

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

## **Packet #2\* - Procedures for Selecting Wireless Devices**

(\*Note: Packet #1 applies only to Non-Wireless devices and/or signaling/receiving devices).

### **What Do We Mean by 'Eligible Wireless Devices'?**

Eligible wireless devices must fall into either of the following categories; 1) Cellphones (must be either amplified or text-messaging capable); 2) iPhones or; 3) Other Smartphones. Consequently, personal computing devices such as tablets, iPads, notebooks and e-reader type of devices are not eligible.

### **Policies Affecting All Wireless Providers:**

1. **Voucher Dollar Limitation.** The maximum allowable NSTEP expense is \$1,000.00 (including sales taxes). If you choose a device over \$1,000.00 you will be required to pay the excess (including sales taxes). If the applicant is dual-disabled (i.e. 'Deaf-Blind') this limit does not apply;  
**\*\*Note\*\*Additional Restriction on Verizon Wireless Devices. Since the redemption is tied to a discount code and the Public Service Commission is paying the sales tax, the gross dollar amount cannot exceed \$930.00. Also note that Verizon does not allow service to be attached to or created on business accounts (this includes Verizon Employee plans).**
2. **Service Plans.** Applicants should understand that they are entering into a service agreement with their selected provider. Post-pay plans generally will only be eligible. The applicant is responsible for the service plan charges and fees and must meet credit requirements.
3. **Prepaid Wireless Plans.** Please note that only Verizon and Vieraero offer prepaid plans.
4. **Transferability.** Vouchers are not transferable, and the voucher applicant is the one subscribing to the service. If you are adding a new wireless device to an existing primary account, the account/billing does not have to have a Nebraska address but the owner/holder of the wireless device (applicant) must have a Nebraska address;
5. **Authorized Resellers.** Please do not present your voucher to an 'Authorized Agents/Resellers' as these businesses are not set up to receive vouchers in this program.
6. **Nebraska company stores.** For wireless providers offering in-store sales, please use a Nebraska store – do not use an out-of-state store.
7. **Program Questions?** Questions regarding this program can be directed to: Nebraska Public Service Commission, Attn: Brett Bode, Phone (V): 402 471-0225 or Statewide Toll-Free 1-800-526-0017.

### **This Document Contains Procedures For All Participating Wireless Providers.**

The procedures provided on the following pages are divided into parts for each provider – find your wireless provider you wish to use and follow those procedures as they differ depending on provider:

Part A – NE Colorado Cellular, Inc. (d/b/a/ Vieraero Wireless);

Part B – T-Mobile;

Part C – Verizon.

#### **A. NE Colorado Cellular, Inc (d/b/a Vieraero Wireless) Procedures for Selecting Wireless Devices**

1. **Equipment Selection.** Applicants should select their device from the choices available at the Vieraero store in Nebraska. Use the list of 'Vieraero Nebraska Retail Locations' (attached) to find your store. You

may also choose to go online at [www.viaero.com/](http://www.viaero.com/) to assist in your selection. You must go to the Viaero store listed in Nebraska to redeem your voucher.

2. Questions? Any questions regarding ordering or product selection can be directed to either of the following;

Viaero Customer Care1  
1224 W. Platte Avenue  
Fort Morgan, CO 80701  
1 (877) 842-3764 (Voice)  
970-542-3688 (Fax)

Or email Customer Service at <mailto:customerservice@viaero.com>.

3. Voucher Completion. After you have selected your store and device, present your original signed and dated voucher to the store representative.

## **B. T-Mobile Accessibility Procedures For Selecting Wireless Devices**

1. Product Ordering. Applicants should complete the T-Mobile order form (new and existing T-Mobile customers). These order forms are part of this packet.
2. Equipment Selection. Applicants should select their device from the choices available. You may choose to go online at <https://www.t-mobile.com> if you have a choice that differs from the models listed. Make sure you specify in the “Other” section of the order form the model chosen. **Please DO NOT take the voucher to a T-Mobile store but mail the voucher to the address as indicated in step 5.**
3. Selecting a Service Plan. Please note the following regarding service plans:  
**Existing/New T-Mobile customers – These customers will subscribe to T-Mobile service with the NSTEP vouchers. T-Mobile customers are now able to choose any available plans. Contact Arthur Moore to indicate what type of service plan you desire. You can also choose to upgrade to your existing plan instead.**
4. Questions? Any questions regarding ordering or product selection can be directed to either of the following;
  - a. Arthur Moore, Account Executive, email [Arthur.s.moore@t-mobile.com](mailto:Arthur.s.moore@t-mobile.com);
  - b. You can also reach Arthur for questions about the program direct at videophone number 860-756-5541 or (alternate videophone) 866-646-9148 (toll-free);
  - c. You can use VCS, Video Customer Service for any billing or technical issues with your device. Go to the web link: <https://tmobileaccess.com/wireless> and then choose the email link ‘VCS’ which takes you to [vcs@t-mobile.com](mailto:vcs@t-mobile.com) to set up an appointment with VCS;
  - d. You can also use live chat at <https://www.tmobileaccess.com>. You will see the “I’m here to help” indicator on the lower right corner. That is the live chat box;
  - e. For those who do not have access to a computer or emails you can contact the T-Mobile Accessibility Customer Service center at: 800-676-3777 (TTY/Voice) or fax at 877-877-3291.
  - f. **Alternate contact in case Art cannot be reached: Stephanie Grover, email at [Stephanie.Grover@t-mobile.com](mailto:Stephanie.Grover@t-mobile.com). Please email only as she prefers emails.**
5. Voucher Completion. When you have completed the T-Mobile order form, mail the order form with the original signed and dated voucher to:

Arthur Moore  
T-Mobile Accessibility  
64 Village Lane  
Collinsville, Connecticut 06019

### **C. Verizon Procedures For Selecting Wireless Devices**

1. Equipment Selection. Applicants should take their voucher to a Verizon Wireless Retail location in Nebraska for device selection. For a store locator assistance, go to the link: <https://www.verizon.com>, select the 'Stores' menu item (top row, right hand side). Navigate to the section titled, 'Find a Verizon store.' Enter a zip code, city or state and select from the dropdown list. You may have to scroll down to see the locations. Use only the locations noted as 'Verizon Company stores.' Do not chose stores noted as 'Verizon Authorized Retailers' – those stores do not participate in our program. **\*\*NOTE\*\* Verizon now allows prepaid plans.**
2. Voucher Processing. Applicants will receive a voucher with a discount code noted in the "SED/Discount Code" section of the voucher. The Verizon Wireless Representative will enter this code into the system to discount the equipment and must be entered at the time of sale in order to receive the discount. The device charge will be fully credited at the point of sale. This discount code can only be used once for equipment and does not apply to service, accessories, upgrades or activation fees. Verizon has a link to support services on their website that can assist applicants as well at: <https://www.verizon.com/support/services-and-apps/>.
3. Voucher Completion. After you have selected your store and device, present your original signed and dated voucher to the store representative. The store will complete the 'Vendor Information' section and transmit the voucher to the Public Service Commission.