

To whom it may concern,

My name is Kathleen and I would like to explain a very BIG problem I have with my new flat screen. I recently had HD installed and the provider for my area(Cox Communications)) handed me a very large remote control for the TV. At first, I had two remote controls--one that came with the TV and then the one Cox had given me. I was more comfortable with the TV remote that came with the Tv, so he programed it for turning it on/off. Then when receiving my other remote from COX for TV accessibility, WOW was I overwhelmed! How do I use it? He handed me a program schedule of all the stations plus a thick book about what it all means on the remote, troubleshooting, etc. Are you kidding me? I am TOTALLY BLIND!!!!

Well, it happened..... I hit the wrong button on the COX remote and no sound was coming across. Due to a wonderful lady at COX and about 30 minutes of trying buttons with her explanation, it came back on. She suggested I get the larger COX remote. I had a friend pick me up and we proceeded to the COX store. Well, once inside a young man explained to me that they no longer have those as the demand was not there....Can you imagine closing your eyes and trying to figure out the HD remote? Not an easy task for anyone.

Every week in the mail I receive information from ATT U-verse about subscription. I have called them many times explaining that until the company puts a voice to the screen for people with visual impairments, I cannot receive the service because WE CAN'T SEE THE SCREEN. Every time I have to call COX and they ask if there is anything else they can help me with, I say yes, PLEASE make the TV-CVAA's accessible for blind people. In this day and age, I cannot believe companies like Netflix, Red Box, or even COX cannot add voice so we can watch movies. Due to poor transportation for getting anywhere, we don't have the option of getting in a car and going to the movies. And what did I get in the mail last week? A free movie from COX and all you have to do is follow the directions below to program your free trial of a movie.

I am asking for better service for those who are visually impaired. Please be respectful of us and our need for such a service.

Thank You,

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