

**City of Hudson DBA Velocity Broadband  
Notice of Program Accessibility and CVAA Statement**

City of Hudson DBA Velocity Broadband (“Velocity” or “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.
- Ramps between parking areas and buildings.
- Level access into our lobby.
- Fully accessible access to pay your bill or speak with our Customer Service Representatives.
- Working cooperatively with disabled-related organizations to identify barriers to accessibility and usability, as needed.

If you need assistance using our broadband internet and/or VoIP phone products, services, and/or related devices or equipment, please notify Velocity’s Member/Customer Service Department at 330-342-9544. Reference materials about the FCC’s accessibility programs can be found under the *Policies & Compliance* section of our website.

To utilize the federal Disability Rights Office resources, complaint process or to request information you will need to complete a [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

**Velocity Broadband 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: 10/10/2024**

**Version 1**