

## Wireless Device Terms and Conditions Agreement

By signing and returning this agreement of terms and conditions, I understand my responsibilities and the conditions under which I am receiving a wireless device from the Kentucky Telecommunications Access Program (TAP), operated by the Kentucky Commission on the Deaf and Hard of Hearing (KCDHH).

**My TAP application is not complete until this form is signed and returned to KCDHH.**

### Distribution

- Upon approval and order, the wireless device is shipped to your home via UPS using your 911 address. An adult signature is required for delivery. You are responsible to report any change of address to KCDHH.
- You cannot sell, trade, loan or give the equipment to another person. It is intended for your use only.
- You must notify the TAP office if you move out of state, or leave the state for more than thirty (30) days.

### Usage

- The wireless device you are receiving is for telecommunication purposes. It is shipped to you pre-loaded with apps specific to your self-identified disability. You are responsible for properly using and maintaining the equipment.
- The wireless device will arrive with an Otter Box case and must be housed in the case at all times. The wireless device itself has been laser etched, "*Distributed by KCDHH, NOT FOR RESALE*".
- Your wireless device is being tracked by the vendor. If it is sold, traded or given to anyone else, or if it is found at a Pawn Shop, on EBay, on Craigslist or another venue, you will be banned from the TAP for life and cannot receive equipment in the future, plus the wireless device itself will be shut down (made unusable).

### Repairs and Returns

- Your wireless device has a two year warranty.
- If you experience problems with your wireless device call: Teltex, Inc. Technical Support @ 1-888-515-8120
- If your wireless device needs to be repaired call: Call Teltex, Inc. Toll Free @ 1-888-515-8120
- You must request and obtain a Return Authorization number (RA #) from Teltex prior to shipping any wireless device back to them for repairs. Pack the wireless device in its original box.
- Request a prepaid shipping label when you contact Teltex and send your wireless device to: TELTEX, Inc. Attn: RA# \_\_\_\_\_, 1081 West Innovation Drive, Kearney, MO 64060

### Broken, Damaged and Lost

- If your wireless device is damaged through misuse, abuse or neglect, you are financially responsible for ALL costs related to repair or replacement of the wireless device at the current retail value.
- If your wireless device is damaged due to a natural disaster, you are responsible for filing an insurance report and providing KCDHH with a copy. Replacement is considered if the damage was **not** due to misuse, neglect or abuse.
- If your wireless device is lost you are **not** eligible for a replacement.
- If your wireless device is stolen, you are responsible for filing a police report and providing KCDHH with a copy. Replacement is considered if the police report verifies the theft was **not** due to neglect.

In addition to this agreement, you are subject to the terms and conditions of the Customer Agreement which you will receive in your Wireless Package from the vendor. Please keep all packing materials, box, etc. in case a return is required.

**PLEASE NOTE: THIS PROGRAM ONLY PROVIDES THE DEVICE(S).  
THIS PROGRAM DOES NOT PAY FOR PHONE OR INTERNET SERVICE.**

Sign below, make a copy for your records, and return to our office.

\_\_\_\_\_  
Applicant/Guardian (Printed)

\_\_\_\_\_  
Applicant/Guardian (Signature) Date



**KCDHH is an Agency of the Education and Workforce Development Cabinet**