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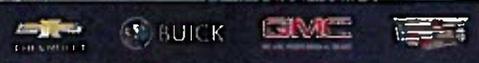
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Consumer Need to Know Information

Telecommunications Relay Service

You can now dial 7-1-1 to reach the North Carolina Telecommunications Relay Service (Relay North Carolina) 24 hours a day, every day. You may still contact Relay North Carolina by dialing the 800 numbers you currently use. These numbers are 1-800-735-2962 (TDD/TTY) and 1-877-735-8200 (Voice). TTY users should call Sprint Customer Service at 1-800-676-3777 (TTY and Voice) and request that Sprint brand their dedicated lines so that 7-1-1 TTY calls will be answered automatically. What is Relay North Carolina and how does it work? It is a service that relays a conversation between a person with a speech or hearing disability using a TDD/TTY (Text Telephone) and a hearing person using a regular telephone. The person using the TDD/TTY types his or her conversation and the message is relayed to the other party by a Relay Operator (RO). The RO then relays the hearing person's exact words by typing them back to the TDD/TTY user. All ROs have been specially trained to help conversations flow with ease and accuracy. All calls are handled with strictest confidentiality.

When calling the relay center, give the RO the number you would like to reach. They will connect the hearing person on a voice phone and the hearing/speech disabled person on a telecommunications device (TDD/TTY). The RO types the conversation on the TDD/TTY to one person, while speaking to the other person on a voice phone.

When receiving a call from the relay center, the RO will provide a brief explanation of the service if the person has not previously used TRS. Requests for a male/female RO are honored if the caller states such a preference.

There are no restrictions on the length or number of calls placed by relay users. Also, there are no additional fees or charges for calls. Expanded local and long distance calls are billed at reduced rates.

Voice/Hearing Carryover (VCO/HCO) is also available upon request. VCO gives the hearing disabled person, who is able to speak, the ability to talk directly to the caller. HCO gives a speech disabled person, who can hear, the ability to listen to the caller.

For PC users using the relay service, dial 1-888-762-2724 (RNC-ASCII) with the software settings as shown below:

- 300-1200 Baud
- No Parity
- Half Duplex
- 8 Bit
- 1 Stop Bit

Video Relay Interpreting (VRI)

VRI IS A VIDEOCONFERENCING APPLICATION FOR COMPUTERS WITH A VIDEO SYSTEM. The American Sign Language (ASL) user dials the relay center and a certified interpreter appears on the user's computer. The ASL user communicates to the interpreter through the video while the interpreter dials out to the hearing party and relays the call in ASL.

For more information on Relay North Carolina, you may call the Relay Customer Service Center at 1-800-735-2962 (TDD/TTY) or 1-877-735-8200 (Voice) or Relay North Carolina Administration Office at 1-800-999-5737 (TTY & Voice) or 1-800-851-8099 (TTY & Voice).

Public Telephone Calls Using Relay Services

People who use relay services to make long distance calls on pay telephones may pay for these calls with a calling card. A calling card allows you to have calls billed to your telephone or to your card account. Calling cards may be used at coin telephones as well as any other telephones. The calls are billed at the same rate as long distance calling card calls that do not use relay services. Local calls through a relay service from a pay telephone are free of charge.

TTY Operator/Directory Assistance

Call 1-800-855-4000 (TTY* only). Nationwide service is provided by Sprint.)

Service Assistance Programs

Current recipients of Medicaid, Supplemental Nutritional Assistance Program (SNAP) formerly Food Stamps, Supplemental Security Income (SSI), Federal Public Housing/Section 8, and Veterans and Survivors Pension Benefit. In addition, customers not receiving benefits under one of the preceding programs, and whose total gross annual income is at or below 135% of the Federal Poverty Level, may qualify for Lifeline.

AT&T Contact

	Residence	Business
AT&T NORTH CAROLINA		
Establishing/Changing Service (att.com/newservice).....	800-288-2020	866-620-6000
Repair (att.com/repair)	877-737-2478	866-620-6900
Billing (att.com/pay).....	800-288-2020	866-620-6000

Public Utility Commission Contact

North Carolina Utilities Commission	
Main Number	1-819-733-9277
Toll Free.....	1-866-380-9816
Complaint.....	1-819-733-9277

*Text Telephone