

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





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.

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 wireless devices. 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	<p><u>Fill out the application completely.</u> 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.</p> <p>UPS and Fed Ex do NOT deliver equipment to P.O. Boxes.</p>
 2	<p><u>Have a certified/licensed professional complete the application.</u> Take your application to a licensed professional, ie.:</p> <ul style="list-style-type: none">• 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 (<i>Verification by a public or private agency must have prior approval from the KCDHH before they can become authorized to “certify” applications.</i>)
 3	<p><u>Provide Proof of Residency.</u> 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 with your current address on it.</p>
<p>What equipment should I apply for?</p> <p>You should apply for the Specialized Telecommunication Equipment (STE) that best enables you to communicate. This brochure 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.</p>	

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

Landline Phones

Attach a copy of your phone bill.

A copy of the section of your phone bill that has your name, address and phone number **is required for all equipment**. This is usually on the first page and is the part that you detach and send to the phone/cable company for payment. If your name is not on your bill, then you must attach a copy of a driver's license or other official documentation/ID showing proof that you live at the address you wrote on the application.



**Geemarc
Amplipower 60**

Amplified corded telephone designed for use by individuals with a severe hearing loss. Includes speaker phone, volume control, hearing aid compatible, big button keypad, extra bright visual ringer indicator, wall mountable. (dB level 67-adjustable)

Specs: <http://goo.gl/l6PNKf>



**Clearsounds
WCS 600**

Amplified corded telephone designed for use by individuals with a severe hearing loss. Includes big-button/talking/backlit keypad, volume control speakerphone, talking caller ID, 1-touch voice mail retrieval button, hearing aid compatible, a wall mountable, bright visual ringer. (dB level 65)

Specs: <http://goo.gl/nh09dV>



Clarity XLC 3.4

Amplified cordless telephone designed for use by individuals with a moderate hearing loss. Includes speakerphone, talking caller ID, big buttons talking dial pad, 12-speed dial buttons, extra loud ringer, hearing aid compatible. Recognized by the Arthritis Foundation for ease of use. (dB level 50+)

Specs: <http://goo.gl/u5tob2>

Landline Phones



**Geemarc
Amplified
Emergency
Contact
Phone**

Designed for users with a moderate to severe hearing loss. 50 dB Amplified corded telephone with outgoing speech amplification of 12 dB and remote emergency connects feature for up to six preprogrammed numbers. Includes caller ID, speakerphone and flashing visual ringer. Phone becomes an automatic dialer in emergency situations when emergency button (wrist or necklace) is pressed. When a live person is reached, it plays a prerecorded message and the respondent must acknowledge the message as received to deactivate the phone from dialing other numbers. Then the phone becomes a speakerphone so that the emergency contact is able to speak and listen to the user.

Specs: <http://goo.gl/8R7L17>

Speech Impaired Phones



**TeleTalk
Electrolarynx
Telephone**

Telephone used by individuals who have had laryngectomy surgery or other speech impairment. Artificial larynx is cordless and portable and works within the home, ViaUSBport. Includes speakerphone, headset jack (available separately), and speed dial memory.

Specs: <http://goo.gl/KOtWVt>

CapTel Models



Analog 840 PLUS is for people who have a regular telephone line (analog) and do not have high-speed Internet access (digital). Includes built-in answering machine, adjustable font sizes and colors, requires analog telephone line and standard electrical power, caller ID capability. With CapTel 840, incoming callers need to dial the Captioning Service first and enter your phone number to get captions. Outgoing calls are automatically captioned. Built in answering machine takes voice messages with captions. (35dB amplification)

Specs: <http://goo.gl/4zWAbc>

A COPY OF YOUR PHONE BILL IS REQUIRED.

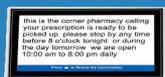


Internet 840i is for people with high-speed Internet access (digital) and telephone service. With CapTel 840i, people call your phone number directly and you get captions automatically. The models look the same and have most of the same features. Includes built-in answering machine, uses telephone service and high-speed internet (wifi or ethernet), automatic captioning on all calls, large easy to read captions, adjustable fonts and colors, caller ID capability. (35dB amplification)

Specs: <http://goo.gl/5erWiL>

A COPY OF YOUR INTERNET BILL IS REQUIRED.

CapTel Models



CapTel model 880i is also available for individuals with both a hearing and a vision loss as this model has larger font on the display. screen. It also requires internet access (digital) and telephone service. Includes built-in answering machine, extra large display/fonts, adjustable font sizes and color, wifi compatible, automatic captioning on all calls, caller-ID capability. (35dB amplification)

Specs: <http://goo.gl/1Ai1Y8>

A COPY OF YOUR INTERNET BILL IS REQUIRED.



CapTel model 2400i is internet based (digital), and is for those who prefer touch screen technology. Includes large easy touch screen, traditional keypad. Captions appear on all calls, no need to call captioning service. Built-in answering machine, adjustable fonts/colors, dial-by-picture capability, one-touch speed dial, caller-ID capability. (35dB amplification)

Specs: <http://goo.gl/UwVinw>

A COPY OF YOUR INTERNET BILL IS REQUIRED.

FAQ About CapTels Link: <http://goo.gl/IWs02n>

Other Specialized Phones Available upon Request

- Remote Control Speakerphone RC-1000
Specs: <http://goo.gl/Fq9LRi>
- Uniphone 1140 (amplified phone/TTY/VCO/HCO)
Specs: <http://goo.gl/N8izyU>
- Superprint 4425 (TTY)
Specs: <http://goo.gl/5LtnL6>
- Deaf Blind Communicator
Specs: <http://goo.gl/MNwwzd>

**Need more information about the phones?
Please call us!**

SPECIALIZED TELECOMMUNICATIONS EQUIPMENT

Wireless Equipment



iPhone

Designed for use by any individual with a hearing loss or speech impairment. Touchscreen qwerty keyboard, voice, text messaging, email, Web browser, Wi-Fi, Bluetooth, camera, hearing aid compatible, touch ID, video recording/calling, headphones, facetime camera.

AT&T Carrier Only

Specs: <http://goo.gl/wqZvpJ>



iPad Air

Designed for use by deaf, deaf-blind, hard of hearing, speech impaired individuals. Includes camera, video calling/recording, audio calling, touch ID, Siri, Tango or caption photo capabilities, airdrop, airplay, family sharing, icloud drive, iTunes radio, quicktype keyboard, messaging, mail, music, Safari, maps and various communication access apps accommodating the specific needs of an individual.

WiFi only

iPad Air Specs: <http://goo.gl/gXL09u>



iPad mini

Designed for use by deaf, hard of hearing or speech impaired individuals. Includes camera, video calling recording, audio calling, touch ID, Siri, Tango or caption photo capabilities, airdrop, airplay, family sharing, icloud drive, iTunes radio, quicktype keyboard, messaging, mail, music, Safari, maps and various communication access apps accommodating the specific needs of an individual.

WiFi only

iPad mini Specs: <http://goo.gl/0PbvUM>

iPad Air/mini Deaf	iPad Air/mini Hard of Hearing
<p>The iPad is perfect for individuals who are deaf to access a Video Relay Service, FaceTime, email and iMessage so that communication access is always available. The iPad is flexible in providing communication access, no matter the preferred mode of telecommunication.</p>	<p>The iPad is perfect for individuals who are hard of hearing to access IP Captioned Telephone Service, and read what they say; or speech read while chatting over FaceTime. The iPad removes barriers to telecommunications for individuals with any degree of hearing loss.</p>
<p>-Specialized Apps included-</p> <ul style="list-style-type: none"> -IP Relay -ooVoo -Skype -Dragon Dictation -iSpeech -Notebook -Hamilton CapTel -Sprint CapTel -Clear Captions -ActivePrint Lite -Convo Video -Sorenson nTouch -ZVRS/Z5 Mobile -Purple P3 Mobile -Airwatch Agent -App City Life -Chrome -Wi-Fi Finder 	<p>-Specialized Apps included-</p> <ul style="list-style-type: none"> -IP Relay -ooVoo -Skype -Dragon Dictation -Hamilton CapTel -Sprint CapTel -Clear Captions -ActivePrint Lite -Airwatch Agent -App City Life -Chrome -Wi-Fi Finder -iSpeech -Notebook
iPad Air Deaf/HOH with Low Vision	iPad Air/mini Speech
<p>The iPad is perfect for individuals who are deaf-blind or have combined hearing and vision loss. From the large screen size, ability to increase font, apps that give access to telecommunications and Braille accessory support; the iPad is an all-around tool for communication access.</p>	<p>The iPad is perfect for individuals with low speech or a speech disability. From communicating via text or email, to use of a speech generating app to share information, the iPad gives an individual the freedom to communicate over the phone or in person.</p>
<p>-Specialized Apps included-</p> <ul style="list-style-type: none"> -IP Relay -ooVoo -Skype -Dragon Dictation -iSpeech -Notebook -TapTap See -Hamilton CapTel -Sprint CapTel -Clear Captions -ActivePrint Lite -Convo Video -Sorenson nTouch -ZVRS/Z5 Mobile -Purple P3 Mobile -Airwatch Agent -App City Life -Chrome -Wi-Fi Finder 	<p>-Specialized Apps included-</p> <ul style="list-style-type: none"> -IP Relay -ooVoo -Skype -Dragon Dictation -iSpeech -Notebook -Tap to Talk -Hamilton CapTel -Sprint CapTel -Clear Captions -ActivePrint Lite -ProloQuo2Go -Read 2 Go -Answers: YesNo HD -FlipWriter AAC -Ablenet's Sounding Board -Airwatch Agent -App City Life -Chrome -Wi-Fi Finder

ALL IPADS ARE WIFI ONLY

SIGNALERS

One signaler may be coupled with your selection of any telecommunication device, wired or wireless. Please choose **one** of the following:

LIMITED TO ONE (1) SIGNALER SYSTEM ACCESS LINE

Amplified Ringer Strobe Signaler



Designed for deaf and hard of hearing individuals who need both a loud tone level and a bright strobe to know when the telephone rings. Connects between telephone and wall phone line. Includes amplified ringer of up to 120 dB, bright flashing strobe light, line triggered strobe light and wall mount option. One per household.

Specs: <http://goo.gl/819TRE>

-or-

SERENE CA-360 COMBO

CA-360 notification system, wireless doorbell, smoke & CO² alarm, bed shaker, and wearable pager with charger. multipurpose transmitter to notify individuals of incoming calls (Telephone, Videophone/ TTY or Fax). Includes flashing patterns, adjustable ring tones



to alert incoming call/doorbell/smoke alarm or phone/bed shaker. Pager provides Braille buttons and receives alerts through vibrations. Smoke alarm sends signals to signaler and pager and offers both smoke and carbon monoxide detection. Wireless operation.

Specs: <http://goo.gl/rQltBi>

SIGNALERS

-or-

SERENE CA-380 COMBO



CA-380 notification system, phone/cell/iPad signaler, wireless doorbell, smoke & CO² alarm, bed shaker, and wearable pager with charger. Alerts to ringing of home telephone, iPhone or iPad and works as a smoke/CO² alarm. Includes alerts to incoming calls/text message/doorbell/or smoke alarm. Pager provides Braille buttons and receives alerts through vibrations/selectable audio tones/or a bright flasher, Smoke/CO² alarm and sends signals to signaler and pager. Wireless operation.

Specs: <http://goo.gl/fZz3Tx>

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

NEXT:

Mail or bring your application to the KCDHH office.

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

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 your 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 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 KCDHH.
-

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 or 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.**
- **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 service we must have a copy of the bill from your internet 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.**

TELECOMMUNICATIONS ACCESS PROGRAM (TAP) CABINET LOCATIONS

FRANKFORT

Kentucky Commission on the Deaf and Hard of Hearing

631 Versailles Road, Frankfort, KY 40601
800-372-2907/502-573-2604/502-416-0607 VP
Contact: Wilma Wright, wilma.wright@ky.gov
Hours: 8 a.m.-4:30 p.m., Monday-Friday

FT. MITCHELL

Redwood Assistive Technology Center

71 Orphanage Road, Ft. Mitchell, KY 41027
859-331-0880, Ext. 258 V/859-331-6177 Fax/711 TDD
Contact: Christine Siegrist, csiegrist@redwoodnky.org
Hours: 9 a.m.-5:30 p.m., Monday-Friday

LOUISVILLE

Center for Accessible Living

502 S. Second Street, 2nd Floor, Louisville, KY 40202
502-589-6220 V/502-589-6690 TDD/502-589-3980 Fax
Contact: Meg Deckert, mdeckert@calky.org
Hours: 8:30 a.m.-5:30 p.m., Monday-Thursday, 8 a.m.-4:30 p.m., Friday
Note: Closed when Louisville schools are closed due to inclement weather.

OWENSBORO

Western Kentucky Assistive Technology Center-Wendell Foster's Campus

815 Triplett Street, Owensboro, KY 42303
270-852-1488 V
Contact: Cindy Huston, chuston@wfcampus.org
Hours: 8:30 a.m.-4 p.m., Monday-Friday

PADUCAH

Project CART-Lourdes North Plaza

911 Joe Clifton Drive, Paducah, KY 42001
270-538-6844/800-327-5287 V/www.projectcarat.org
Contact: Terri Ross, terri.ross@projectcarat.org
Hours: 11 a.m.-4 p.m., Monday-Friday

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
Hours: 9 a.m.-4 p.m., Tuesday, Wednesday, Friday (Closed on Mon. & Thurs.)

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
Hours: 8 a.m.-4:30 p.m., Monday-Friday



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

632 Versailles Rd.
Frankfort, KY 40601
(800) 372-2907 (V/T)
(502) 416-0607 VP
KCDHH@KCDHH.ky.gov

An agency of the Education and Workforce Development Cabinet
Printed with State Funds

