

**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

Omaha: 1313 Farnam On the Mall
Omaha, NE 68102-1836
Call the Lincoln phone#

North Platte: 200 South Silber Avenue, Room 035
North Platte, NE 69101-4298
Call the Lincoln phone#

Scottsbluff: 505 A Broadway Ste 700
Scottsbluff, NE 69361
Call the Lincoln phone#

Public Service Commission

Lincoln: PO Box 94927
Lincoln, NE 68509-4927
(402) 471-3101 V
1-800-526-0017 V
E-mail: Brett.Bode@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)



**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.