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 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 dually-disabled (i.e. 'Deaf-Blind') this limit does not apply;
2. **Service Plans.** Applicants should understand that they are entering into a service agreement with their selected provider. All current plans will 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 Viaero 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 account, the account/billing must have a Nebraska address and you should be listed as the user of the device regardless of the wireless primary account owner;
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. **Program Questions?** Questions regarding this program can be directed to: Nebraska Public Service Commission, Attn: Steve Stovall, Phone (V): 402 471-0225; (TTY): 402 471-0213 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/ Viaero Wireless);
Part B – Sprint;
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/ 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. Sprint Procedures For Selecting Wireless Devices

1. Product Ordering. Applicants must complete either the "Sprint iPhone Order Form" or "Sprint Smartphones & Other Wireless Devices" (attached).

2. Equipment Selection. Applicants should select their device from the choices available. You may choose to go online at 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 s Sprint store but mail the voucher to the address as indicated in step 4.**

3. Selecting a Service Plan.

Applicants who purchase wireless devices in the NSTEP program (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

4. Questions? Any questions regarding ordering or product selection can be directed to either of the following;
   a. Arthur Moore, Account Executive, email mailto:Arthur.s.moore@sprint.com;
   b. You can also reach Arthur for questions about the program at videophone number 866-646-9148 (toll-free);
   c. You can use VCS, Video Customer Service for any billing or technical issues with your device at vcs@sprintrelaystore.com;
   d. You can use live chat at 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 Sprint Relay Customer Service center at: 800-676-3777 (TTY/Voice) or fax at 877-877-3291.
   f. Alternate contact in case Art cannot be reached: Ken Goulston, email Kenneth.a.goulston@sprint.com, or call toll free at 866-656-3001.

4. 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:

   Arthur Moore
   Sprint Relay Store
   4 Bridlepath Road
   West Simsbury, Connecticut 06092.

   The package can also be faxed to 866-649-9643. The fax subject line should read: Nebraska Specialized Telecommunications Equipment Program.

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 to assist in selection. Vouchers must be redeemed at the store.

2. Questions? Any questions regarding ordering or product selection can be directed to: Todd Gray, Phone: 773-355-3559 or the following Email: Todd.Gray@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, select the 'Store' menu item (top row, right hand side). Enter your zip code or street address, city and state. If you enter your state without the city, an alphabet menu appears allowing you to select a letter to view a list of corresponding cities that have Verizon stores. After selecting the letter, if multiple cities with the same beginning letter appear, select that city to narrow your search. Please only use the locations with a red dot – these stores are Verizon Wireless stores. Do not use stores noted with blue dots – those stores are Authorized Resellers and do not participate in our program. Do not use stores noted with yellow dots 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 submit the voucher to the Public Service Commission.