

**Please send an application  
for the Nebraska Specialized  
Telecommunications Equipment  
Program to:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: (     ) \_\_\_\_\_

Age: \_\_\_\_\_

I am:

- Deaf                       Deaf/Blind  
 Speech Impaired       Hard of Hearing

I currently use:

- Amplifier       TTY       Other

I would like to receive information about  
the services of the Nebraska Commission  
for the Deaf and Hard of Hearing:

- Yes                       No

I would like to receive information about  
the Nebraska Relay Service:

- Yes                       No

**For more information:**

**Nebraska Commission for the Deaf and  
Hard of Hearing**

Lincoln: 4600 Valley Road, Ste 420  
Lincoln, NE 68510-4844  
(402) 471-3593 V/TTY  
1-800-545-6244 V/TTY  
E-mail: [ncdhh@nebraska.gov](mailto:ncdhh@nebraska.gov)

Omaha: 1313 Farnam On the Mall  
Omaha, NE 68102-1836  
1-800-545-6244 V/TTY  
E-mail: [ncdhh@nebraska.gov](mailto:ncdhh@nebraska.gov)

North Platte: 200 South Silber Avenue, Room 207  
North Platte, NE 69101-4298  
1-800-545-6244 V/TTY  
E-mail: [ncdhh@nebraska.gov](mailto:ncdhh@nebraska.gov)

**Public Service Commission**

Lincoln: PO Box 94927  
Lincoln, NE 68509-4927  
(402) 471-3101 V/TTY  
1-800-526-0017 V/TTY  
E-mail: [steve.stovall@nebraska.gov](mailto:steve.stovall@nebraska.gov)

**Nebraska Relay Service**

1-800-833-7352 TTY  
1-800-833-0920 V  
1-877-243-2823 To reach a CapTel  
(Captioned Telephone) user

**Nebraska Relay Service Customer Service**

1-800-676-3777 (TTY/Voice/ASCII)  
1-800-676-4290 Spanish Customer Service  
(TTY/Voice/ASCII)  
1-888-269-7477 CapTel Customer Service  
(Voice/CapTel/TTY)  
1-866-670-9134 CapTel Spanish Customer Service  
(Voice/CapTel/TTY)  
1-800-855-4000 Sprint TTY Operator Service



**NEBRASKA  
SPECIALIZED  
TELECOMMUNICATIONS  
EQUIPMENT PROGRAM**



## **Nebraska Specialized Telecommunications Equipment Program**

The Public Service Commission (PSC) and the Nebraska Commission for the Deaf and Hard of Hearing (NCDHH) jointly administer this program. The goal of this program is to provide financial assistance to persons with hearing and speech disabilities. This assistance allows these persons to obtain specialized telephone equipment such as amplified telephones, TTYs and signaling devices.

### **Frequently Asked Questions**

#### **How is the Program Administered?**

The Nebraska State Legislature established the Nebraska Specialized Telecommunications Equipment Program (NSTEP) during the 1995 legislative session. The Public Service Commission was mandated to develop specific procedures necessary for implementation of the program and is responsible for management of the program.

The program will issue a voucher to approved applicants for the purchase of specialized telecommunications equipment. A list of participating vendors is included with the application package. Applicants can choose to have the equipment set-up and instruction on the use of equipment if requested. If you are not sure what phone works best for you, contact NCDHH for an appointment to test equipment to determine what best meets your needs. NCDHH can assist you in processing your application and help you select the correct equipment.

#### **How Do I Qualify?**

- You have a certified hearing, visual and hearing loss, or speech disability which prevents you from using the telephone effectively;
- You are three years of age or older, and can demonstrate the ability to use the equipment;
- You must have phone service or have applied for phone service in the state of Nebraska at your place of residence;
- You are a current resident of the state of Nebraska;
- You have not applied or reapplied for assistance from this program in the last five years.

#### **Who Can Apply?**

Individuals with one or more of the following disabilities:

- Deaf
- Hard of Hearing
- Deaf-Blind
- Blind/Low Vision with Hearing Loss
- Speech Disabled.

#### **How Do I Certify My Disability?**

A professional must certify that you can benefit from special telephone equipment and then complete the reverse side of the application form. A list of professionals is included on the form.

#### **What Kind of Equipment Does the Program Provide?**

The equipment must be designed to function on the public telephone network or other specialized telephone network. The application package contains a list of approved categories of devices. Wireless devices are also eligible. Check with the PSC and/or NCDHH for participating wireless providers.



#### **What is Captioned Telephone?**

Captioned telephone is a special amplified VCO (Voice Carry Over) telephone that uses voice-recognition technology that allows users with hearing loss to view word-for-word captions (text) of their telephone conversations. Check with the PSC or NCDHH for available providers. Please note that one such device, CapTel provided by Ultratec offers an analog (i.e. landline-based) service and a broadband (i.e. high speed internet-based) service option. If you choose CapTel, you will need to decide which one you prefer.

#### **After I Receive My Equipment, Who Owns It?**

Since this is a purchase program through vendors, you own the equipment and you would be responsible for any extended warranties, repair and maintenance of the equipment.

#### **How Do I Get An Application?**

For questions about the program contact one of the agencies listed on the back cover, or complete the attached form (on reverse side) and mail to either the PSC or the NCDHH.