

Getting help from your internet or phone provider

Our ClearCaptions Support Team has determined that your service issue may need attention from your internet or phone provider. This short guide will help you contact them with confidence.

We understand this might feel overwhelming. If you'd like, ask a family member or friend to help you make this call.

Have this information ready:

- Your provider account number (on your bill)
- When the problem started
- How your phone connects to the internet



What to say:

"Hello, my name is [your name]. I have a home phone that provides captions during my calls.

I'm having trouble with [describe your problem]. Can you check if my service is working correctly?"



Questions to ask:

- "Is my internet/phone service working the way it should?"
- "Is there an outage in my area?"
- "Can you check my equipment to make sure everything is set up correctly?"

If your provider says everything looks fine on their end, please call us back at **1-866-868-8695**. We're here to help.

ClearCaptions is available in the United States and its territories only. FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No costs are passed along to individuals who qualify for the service.