

Access to Video Programming Guides and Menus for Blind or Visually Impaired Customers

Please contact Rachel Hamilton at 888-784-2211 or rachel@metcteam.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 mode.

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

Rachel Hamilton
510 Highland St
Walnut IA 51577
712.784.2211
rachel@metcteam.com

Closed Captioning Notice

If you have difficulties viewing closed captions received on your Marne Elk Horn subscribed television service, you should:

- Ensure that the captioning function on your set-top box, if applicable, is turned on
- Consult any consumer information and manuals /guides on closed caption for DTV programming provided by Marne Elk Horn.
- If you are still unable to view closed captions, you should contact Janice at Marne Elk Horn on 712-764-6161 or janice@metcteam.com.