

Application for Telecommunication Equipment

The Office of the Deaf and Hard of Hearing (ODHH) operates a Telecommunication Equipment Distribution (TED) program. The TED Program supplies specialized telecommunication equipment to people who have a hearing loss or speech disability so that they can use the telephone independently.

Washington State residents ages 4 and up who are deaf, hard of hearing, late-deafened, deaf-blind or speech disabled are eligible to apply to receive telecommunication equipment.

This application has the information you will need to complete the process. If you have any questions or need help filling out the application, you may contact the TED Program.

CONTENTS

Cover Page.....	1
Program Information.....	2
Equipment Catalog	4
Application	7 – 9*
* You MUST return all three pages of this form.	

Office of the Deaf and Hard of Hearing Telecommunication Equipment Distribution Program

TED Program	(800) 422-7930 V/TTY	Videophone: 360-339-7382
PO Box 45301	(360) 725-3450 V/TTY	E-mail: odhh@dshs.wa.gov
Olympia, WA 98504-5301	(360) 725-3456 FAX	Web : http://odhh.dshs.wa.gov

To receive equipment, you must:

- Complete the Application for Telecommunication Equipment (pages 7 - 9).
An incomplete application may cause a delay in service.
We will send you a letter if your application is incomplete or denied.
- Mail your application to the TED Program at the address above.

When your application is accepted and processed, we will:

1. Send you a letter showing the cost of equipment, if any.
 2. Add your name to the next equipment distribution list.
 3. Issue the equipment to you.
- For more information about the application process, see Frequently Asked Questions in Program Information (page 2).*

Applications are available in Large Print, Braille, and other languages.

You may contact ODHH to request an application in an alternative format.



Washington Telecommunication Relay Service (WATRS)

www.washingtonrelay.com

Some specialized telecommunication equipment must be used with Relay. Relay is a free service that connects people who use specialized telephone devices to people who use a standard telephone, and vice versa.

- To use Relay, simply dial 7-1-1.
- You will be connected to a Relay Operator (RO).
- The RO will dial the phone number being called and relay the conversation between both people.

Frequently Asked Questions (FAQ)

Does my income disqualify me from getting equipment through the TED Program?

No. Anyone who meets the qualifications (page 1) may apply for equipment, regardless of income.

Do I have to pay for equipment?

You may receive equipment at a reduced cost or free of charge. The cost of the equipment is determined by a sliding scale. Your family size and income is used to calculate the amount you must pay, if any. We will send you a letter that shows the amount you owe.

We must receive payment before we can issue equipment. **If you are unable to pay the amount owed, you may request a waiver.** For more information about the waiver process, contact the TED Program.

What income must be reported?

You must report any and all sources of income including but not limited to wages, disability benefits, retirement income, social security, and interest.

What equipment may I choose from?

The TED Equipment Catalog (pages 4 - 6) shows equipment types available. You may select one (1) telecommunication device with accessories for that device, if available; **and** one (1) signaling device. You must select the equipment type you want on the application (page 8, section 3).

What kind of home phone service is required?

Clients applying to receive a Captioned Telephone, amplified phone or other landline based telecommunication equipment must have analog based phone services. Internet or cable based phone services such as those provided through Comcast or Wave Cable are not compatible with the CapTel phones; however, will work for amplified phones.

Frequently Asked Questions (FAQ) (Continued)

What professionals are authorized to sign my application form?

Check the box that describes the profession of the individual signing the application form. WAC 388-818-010 states that the following individuals are authorized to certify an applicant's eligibility:

- a. A person who is licensed or certified by the Department of Health to provide health care in the state of Washington;
- b. An audiologist or hearing aid fitter / dispenser in the State of Washington;
- c. A deaf specialist or coordinator at one of the community service centers for the deaf and hard of hearing in the state;
- d. Any in-state nonprofit organization serving the hearing or speech impaired.
- e. Staff from a qualified Washington state agency;
- f. A vocational rehabilitation counselor within the State of Washington;
- g. A deaf-blind specialist or coordinator at an organization that serves deaf-blind people within the State of Washington;
- h. A licensed occupational therapist within the State of Washington;
- i. A certified speech pathologist practicing in the State of Washington; or
- j. Other: write-in your profession.

I received equipment in the past. May I reapply for new equipment?

You are eligible to reapply for new equipment after three (3) years **only if** your current equipment from the TED Program is not working **or** no longer meets your needs. If you received the equipment at no cost, you may be required to return that equipment before we can give you new equipment. You may contact the TED Program for more information.

When will I receive equipment?

The process to receive equipment can take four (4) to eight (8) weeks depending on inventory availability. Most equipment can be shipped directly to you. Some specialty equipment must be delivered by a contracted TED trainer.

If equipment is delivered to you by a trainer, he or she will contact you to schedule a date and time to meet with you and others who may be interested. The trainer will assess your needs; and hook-up the equipment and show you how to use it. All iPads and iPhones will be shipped directly to the client by a contracted vendor via UPS and will require a signature to receive that shipment.

The TED Program provides these delivery and training services for free.

Telecommunications Equipment Catalog

This section is to help applicants and professionals select the most appropriate equipment to meet the applicant's needs.

The equipment type must be selected on the application.

Applicants are eligible to receive the following:

One (1) telecommunication device **And one (1)** signaling device.

With accessories for that device, if available.

- Equipment shown with an asterisk (*) must be delivered by a qualified trainer. It will not be shipped. Applicants who select that equipment are automatically referred to the trainer.
- All models are subject to change.

Specialized Telecommunication Equipment

Amplified Telephone

For individuals with mild to moderate hearing loss.



- Operates like a standard telephone.
- Use amplification to hear spoken conversation.
- Adjust volume and tone to meet specific needs.

Corded models available:

- Clarity Alto
- Clarity Alto Plus with caller ID

Cordless model available:

- Panasonic KX-TGM403B with caller ID

Accessories:

- Neck Loop (NKL)

Captioned "CapTel" Telephone (CAP) *

For individuals with severe to profound hearing loss.



- Communicate using voice and read incoming conversation in text on the display screen.
- User may be able to use residual hearing to hear spoken conversation through the amplified handset.
- Basic analog model CapTel phones are available through the TED Program. If you have high speed internet, please visit www.captel.com to find out more about the internet based models available directly from CapTel.

- Requires use of the Washington Relay Service.

Required:

- Analog phone line; **or**
- Digital Subscriber Line (DSL) with digital-analog filter.

iPad or iPhone – Available with cellular or WiFi Only options*



For access to cellular and WiFi based telecommunication.

iPad and iPhone devices are provided with a protective case (required to maintain warranty). Clients have the choice of the iPad, iPad Mini, or iPhone. The devices are specifically distributed to provide telecommunication access over a cellular or WiFi network and will be shipped to you by a Contracted Vendor.

Teletypewriter (TTY)

For individuals with profound to total hearing loss and/or speech disabilities.



- Communicate by typing.
- Messages appear on the display screen and can also be printed out.
- Conversations are a turn-taking process.
- May require use of the Washington Relay Service.
- Requires basic analog landline phone service.

Remote Control Speakerphone *

*For individuals with mobility restrictions **and** mild to moderate hearing loss and/or speech disabilities.*



- Hands-Free speakerphone allows user to communicate as if using a standard telephone.
- Requires pre-approval by TED.
- May require use of the Washington Relay Service.

Accessories:

- Microphones
- Switches

Telitalk Electrolarynx Telephone

For individuals who are laryngectomee patients.



- Operates like a standard telephone.
- Use Electronic Speech Aid to communicate.
- Artificial larynx allows natural intonation when speaking.
- TeliTalk is automatically shipped to approved clients.
- Electrolarynx can be used separately from the telephone.
- Requires pre-approval by TED.
- May be used with Washington Relay Speech-to-Speech Service.

Other specialized telecommunication equipment may be available for individuals with special needs. Contact the TED Program for more information (see contact information on page 1).

Ring Signalers

Audible Ring Signaler



- Signaler rings when landline telephone rings.
- Adjust ringer volume to meet specific needs.

Lighted Ring Signaler



- Connects to a lamp.
- Lamp flashes when the telephone rings.

Vibrating Ring Signaler



- Signaler vibrates when landline telephone rings.
- Requires pre-approval by TED.
- For Deaf-Blind only.

Accessories

Neck Loop



- For telephone users who have telecoil (t-coil) hearing aids.
- Contact the hearing aid dispenser or other qualified professional to determine if the neck loop is compatible.

- Accessory may be used with:
- Amplified Telephone (AMP)
 - Voice-Carry-Over (VCO)
 - Captioned Telephone (CapTel)
 - TeliTalk Electrolarynx Telephone (TEL)

Microphones*



Headset



Lapel Microphone

- Accessory may be used with:
- Remote Control Speakerphone

Switches*



Air Switch



Pillow Switch

- Accessory may be used with:
- Remote Control Speakerphone

* Equipment show with an asterisk (*) must be delivered by a qualified trainer. It will not be shipped. Applicants who select that equipment are automatically referred to the trainer.

Disclaimer: Equipment makes / models are subject to change.



Application for Telecommunication Equipment

OFFICE USE ONLY
Date Received

Incomplete applications may be returned and result in a delay of service.

Please make sure all "required" fields are completed. **Print or type clearly.**

When you have completed the application, **detach pages 7 through 9, and mail to:** TED Program
PO Box 45301
Olympia, WA 98504-5301

How did you hear about the TED program?	Have you received equipment from the TED Program in the past?
<input type="checkbox"/> Friend or family member <input type="checkbox"/> Magazine or newsletter	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
<input type="checkbox"/> Medical professional <input type="checkbox"/> Presentation or information booth	
<input type="checkbox"/> TV advertisement <input type="checkbox"/> Other:	

Section 1. Applicant Information

1. Last name, first name, middle initial		2. Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	
3. Home address (include apartment number)	City	State	Zip Code
4. Mailing address (if different)	City	State	Zip Code
5. Community / Facility name (i.e., nursing home, apartment complex)		6. County	
Telephone number (include area code) <input type="checkbox"/> Voice <input type="checkbox"/> VP <input type="checkbox"/> TTY	8. Cell phone number (include area code) <input type="checkbox"/> Voice <input type="checkbox"/> VP <input type="checkbox"/> TTY		
9. Who is your telephone service provider? Required for captioned telephone.			
10. E-mail address		11. Best times to contact	
12. Social Security Number (optional)		13. Date of Birth (required for eligibility)	
14. Alternate contact person / message Name		Relationship	
Telephone number (include area code) <input type="checkbox"/> Voice <input type="checkbox"/> VP <input type="checkbox"/> TTY	E-mail address		

Section 2. Profile

1. Financial information (required): Family size: Monthly income: \$ Annual income: \$			
2. Disability (required for eligibility) <input type="checkbox"/> Deaf <input type="checkbox"/> Deaf-Blind <input type="checkbox"/> Hard of Hearing <input type="checkbox"/> Speech Disabled <input type="checkbox"/> Late-Deafened		3. In addition to hearing loss or speech disability: a. Do you have low vision? <input type="checkbox"/> Yes <input type="checkbox"/> No b. Are you blind? <input type="checkbox"/> Yes <input type="checkbox"/> No c. Do you have limited mobility? <input type="checkbox"/> Yes <input type="checkbox"/> No	
4. Communication preferences a. Sign language: b. Spoken: c. <input type="checkbox"/> Writing <input type="checkbox"/> ASL <input type="checkbox"/> PSE <input type="checkbox"/> Speaking d. <input type="checkbox"/> Other: <input type="checkbox"/> SEE <input type="checkbox"/> Tactile <input type="checkbox"/> Lip reading e. What language do you speak? <input type="checkbox"/> English <input type="checkbox"/> Other: _____ f. Do you need an interpreter? <input type="checkbox"/> Yes <input type="checkbox"/> No			

Tear off the application

5. Are you of Hispanic origin? Yes No

The Spanish / Hispanic / Latino question is about ethnicity, not race. Please continue to answer the following question by marking one or more boxes to indicate what you consider your race to be (check all that apply):

White American Indian or Alaskan Native Native Hawaiian or Pacific Islander
 Black or African American Asian Other race

Section 3. Equipment Selection

1. Select one telecommunication device and one signaler.

Amplified Home Phone (landline service required):

Corded Phone with Caller ID Cordless Amplified Phone
 Corded Phone – No Caller ID

Text Based Home Phone (analog landline service required): Captioned Telephone Teletypewriter (TTY)

Wireless Devices (* Cell devices are unlocked and can be set up with any cellular service provider. Cost of the cell service is the responsibility of the client and not covered by the TED Program.):

iPad iPad Mini iPhone

** iPad devices are WiFi Only. If the client needs a cellular based iPad, check here: Cellular capable,* **and** provide a reason for the special request: _____

Name of cell phone company: _____

Signaling Devices – landline phones only. Not compatible with wireless devices.

Loud Ringer Flashing Ringer Vibrating Ringer (for DeafBlind clients only)

Specialty Devices may be available for clients with Speech disabilities.

TeliTalk ElectroLarynx Remote Control Speakerphone

Other: _____

2. Do you want training? Yes No; if no, the equipment will be shipped directly to you.

iPads and iPhones are shipped directly to the client.

By signing Section 4. below, you authorize the Office of the Deaf and Hard of Hearing to provide your name, mailing address, contact information and self-reported disability provided on this application to the contracted vendor for the purpose of shipping equipment and providing warranty and technical support services.

Section 4. Client Signature

I understand that equipment I receive at no cost is on loan to me and remains the property of Washington State.

I understand that I must protect the equipment from damage. I must protect it from damage that may be caused by rain, heat, and physical abuse.

I understand that if I misuse the equipment, I may not be eligible to receive replacement equipment.

If the equipment is **lost or stolen**, I will report it to the TED Program and, I will report it to the police. I understand that I must provide a copy of the police report to the TED Program.

If I move, I will notify the TED Program of my new address and phone number.

If I move out of the State of Washington, I understand that I may have to return the TED equipment before I leave the State of Washington.

I understand that I cannot sell, pawn, or loan the equipment to anyone for any reason.

If the equipment is **broken**, I will not try to fix it myself. I will contact the TED Program for instructions.

I understand that if I have problems with the iPad, all services are to be done by a TED Program Trainer or "Teltex" through the instructions provided in/on the iPad box.

I understand I cannot take the iPad to the Apple Store and I cannot contact Apple Care for assistance on the TED Program iPad.

I understand that the iPad must be kept in the protective case it comes in.

I understand that the iPad is being provided for telecommunication purposes. If it is not used for telecommunication purposes, ODHH TED Program may ask you to return the iPad.

I certify (or declare) under penalty of perjury under the laws of the State of Washington that information on this form is true and correct.

1. Signature		Date
2. Person completing application (if other than applicant) Name		Relationship
Telephone number (include area code) <input type="checkbox"/> Voice <input type="checkbox"/> VP <input type="checkbox"/> TTY		E-mail address

Section 5. Professional Certification

Professional must sign the application to certify hearing loss or speech disability.

Instructions to "Professional": You must be authorized to work in the State of Washington to verify the applicant's hearing loss or speech disability. **By signing below, you attest that you are aware of the extent of the applicant's hearing loss or speech disability and believe the applicant can benefit from the requested equipment in Section 3 above.**

Contact the TED Program if the applicant requires specialized telecommunication devices.

1. Professional information: <input type="checkbox"/> Doctor <input type="checkbox"/> Audiologist <input type="checkbox"/> Deaf Specialist <input type="checkbox"/> Non-Profit Rep <input type="checkbox"/> Hearing Aid Fitter / Dispenser <input type="checkbox"/> State Agency Employee <input type="checkbox"/> Voc Rehab Counselor <input type="checkbox"/> Deaf-Blind Specialist <input type="checkbox"/> Occupational Therapist <input type="checkbox"/> Speech Pathologist <input type="checkbox"/> Other:	2. Professional certification Signature	Date
	Printed name and title	
	Telephone number	
	License / certificate number (if applicable)	