

# CapTel Database Profile Request (Instructions on Reverse)

Date Contacted:

State Program:

Name:	Email:
Street Address:	
City, State, Zip:	
Customer's ESN:	
Area Code and Phone Number:	

## Options:

<input type="checkbox"/>	Preferred Carrier of Choice (COC) = <input type="text"/>	(preferred long distance service)
<input type="checkbox"/>	Remove 900 call block	<input type="checkbox"/> Request 900 call block
<input type="checkbox"/>	Block the following phone numbers for outgoing calls: (e.g. 411)	
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Spanish to Spanish requested	

Customer Service Representative:  (initials)

Entered into Database by:  (initials)

Date Database Entry Completed:

Completion confirmed with customer by  on

Mail to: CapTel Customer Service  
Ultratec, Inc.  
450 Science Drive  
Madison, WI 53711

Or: Fax 608-238-3008

# Instructions For Completing the *CapTel* Profile Form

1. Date Contacted: Enter the date you are completing the form.
2. State Program: Enter the state from which you are physically using your *CapTel* phone. You should enter Nebraska.
3. Name, Email, Street Address, City, State and Zip should be completed as usual as your personal information.
4. Customer's ESN: This is your 11 digit Electronic Serial Number (ESN) that is found on the back of your *CapTel* phone. All available updates for your device (including Caller ID) will be performed by the *CapTel* center over the phone line.
5. Area Code and Phone Number: Your area code and phone number that you will be using your *CapTel* phone from.

## Options section:

6. Selected Carrier of Choice: Please enter the long distance carrier you wish to have your calls billed to in the box provided.

**REMEMBER: If you do not inform *CapTel* of your preferred carrier, any long distance calls you make will be billed by AT&T (nondiscounted) rates.** You may also call *CapTel* Customer Service at (888) 269-7477 to ensure that the long distance calls you make will be billed by your preferred carrier. If you wish to email this information, go to <http://captionedtelephone.com/contact-us.phtml>.

7. Remove 900 call block – Request 900 call block. If you want to allow pay-per-call services from your *CapTel* phone check the first box. If you wish to prevent pay-per-call services from your line, check the second box.
8. Block the following phone numbers for outgoing calls: Enter the phone numbers you want blocked. Remember, if you enter 411, you will not be able to use directory assistance by dialing 411.
9. Spanish to Spanish requested. Check this box if you desire this service.