

October 26, 2009

FREQUENTLY ASKED QUESTIONS REGARDING NEBRASKA SPECIALIZED TELECOMMUNICATIONS EQUIPMENT PROGRAM

Captioned Telephone Equipment Questions:

Q: Are there any special requirements or considerations I need to know before using my CapTel equipment?

A: Today there are more choices for phone lines than ever before, with options like Digital Cable phone service, DSL, Voice Over IP (VOIP), and Fiber Optics (FIOS). It has come to the attention of the Nebraska Public Service Commission that users of the Captioned Telephone or CapTel® may be having difficulty using their CapTel phone when connected to one of the digital phone services listed above.

As you make decisions about your phone service, it is important to understand CapTel telephone line requirements.

Analog & DSL Lines

The CapTel phone is designed to work with an analog telephone line. CapTel may also be used with a Digital Subscriber Line (DSL) with an appropriate analog filter. Digital office telephone lines are not compatible with CapTel and may damage the telephone. It is important to use the phone cord provided with the CapTel phone or a similar phone cord.

If you are installing CapTel in an office, check with the telephone system administrator to ensure an analog port is available.

Digital Cable/VOIP

CapTel can ONLY be used on a digital cable or VOIP line if set up in 2-Line mode. In 2-Line mode, Line 1 (which carries the voice part of the conversation) can be a digital cable or VOIP line such as Time Warner, Comcast, or Vonage. However, Line 2 (which carries the captions) MUST be an analog line or DSL with an analog filter. *Note: A PBX office environment still requires an analog line or analog port for both Lines 1 and 2.*

Why an Analog Line?

While the CapTel phone looks and acts like a traditional telephone, it is really a very different kind of device. It is similar to a small computer. To show the text captions along with a caller's voice, the CapTel sets up a data connection (just like a fax machine or a computer modem connection) with the Captioning Service. Because data connections require a more stable connection with minimum interference, the CapTel phone is only recommended for use on analog phone lines.

Q: What specific policies and procedures exist for returns, exchanges and warranties for CapTel phones?

A: The CapTel phone comes with a one year warranty. Returns and exchanges are valid for 30 days. Call 1-800-233-9130 if you wish to return or exchange your phone. You must call the number provided and receive a RA (“Return Authorization”) number to complete the process. In addition to the above, extended warranties are available for up to another four (4) years for \$29.00 each year. Payment must be made by check or credit card.

If you have any additional questions or concerns regarding placing or receiving calls on your Captioned Telephone, we want to know. Please contact one of the agencies listed below and they will do everything they can to assist you:

Steve Stovall
Nebraska Public Service Commission
Toll Free: 800.526.0017
TTY: 402.471.0213
Phone: 402.471.3101

Nebraska Commission for the Deaf and Hard of Hearing
Lincoln Office
4600 Valley Road Suite 420
Lincoln NE 68510-4844
Phone: 402.471.3593 V/TTY
Fax: 402.471.3067
Toll Free: 800.545.6244 V/TTY
E-mail Address: ncdhh.lincoln@nebraska.gov

Branch offices include:
Omaha Toll Free: 877-248-7836 V/TTY
E-mail Address: ncdhh.omaha@nebraska.gov
North Platte Toll Free: 888-713-3118 V/TTY
E-mail Address: ncdhh.northplatte@nebraska.gov
Scottsbluff Toll Free: 888-588-5598 V/TTY
E-mail Address: ncdhh.scottsbluff@nebraska.gov

Ultratec, Inc.
Attn: CapTel Customer Service
450 Science Drive
Madison, WI 53711
Customer Service Phone: 1-888-269-7477
Email: CapTel@CapTelMail.com OR

David B. Strom – Sprint Relay
Phone: 951-208-7030
Email: david.strom@sprint.com