have Internet service, Vyve will provide sufficient Internet service in order for the accessible navigation(s) device to receive programming

information and operating system updates; however, access to third party streaming media may require an upgraded Internet service plan at an additional cost.

Call Us

Our trained customer services representatives are available seven days a week to assist with your accessibility questions, requests for accessible navigation device(s) and concerns. Call us at 1-855-FOR-VYVE for assistance.

If you reach our automated system and are not able to push the buttons on your phone to select an option, you can simply do nothing and will experience silence for about 15 seconds, then hold music for about 5 seconds and then you will be connected automatically to a customer service representative without having to push any buttons.

Billing

If you are paying your bill over the phone, customer service representatives can read your bill to you.

Braille or Large-Print Documents

Braille or large-print versions of our welcome kit, channel lineup, billing statements and disclosure documents are available on request.

Website

Vyve's website is compatible with browser magnification and zoom functionality.

Video Description

Video description (also known as audio description) is an audio narration of events that are happening on a television program. These descriptions are inserted into natural pauses in the program's English dialogue. This feature makes TV programming more accessible to customers who are blind or visually impaired. More information can be found at FCC.gov.

This feature may be available through accessible navigation devices (see above). Without an accessible navigation device, the availability of this feature varies by network and by programming. To access video description first make sure you are tuned to a television program that offers this feature. The 4 major broadcast networks – ABC, NBC, CBS and FOX – and 5 cable networks – The Disney Channel, Nickelodeon, TBS, TNT and USA – are required to offer video description on select programs. Certain other networks, such as PBS, also offer video description on certain programs. Please contact the TV network or visit their website to find out which TV programs offer this feature.

If available, you can access video description through your TV's or set top box's SAP (Secondary Audio Program) function. The secondary audio stream may also be identified as a language feature, such as "Spanish" or "SPA" because it is also used to provide Spanish or other

language translations of English language TV programs. Depending upon the program being viewed, when listening to the secondary audio, you hear the primary audio with video description, Spanish or other language translation, a duplicate of the primary audio, or silence.

If you have a set-top box or HD converter box, to enable SAP/Video Description:

- (1) Press the Setting button on your remote
- (2) Scroll the Audio Language and press SEL
- (3) Select another language. The secondary audio feature may be identified as either Español or Français. Select one of these options. Don't worry, the program's audio and video description will still be in whatever language the program is normally in (usually English).
- (4) You should now hear video description. If not, try selecting another language option. If you still do not hear it, then the program you are tuned to does not offer this feature. Please contact the TV network for more information.

If you do not have a set-top box or HD converter box, your TV user manual may provide information about activating the secondary audio feature, or you may contact the customer service department where you purchased the TV or the customer service department of the TV manufacturer for assistance.

If you have a set-top box or HD converter box, you may contact our customer service team for assistance in activating the secondary audio.

More Information

Service dogs are welcome at all Vyve payment centers.

VVYE'S ACCESSIBILITY SUPPORT:

All of Vyve's customer service representatives have been specially trained to resolved issues of importance to our customers with disabilities, such as:

- The availability of set-top boxes and HD converter boxes capable of selecting video description services and passing through description where provided;
- Turning Closed Captioning on or off;
- Enabling video description on your set-top box or HD converter box;
- Requesting Braille or large-print versions of our welcome kit, channel lineup, billing statement and disclosure documents;
- Requesting a large button remote control; and
- The availability of accessible navigation device(s) for blind or visually impaired customers.

Please call our customer support office at 1-855-FOR-VYVE for further assistance.

You can also email us with specific questions at accessibility@vyvebb.com and we will

promptly address your concerns.