

Mark Twain assists customers with disabilities who are vision- or hearing-impaired, have mobility, cognitive, or other disabilities. If you are a Mark Twain Rural Telephone or Mark Twain Communications Company customer with a disability, we can design communications solutions for you and determine whether you qualify for service discounts. We will also help you with service orders, repair services and billing questions. For customers who have difficulty reading their monthly telephone bill, they have the option of requesting their bill in large print.



Relay Missouri is a free communications service that connects individuals who are deaf, hard of hearing, or have speech disabilities with others using standard telephone equipment or telephone equipment designed for individuals with disabilities. To use Relay, simply dial 7-1-1. A specially trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours per day, 365 days a year. Long distance calls placed for you can be billed to your existing long-distance service calling plan, collect, or with use of pre-paid calling card, carrier-calling card, or third-party billing. Visit www.donthanguponrelay.com for more information.

Telecommunications Access Program (TAP)

TAP for Telephone provides adaptive telephone equipment that may work with Relay Missouri, including TTY's, TTY's for HCO and VCO/Caption telephones. Visit <http://www.at.mo.gov/tap.html> for more information.