

T:16"

Other helpful features and services.

Relay services

Bell Relay and Bell IP Relay services allow people with hearing or speech difficulties to communicate with hearing persons by phone or through a Web-enabled computer with the help of trained operators.

Alternate formats

You can request bills, inserts and other printed materials in alternate formats such as braille and large print.

Free Operator Assistance

Operators will place local calls for you and stay on the line to help you navigate through the Interactive Voice Response systems free of charge.

Free Directory Assistance

You may be exempt from paying local and long distance Directory Assistance and Automatic Directory Assistance Call Completion charges.⁵

Long distance discount

TTY/teletypewriter and IP Relay users, who are eligible and registered, can get a reduction in long distance calls.⁶

Touch-Tone service discount

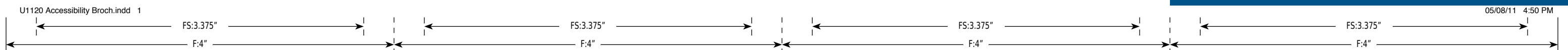
If you need assistive devices to use your home phone service, you may be eligible for a monthly reduced rate.⁷

Accessibility Services



T:8"

Current as of June 9, 2011. Available to residential customers in Ontario and Québec, where technology permits. Other conditions apply, including minimum system requirements. (1) 911 calls should be dialed manually, or caller information may not be available to emergency centre. May not be compatible with equipment using built-in dialers (including certain alarm systems, faxes, lifelines, or modems); check with the provider of your device. (2) Counts as 2 services. (3) Bell IP Relay users must have a valid Bell Home phone account and a My Bell profile. (4) Includes Internet service installation, speed optimization and installation of wireless modem; see bell.ca/fullinstall. (5) Available to certified accessibility services users and seniors. Includes calls to 411 or NPA 555-1212 and Automated Directory Assistance Call Completion Service; excludes Overseas Directory Assistance and calls using other networks. (6) Customers must fill out and return a Bell certificate confirming they are from the deaf community. (7) Available to registered assistive technology users. Customers must fill out and return a Bell certificate confirming their requirement for assistive technology.



2 Round *Leo Burnett* U1120 Accessibility Broch.indd

Job Description:	Mechanical Specifications:	Contact / Approval:
Client: Bell	Bleed: 16.25" x 8.25"	Colours: Special Blue + 4C
Docket #: 112-LBLCBRU1120	Trim: 16" x 8"	Start Date: 4-19-2011 10:26 AM
Project: Q2 Accessibility Brochure	Live: 15.375" x 7.375"	Revision Date: 8-5-2011 4:50 PM
Ad Number: None	File built at 100% 1" = 1"	Print Scale: None
Publication: None		
	Comments: None	

Solutions for customers with disabilities.

Bell is committed to making communications and entertainment services available to everyone. That's why we've developed a variety of solutions to make our Mobile, Home phone, TV, and Internet services more accessible to you.

Plus, our Accessibility services centre has a dedicated team of agents that are ready to help you, your family and friends take advantage of the Accessibility solutions offered by Bell.

Here's how our services can help you.

Bell Mobility

We offer a variety of products that provide people with disabilities greater ease of access to mobile services. You'll find phones and smartphones with built-in accessibility features from many leading manufacturers. Some features include:

- TTY compatible
- Voice recognition & dialing
- Text-to-Speech (TTS) support
- Audible identification of keys & menus
- Vibration & visual alerts
- Voice output of Caller ID & SMS
- Hearing aid compatibility (HAC)

Bell Home phone

Choose from phones designed to make calling easier, including cordless phones and units with big buttons, larger display screens, adjustable volume and speakerphone capabilities.

Our home phone service offers the following convenient features, and many more:

- Voice Dialing¹
- Visual Call Waiting²
- Call Display
- Online Voice Mail

Bell TV

Our TV services offer the following accessibility features to assist with your viewing and listening needs:

- More than 60 described video channels, enabling people with vision loss to form a mental picture of the program by listening to a narrated description of the main visual elements
- Closed captioning is provided by broadcasters in almost all of their programming
- The Accessible Channel (TACTv) – a national descriptive, closed-captioned specialty channel for people with hearing and vision disabilities that broadcasts popular TV programs from conventional and specialty TV networks
- Call Manager/Call Display – see who is calling you while watching TV with this service offered with Bell Home phone

Bell Internet

Enjoy email, instant messages and services such as Bell IP Relay³ from anywhere in your home with the included Wireless Home Network. Plus, we offer complete and customized installation, making it easy to access the Internet from a location that is convenient for you.⁴

Contacting the Bell Accessibility services centre.

Telephone	1 800 268-9243
TTY/Teletypewriter users	
Ontario	1 800 268-9242
Québec	1 800 361-6476
Hours of operation	Monday to Friday 8:30am to 5pm
Web	bell.ca/accessibility
Email	accessible@bell.ca



This brochure is also available in braille and large print. Tear off this panel to keep it close at hand.

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