

**NT Spark, LLC**  
**Notice of Program Accessibility and CVAA Statement**

NT Spark, LLC (referred to as the “Company”) is committed to excellence in serving all customers including people with disabilities. We strive to ensure, where readily achievable, that our programs, services, and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. Some of our existing access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into our lobby.
- Fully accessible access to pay your bill or speak with our Member/Customer Service Representatives.
- Working cooperatively with disabled-related organizations to identify barriers to accessibility and usability, as needed.

If assistance is required to use our Broadband internet and/or phone products, services and/or related devices or equipment, please notify NT Spark, LLC’s Member/Customer Service Department on 662-456-3037.

To provide the information that the Disability Rights Office will need to assist you please complete the [Request for Dispute Assistance \(RDA Form\)](#) online on the Disability Rights Office website. You may also [download or print the RDA Form](#). If you use the latter method, complete and submit your downloaded/printed request and any supporting documentation to the Disability Rights Office by email to [dro@fcc.gov](mailto:dro@fcc.gov), by fax to 202-418-0037, or by mail to:

Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Disability Rights Office  
445 12th Street, SW  
Washington, D.C. 20554

**The Company reserves the right to modify this *Notice of Program Accessibility* at any time. We will notify you of any material changes via written, electronic, or other means permitted by law, including by posting it on our website. If you find the changes unacceptable, you have the right to cancel the Services. If you continue to use the Services after receiving notice of such changes, we will consider that as your acceptance of the changes.**

**Effective: 07/01/2024**

**Version 1**