

**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) 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.**
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 Viera Wireless offers 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 Reseller' 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: Steve Stovall, 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/ Viera Wireless);
- Part B – T-Mobile;
- Part C – U.S. Cellular and;
- Part D – Verizon.

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

1. Equipment Selection. Applicants should select their device from the choices available at the Viaero store in Nebraska. Use the list of 'Viaero 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 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 (white) signed and dated voucher and pink copy to the store representative.

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

1. Product Ordering. Applicants should complete either the T-Mobile order form (new and existing T-Mobile customers) or the Sprint order form (existing Sprint customers only). 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 [www.sprintrelaystore.com](http://www.sprintrelaystore.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:**

  - a. Existing T-Mobile customers – These customers will subscribe to T-Mobile service with the NSTEP vouchers. New customers will be activated on the T-Mobile system;
  - b. Existing Sprint customers – Those customers who wish to retain their same plans will remain on the Sprint network until such time as the T-Mobile migration to T-Mobile's network. **No new accounts will be activated on the Sprint network.**

**Sprint Customers Only:**

**This section only applies to applicants who purchase wireless devices in the NSTEP program but retain their existing Sprint plan (purchased at subsidized prices):**

- Not eligible for reduced voice monthly rates;
- Need to add \$25 subsidy monthly fee for those who are on the reduced voice rate;
- The individual customer will be billed \$25/month (subsidy fee), the Nebraska PSC will NOT be billed for the subsidy fees;
- The Sprint Data Only plan (this is the plan you are signing up for on the Sprint Order form) is exempt from the subsidy fees (no subsidy fees for the data-only plan).

**To avoid the subsidy monthly fee (\$25);**

- Use the Data Only plan (this option will not work for applicants who are on the discounted voice plan);
- Applicants can acquire the wireless device at the full retail price;
- **\*\*Note\*\*** in order to take advantage of avoiding the subsidy fee, since the NSTEP program is absorbing the cost of the wireless device the total price of the device + taxes must be equal to or less than \$1,000.00. This may limit your device selection or make you ineligible to acquire a device in the NSTEP program since the maximum program expenditure is \$1,000.00.

**\*\*NOTE\*\*: There is no subsidy fee involved for T-Mobile customers as all phones under T-Mobile plans are sold at the full retail price.**

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 at [vcs@sprint.com](mailto:vcs@sprint.com);
  - d. You can use live chat at [www.sprintrelaystore.com](http://www.sprintrelaystore.com). Click on the 'Chat' indicator in the upper right-hand corner;
  - 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 Sprint order form, mail the order form with the original (white) signed and dated voucher and pink copy to (please no faxes and no electronic submissions):

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

### **C. U.S. Cellular Procedures For Selecting Wireless Devices**

1. Equipment Selection. Applicants should select their device from the choices available at the U.S. Cellular store. Use the list that is included in the U.S. Cellular Welcome letter (attached) to find your store. Applicants may also choose to go online at [www.uscc.com](http://www.uscc.com) to assist in selection. Vouchers must be redeemed at the store. **\*\*Please note\*\* - only U.S. Cellular corporate stores participate in the NSTEP program.**
2. Questions? Any questions regarding ordering or product selection can be directed to: Aaron V Schoonover, Direct phone: 773-355-3299, cell phone at 262-719-4545 or the following Email: [Aaron.schoonover@uscellular.com](mailto:Aaron.schoonover@uscellular.com).
3. Voucher Completion. After you have selected your store and device, present your original (white) signed and dated voucher and pink copy to the store representative.

### **D. 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: [www.verizonwireless.com](http://www.verizonwireless.com), select the 'Store' menu item (top row, right hand side). Navigate to the section titled, 'Find Verizon Wireless stores by state.' Select 'Nebraska.' Then select either the letter corresponding with your city or the city referenced below the alphabet menu. Either option allows you to view a list of corresponding that have Verizon stores. Please only use the locations with an asterisk (\*) – these stores are Verizon Company stores. Do not chose stores noted as 'Authorized Resellers' or 'Fios Store' – those stores do not participate in our program. Also do not use stores noted as 'Prepaid Only Retailer' as they allow prepaid plans. Verizon does not allow these plans in our program.
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 on their website that can assist applicants with determining which data plan to choose at;  
<http://www.verizonwireless.com/wcms/consumer/shop/shop-data-plans/more-everything.html> (click on "HOW MUCH DATA DO I NEED?" located below the category list of data packages.)

3. Voucher Completion. After you have selected your store and device, present your original (white) signed and dated voucher and pink copy to the store representative. The store will complete the 'Vendor Information' section and transmit the voucher to the Public Service Commission.