

**Nebraska Public Service Commission -  
Nebraska Specialized Telecommunications Equipment Program  
("NSTEP")  
Voucher Handling Instructions**

**NOTE➔ IF YOU SELECTED 'WIRELESS DEVICES' FOLLOW THE INSTRUCTIONS ON THE SEPARATE PACKET TITLED, "POLICIES AND PROCEDURES FOR SELECTING WIRELESS DEVICES" THAT CAME WITH THIS NOTICE. IF YOU DID NOT RECEIVE A WIRELESS PACKET CALL 1-800-526-0017 AND ASK FOR THE NSTEP COORDINATOR.**

**I. Procedures For Applicants Who Selected Non-Wireless Devices.**

**Please follow these steps:**

- 1. Step 1 – Contact A Local or Out-of-State Vendor.** When you receive your voucher (permission to obtain equipment), contact a local or out-of-state vendor (place of business where you will get your equipment from). **A list of participating vendors is enclosed. You can only order equipment from a participating vendor.**
- 2. Step 2 – Ordering Equipment.** Follow the vendor's instructions for ordering equipment. Some vendors may require you to fill out an order form to get equipment. Let the vendor know you have a voucher through the Nebraska NSTEP program. **Note: If you are requesting a CapTel (Captioned Telephone) device, ask your local vendor if they provide these devices. Most local vendors now offer these devices.**

**When you contact your vendor,** here are questions for you to ask:

- a. **Do you have a catalog or equipment list I can make a selection from?**
  - b. **Do you provide setting up of equipment and instructions?**
  - c. **Return/exchanges of equipment?, Warranty?, Replacement or repair?**
  - d. **How will I meet the vendor? Some work out of their home and do not have normal business hours.**
  - e. **For applicants who did not specify a model preference- indicate the features you desire (Answering machine, Caller ID capability). Also indicate your degree of hearing loss (mild, moderate or severe). You should get a phone with more amplification than what you need since there are restrictions on reapplying.**
- 3. Step 3 - Sign And Date Your Voucher. IMPORTANT: After ordering, sign and date the voucher on the line titled, "Applicant's Verification." This line appears in the Vendor Information Section of the voucher. Mail the signed and dated voucher (original white and pink vendor copy) to the vendor.**

*The Nebraska Public Service Commission and the Nebraska Commission for the Deaf and Hard of Hearing do not sell or repair equipment. Please, do not mail the voucher back to the Public Service Commission.*

**II. Procedures For Applicants Selecting CapTel Devices.** For applicants who choose “CapTel” please follow these steps:

- 1. Selecting Your CapTel Device.** Applicants who choose CapTel must indicate model 840, 840i, 880i or 2400i on the voucher form (if it isn’t already indicated). For CapTel models 840i, 880i and 2400i the following types of equipment are required:

- High-speed Internet access (Ethernet or WiFi compatible). Depending on your Internet setup, a router may be required to allow you to connect more than one device to your Internet service. Also, in home settings where a wired high-speed Internet connection is in a different room than the CapTel connection, a network adapter may be necessary. The Public Service Commission will pay the vendor for the network adapter;
- Landline telephone service (Model 840i, 880i and 2400i). This service can be standard analog service; DSL (Digital Subscriber Line equipped with DSL filter); Digital Cable service; VoIP (Voice Over Internet Protocol); or FIOS (Fiber Optic Service) phone service. The landline connection cannot be used with digital PBX systems you may encounter in some offices or residential units like nursing homes or assisted living care centers (unless an analog port is available);

*Note: For Model 840, landline telephone service is restricted to analog telephone line(s) or DSL service equipped with appropriate DLS filter.*

- Standard electrical power is used (AC adapter plugs into standard wall outlet).
- Model 880i applies to people who have low vision skills and features a very large visual display.
- Model 2400i is a new device that features a colorful tablet-style display with touch-screen control. The answering machine records voice and captions of your messages.

- 2. Alternate Mailing of CapTel Vouchers.** If your local vendor does not offer CapTel phones, use the address below for mailing your voucher. Please sign and date the voucher on the line titled, “Applicant’s Verification.” This line appears in the Vendor Information Section of the voucher. Mail the signed and dated voucher (original white and pink vendor copy) to the following address:

Weitbrecht Communications Inc.  
1500 Olympic Boulevard  
Santa Monica CA 90404-3804

### **III. Setup Considerations For CapTel Devices.**

- 1. CapTel Users With Model 840 in One-Line Mode Only (using one telephone line).** After you receive your CapTel device, you need to notify CapTel Customer Service of your long distance carrier by either of the following methods:
  - a. You may go online at: <http://www.captel.com/carrierchoice.php> and complete the carrier of choice form;
  - b. Print the completed form above and fax it to: 608-204-6167;
  - c. Call CapTel Customer Service directly at 888-269-7477 (Voice/CapTel/TTY);
  - d. You can email CapTel Customer Service at [CapTel@CapTel.com](mailto:CapTel@CapTel.com).
  - e. There is a postcard that comes in every CapTel phone box. Complete the card and mail to the address indicated.

Please note that people who call your CapTel 840 phone by long distance should also register their long distance carrier, so that their calls are billed under their existing long-distance carrier.

- 2. CapTel Users With Model 840 in 2-Line Mode.** You must purchase a second (analog) line to use this service. There are several benefits to using 2-Line CapTel:
  - You can dial 911 directly, and use CapTel as intended. You do not have to change to using Voice Carry Over (VCO);
  - Friends and family can dial YOUR number directly rather than dialing the toll-free CapTel number;
  - You can turn captions on or off as needed at any time during the call;
  - If you have more than one telephone extension in your home, other family members can participate in the conversation along with you, while you read the captions!;
  - Custom Calling features will not be disrupted for 2-Line CapTel calling.

### **VI. General Information (all applicants).**

- 1. Keep the box your equipment came in.** You may need this container if you have to return/exchange or request service on your equipment.
- 2. Remember, there is no cost to you for this equipment.** If the cost exceeds \$1,000 (setup is excluded from this determination), you are responsible for the additional amount.
- 3. Since you now own the equipment you receive, any additional costs for extended warranties, repairs or maintenance are your responsibility.** Therefore it is very important to fill out the warranty cards.

**V. Additional Questions.** Additional questions regarding this program can be directed to either of the following:

1. Nebraska Public Service Commission  
Attn: Steven G. Stovall  
300 The Atrium, 1200 N Street  
Lincoln NE 68508  
Phone (Voice): 402 471-0225 or Phone (TTY) 471-0213  
Statewide Toll-Free 1-800-526-0017
2. Nebraska Commission for the Deaf and Hard of Hearing  
4600 Valley Road, Suite #420  
Lincoln NE 68510-4844  
Telephone (402) 471-3593 (Voice/TTY)  
Statewide Toll-Free (800) 545-6244 (Voice/TTY)

# CapTel Customer Service / Technical Support

## **I. Customer Service Inquiries Regarding CapTel Devices.**

- 1. Program Questions.** If customers need assistance with their CapTel phone, they can call CapTel's Customer Service number at:

- a. CapTel Customer Service Phone: (888) 269-7477 (Voice/TTY)  
Spanish CapTel Customer Service: (866) 670-9134  
Mailing Address: Ultratec, Inc, 450 Science Drive, Madison WI 53711  
Email: [CapTel@CapTel.com](mailto:CapTel@CapTel.com)  
Fax: (608) 204-6167  
Website: [www.CapTel.com](http://www.CapTel.com)

You can also contact the NSTEP Coordinator at:

- b. Nebraska Public Service Commission  
Attn: Steven G. Stovall  
300 The Atrium, 1200 N Street  
Lincoln NE 68508  
Phone (Voice): 402 471-0225 or Phone (TTY) 471-0213  
Statewide Toll-Free 1-800-526-0017

## **II. Technical Support For CapTel Devices.**

- 1. Technical Support / Setup Assistance for CapTel.**

If Customer Service cannot resolve your issue or get your phone working, they will check with the outreach team to send someone to your home. You may also call the following contacts:

- a. Pete Seiler – Outreach Coordinator  
[nerelaypete@gmail.com](mailto:nerelaypete@gmail.com) or  
Ph (402) 682-7133
- b. Carl Johnson (Call 402 496-4408; Voice/TTY) – NSTEP Vendor  
13420 Lake Street  
Omaha NE 68164  
Email: [cjrej@juno.com](mailto:cjrej@juno.com)
- c. Tom Tambling – Professional Hearing Aid Services – NSTEP Vendor  
819 Diers Ave Suite 1  
Grand Island NE 68803  
mail: [tt74837@windstream.net](mailto:tt74837@windstream.net)  
Toll Free: (866) 395-8017

## **2. Helpful Website Links for CapTel Assistance:**

- a. CapTel Customer Service Link: [http://www.captel.com/customer\\_service/](http://www.captel.com/customer_service/);
- b. Video links: <http://www.captel.com/videos.php>;
- c. Frequently Asked Questions:  
[http://www.captel.com/customer\\_service/kb/index.php/category/frequently-asked-questions](http://www.captel.com/customer_service/kb/index.php/category/frequently-asked-questions);
- d. Last of all, customers can contact Emma Danielson at [emma.danielson@sprint.com](mailto:emma.danielson@sprint.com). Please contact customer service first as they are there 24/7/365.