

# The Telecommunications Access Program...

# IT'S FOR YOU!



**Kentucky Commission on the  
Deaf and Hard of Hearing**

632 Versailles Rd.  
Frankfort, KY 40601  
(800) 372-2907 (V/T)  
(502) 416-0607 VP  
[www.kcdhh.ky.gov](http://www.kcdhh.ky.gov)





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## **Quick Facts about the KCDHH Telecommunications Access Program (TAP)**

- In 1994, the Kentucky General Assembly passed a bill that established the TAP.
- This program ensures that deaf, hard of hearing, speech impaired and deaf/blind individuals receive equal access to telephone services at no cost above the amount paid by hearing individuals.
- The program is funded by a small surcharge that is applied to all telephone lines and wireless accounts in Kentucky.
- Household income is not considered when determining eligibility for TAP equipment.
- Equipment is distributed by order of selection, depending on availability of funds. New applicants are given preference over reapplications.
- Only one specialized phone and one signaler is distributed to eligible applicants per telecommunications access line within a four year period. Replacements are permitted under limited circumstances with verification required.

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### **Applying for the Specialized Telecommunications Equipment**

#### **Am I eligible to apply?**

**To apply for the Telecommunications Access Program (TAP), you must meet the following criteria:**

- Be a legal resident of Kentucky for at least one year.
- Be at least five (5) years of age or older. Thirteen (13) if applying for a wireless device. If under eighteen (18) years of age, a parent or guardian must sign the application, and assume full responsibility for the equipment.
- Be deaf, hard of hearing, speech impaired or deaf/blind to the extent that you cannot use the regular telephone for communication without the use of adaptive equipment.
- Verify telephone or internet service as requested by TAP.

# HOW TO APPLY



1

## **Fill out the application completely.**

Make sure you answer all the questions correctly and do not leave any blanks. If you have a P.O. Box, please also provide a 911 or street address.

***UPS and Fed Ex do NOT deliver equipment to P.O. Boxes.***



2

## **Have a certified/licensed professional complete the verification section of the application.**

Take your application to a licensed professional, ie.:

- Advanced Practice Registered Nurse (APRN)
- Audiologist
- Certified Physician's Assisant (PAC)
- Hearing instrument specialist
- Speech-language pathologist
- Family doctor or general practitioner
- Otolaryngologist (ear, nose, and throat)
- Internal Medicine practitioner
- Public or Private agency serving the deaf or hard of hearing (*Verification by a public or private agency must have prior approval from the KCDHH before they can become authorized to "certify" applications.*)



3

## **Provide Proof of Residency.**

You need to prove that you have lived in Kentucky for at least one (1) year to receive equipment. Answer the question on the application about how long you have lived in Kentucky and provide identification, such as a driver's license or acceptable ID that matches the address on your application.

**NEXT:**

**Mail or bring your application to the KCDHH office.**

TAP can only process **original** applications.  
Copies or faxes are not accepted.

**EQUIPMENT CANNOT BE EXCHANGED  
PLEASE CHOOSE ONLY ONE (1) DEVICE  
AND ONE (1) SIGNALER CAREFULLY**

**What equipment should I apply for?**

You should apply for the Specialized Telecommunication Equipment (STE) that best enables you to communicate. The attached documentation includes pictures of equipment currently available with a short explanation of their intended use. Applicants should consult with a licensed professional to assist in making a choice of equipment that best suits your need.

**After I mail or drop off my application, what happens?**

*(Note: All information is kept strictly confidential)*

- Complete applications are dated and signed by TAP staff, determining the first-come, first-serve approval date.
- Incomplete applications require additional verification. A letter will be sent requesting the missing information.
- A letter is sent within sixty (60) days notifying you if your application has been approved or denied.
- Be sure to notify KCDHH of any address changes.
- Once you equipment is ordered, it is shipped directly to you from the vendor via UPS or Federal Express.

## **When Your Equipment Arrives:**

- 1. Contact KCDHH** to let us know that you have received your equipment.
- 2. Keep the box.** If your equipment needs repair, it must be returned in its original box.
- 3. Keep all the paperwork.** If anything happens to your equipment, you will need your paperwork for repairs.
- 4. Read the owner's manual.** If you still cannot work your equipment, contact the vendor for customer service or KCDHH.

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## **If Your Equipment needs Repair:**

*Equipment distributed by the TAP has a warranty from the company that provided the equipment. If you are a resident of Kentucky, repair and maintenance not caused by consumer misuse, neglect or abuse is covered under this warranty.*

- 1. Contact KCDHH.** You will be given contact information for the company and your Delivery Order number for the equipment you received.
- 2. Package your equipment** in its original box. Include a written description of what is wrong with the equipment and address the box to the company.
- 3. Contact the company** you received the equipment from. You will need to give them your Delivery Order Number and when you received the equipment from the Kentucky TAP.
- 4. Contact the company** and ask them to send UPS to pick up your equipment.

*If your equipment is no longer under warranty and the diagnostic test proves there is no problem with your equipment, or that the defect is the result of abuse of misuse, you are responsible for the repair costs.*

# **BEFORE YOU MAIL!**

- Did you fill out the application completely? All questions must be answered and all blanks filled in. Contact the office if you have questions.
- Do you have a Power of Attorney (POA) (someone who legally does your business for you?) If YES, then we must have a copy of the official POA document.
- Are you currently an ACTIVE Vocational Rehabilitation client? If YES, we must have a letter/email from your counselor stating why they cannot provide you with the equipment you requested.
- Did you pick (write in) the equipment you want to receive? Choose carefully as the device cannot be exchanged. You can only receive equipment once every four years. Do you want both a phone and a signaler? If yes, be sure to provide verification requested for both.
- If you selected a wireless device, did you sign the agreement to return with your application? Please be sure this agreement is included.
- Did you enclose a copy of a recent telephone bill, if needed? Copy the page that shows the *name, address, and telephone number*. If you bundle your services we must have a copy of the bill from your internet/cable provider.
- Did you provide identification that shows your name and address as listed on the application? We must have proof of residency in Kentucky.
- Do you have all necessary signatures (professional), including yours or that of a guardian or POA?
- Did you complete an original application form? Copies or faxes are NOT acceptable.

**DEMONSTRATION CABINET LOCATIONS  
FOR THE TELECOMMUNICATIONS ACCESS PROGRAM (TAP)**

**FRANKFORT**

***Kentucky Commission on the Deaf and Hard of Hearing***

632 Versailles Road, Frankfort, KY 40601, 800-372-2907/502-573-2604/V, 502-416-0607/VP  
Contact: Jessica Endler Smith, [jessica.endler@ky.gov](mailto:jessica.endler@ky.gov), Hours: 8 a.m.-4:30 p.m., Mon.-Fri.

**FT. MITCHELL**

***Redwood Assistive Technology Resource Center***

71 Orphanage Road, Ft. Mitchell, KY 41017, 859-331-0880, Ext. 258/V, 859-331-6177/Fax  
Contact: Christine Siegrist, [csiegrist@redwoodnky.org](mailto:csiegrist@redwoodnky.org), Hours: 9 a.m.-5:30 p.m., Mon.-Fri.

**LEXINGTON**

***HDI Cats (Center for assistive Technology Services)***

2358 Nicholasville Rd., Suite 180, Lexington, KY 40503, 859-218-7979/V  
Contact: Christina Bard or Karah Clark, Hours: Mon.-Fri. 8:30 a.m.-4pm

**LOUISVILLE**

***Center for Accessible Living***

501 S. Second Street, Suite 200, Louisville, KY 40202  
502-589-6620/V, 502-413/2689/VP, 502-589-3980/Fax

Contact: Randilyn Morris, [rwoertz@calky.org](mailto:rwoertz@calky.org),

Hours: 9 a.m.-4 p.m., Mon.-Fri. & 9:30 a.m.-12 Noon by Appointment

*Note: Closed when Louisville schools are closed due to inclement weather.*

**OWENSBORO**

***Wendell Foster***

815 Triplett Street, Owensboro, KY 42303, 270-683-4517/V, Hours: 8 a.m.-4 p.m., Mon.-Fri.  
Contact: Cindy Huston, [chuston@wendellfoster.org](mailto:chuston@wendellfoster.org),  
Jana Billingsley, [jbillingsley@wendellfoster.org](mailto:jbillingsley@wendellfoster.org)

**PADUCAH**

***Project CARAT Paducah***

911 Joe Clifton Drive, Paducah, KY 42001  
270-538-6844/800-327-5287/V, [www.projectcarat.org](http://www.projectcarat.org)  
Contact: Terri Ross, [caratpaducah@gmail.com](mailto:caratpaducah@gmail.com).  
Hours: 9 a.m.-4 p.m., Mon.-Tues. & Wed.-Thurs, 9 a.m.-2 p.m.

**PIKEVILLE**

***Audiologists Associates-Dr. Manning, Lowe's Professional Building***

5425 N. Mayo Trail, Pikeville, KY 41501, 606-437-7703/V  
Contact: Emma Lackey, [elackey@kyhearing.com](mailto:elackey@kyhearing.com), Hours: 9 a.m.-4 p.m., Tues., Wed., Fri.

**THELMA**

***Carl D. Perkins Vocational Training Center***

5659 Main Street, Thelma, KY 41260, 606-788-7080 Ext. 86661/Office, 606-371-4889/Cell  
Contact: Racheal Johnson, [RachealN.Johnson@ky.gov](mailto:RachealN.Johnson@ky.gov), Hours: 8 a.m.-4:30 p.m., Mon.-Fri.



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