

**Nebraska Public Service Commission -
Nebraska Specialized Telecommunications Equipment Program
("NSTEP")**

Packet #1* - Voucher Handling Instructions – Non-Wireless Devices

***NOTE → Packet #2, “Procedures for Selecting Wireless Devices” applies only to applicants who selected a wireless provider. Follow the instructions on Packet #2 that came with this notice. If you did not receive this packet, call 1-800-526-0017 and ask the NSTEP Administrator to send this packet.**

Packet #1 – Voucher Handing Instructions

I. Procedures For Applicants Who Selected Non-Wireless Devices.

Please follow these steps:

- 1. Step 1 – Contact A Local or Out-of-State Vendor.** When you receive your voucher (permission to obtain equipment), contact a local or out-of-state vendor (place of business where you will get your equipment from). **A list of participating vendors is enclosed. You can only order equipment from a participating vendor.**

- 2. Step 2 – Ordering Equipment.** Let the vendor know you have a voucher through the Nebraska NSTEP program. **Note: If you are requesting a CapTel (Captioned Telephone) device, ask your local vendor if they provide these devices. If not, mail the signed, dated voucher to: Weitbrecht Communications Inc., 1500 Olympic Boulevard, Santa Monica CA 90404-3804.**

When you contact your vendor, here are questions for you to ask:

- a. Do you have a catalog or equipment list I can make a selection from?
 - b. Do you provide setting up of equipment and instructions?
 - c. Return/exchanges of equipment?, Warranty?, Replacement or repair?
 - d. How will I meet the vendor? Some work out of their home and do not have normal business hours.
 - e. For applicants who did not specify a model preference- indicate the features you desire (Answering machine, Caller ID capability). Also indicate your degree of hearing loss (mild, moderate or severe). You should get a phone with more amplification than what you need since there are restrictions on reapplying.
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- 3. Step 3 - Sign And Date Your Voucher.** **IMPORTANT: After ordering, sign and date the voucher on the line titled, “Applicant’s Verification.” This line appears in the Applicant’s Information Section of the voucher. Mail the original (white) signed and dated voucher and pink copy to the vendor.**

The Nebraska Public Service Commission and the Nebraska Commission for the Deaf and Hard of Hearing do not sell or repair equipment. Please, do not mail the voucher back to the Public Service Commission.

II. Procedures For Applicants Selecting CapTel Devices. For applicants who choose “CapTel” please follow these steps:

- 1. Selecting Your CapTel Device.** Applicants who choose CapTel must indicate model 840, 840i, 880i, 2400i or 2400iBT on the voucher form (if it isn’t already indicated). For CapTel models 840i, 880i, 2400i and 2400iBT the following types of equipment are required:
 - High-speed Internet access (Ethernet or WiFi compatible). Depending on your Internet setup, a router may be required to allow you to connect more than one device to your Internet service. Also, in home settings where a wired high-speed Internet connection is in a different room than the CapTel connection, a network adapter may be necessary. The Public Service Commission will pay the vendor for the network adapter;
 - Telephone service. Can be analog, digital cable, DSL (Digital Subscriber Line equipped with DSL filter); VoIP (Voice Over Internet Protocol); or FIOS (Fiber Optic Service) phone service. The telephone connection cannot be used with digital PBX systems in some offices or residential units like nursing homes or assisted living care centers (unless an analog port is available);

Note: For Model 840, telephone service is restricted to analog telephone line(s) or DSL service equipped with appropriate DSL filter.

- Standard electrical power is used (AC adapter plugs into standard wall outlet).
 - Model 880i applies to people who have low vision skills and features a very large visual display.
 - Model 2400i and 2400iBT are new devices that feature a colorful tablet-style display with touch-screen control. The answering machine records voice and captions of your messages. The BT model includes Bluetooth connectivity for hands-free use.
- 2. Alternate Mailing of CapTel Vouchers.** If your selected local vendor does not offer CapTel phones, mail the original (white) signed and dated voucher and pink copy to the following address:

Weitbrecht Communications Inc.
1500 Olympic Boulevard
Santa Monica CA 90404-3804

III. Setup Considerations For CapTel Devices.

- 1. CapTel Users With Model 840 in 2-Line Mode.** You must purchase a second telephone line to use this service (Line 2 must be analog or DSL with filter).

There are several benefits to using 2-Line CapTel:

- You can dial 911 directly, and use CapTel as intended. You do not have to change to using Voice Carry Over (VCO);
- Friends and family can dial YOUR number directly rather than dialing the toll-free CapTel number;
- You can turn captions on or off as needed at any time during the call;
- If you have more than one telephone extension in your home, other family members can participate in the conversation along with you, while you read the captions!;
- Custom Calling features will not be disrupted for 2-Line CapTel calling.

IV. General Information (all applicants).

- 1. Keep the box your equipment came in.** You may need this container if you have to return/exchange or request service on your equipment.
- 2. Remember, there is no cost to you for this equipment.** If the cost exceeds \$1,000 (setup is excluded from this determination), you are responsible for the additional amount.
- 3. Since you now own the equipment you receive, any additional costs for extended warranties, repairs or maintenance are your responsibility.** Therefore it is very important to fill out the warranty cards.

V. Additional Questions. Additional questions regarding this program can be directed to either the Nebraska Public Service Commission or the Nebraska Commission for the Deaf and Hard of Hearing locations noted on the back of the voucher.

CapTel Customer Service / Technical Support

I. Customer Service Inquiries Regarding CapTel Devices.

- 1. Program Questions.** If customers need assistance with their CapTel phone, they can call CapTel's Customer Service number at:
 - a. CapTel Customer Service Phone: (888) 269-7477 (Voice/TTY)
Spanish CapTel Customer Service: (866) 670-9134
Mailing Address: Ultratec, Inc, 450 Science Drive, Madison WI 53711
Email: CapTel@CapTel.com
Fax: (608) 204-6167
Website: www.CapTel.com

- b. Nebraska Public Service Commission (NSTEP Coordinator)
Attn: Steven G. Stovall
300 The Atrium, 1200 N Street
Lincoln NE 68508
Phone (Voice): 402 471-0225
Statewide Toll-Free 1-800-526-0017

II. Technical Support For CapTel Devices.

1. Technical Support / Setup Assistance for CapTel.

If Customer Service cannot resolve your issue or get your phone working, they will check with the outreach team to send someone to your home. You may also call the following contacts:

- a. Bob Feit – Sprint Outreach Coordinator
Email: Robert.feit@sprint.com or
Ph (402) 420-7420
- b. Marie Protaskey – Sprint Outreach Coordinator
Email: Marie.protaskey@sprint.com or
Ph (402) 682-7532

2. Helpful Website Links for CapTel Assistance:

- a. CapTel Customer Service Link: http://www.captel.com/customer_service/;
- b. Video links: <http://www.captel.com/videos.php>;
- c. Frequently Asked Questions:
http://www.captel.com/customer_service/kb/index.php/category/frequently-asked-questions;
- d. Customers can contact Emma Danielson at emma.danielson@sprint.com.
Please contact CapTel customer service first as they are there 24/7/365.