

ETEX ACCESSIBILITY ASSISTANCE

Etex provides services to customers with audio and visual impairments for easier digital content engagement.

Audio Description – Audio-narrated descriptions may be available on select models of the Smart TVs and TV-connected devices listed below. Please check the settings on your device to verify and enable Audio Descriptions, where available:

Roku (OS 12.5 or Greater)

Amazon Fire TV (OS 7 or Greater)

Apple TV (OS 15.3 or Greater)

Android (OS 12 or Greater)

Apple Device (iOS 15 or Greater)

Closed Captioning – Most of the shows and movies in Etex’s streaming channel line-up have English closed captioning available. Most of our foreign-language content has English subtitles, with Spanish subtitles available in some cases.

To obtain additional information or to request support with Accessibility services and features, please call us at 903-797-4357 (903-797-HELP) or visit <https://www.etex.net>.

For any concerns or complaints, please contact us:

Email: help@etex.net
Phone: 903-797-4357 (903-797-HELP)
Mail: P.O. Box 130
Gilmer, TX 75644