



6925 Hickman Road
Des Moines, Iowa 50322

Toll-Free (Voice/TTY) **800.606.5099**

Voice/TTY **515.282.5099**

TTY **515.282.5130**

EMAIL teleiowa@aol.com

WEB www.relayiowa.com/tai

Please PRINT your answers to all of the questions completely.

APPLICATION FORM

Name of Applicant _____

Last

First

MI

Street Address _____ Apt # _____

(PO Box Number not accepted here; see below to add mailing address if necessary)

City _____, **IA** Zip _____ Birthdate ____/____/____

Home Phone () _____ TTY Voice Alternate Phone () _____ TTY Voice

Social Security # X X X - X X - _____ E-Mail Address _____

Mailing Address, if different from above, to send the voucher. It can be the Applicant's PO Box, a relative or authorized care provider of the Applicant.

Name _____ Relationship to Applicant: _____

Address _____

City, State, Zip _____ Phone () _____

How did you learn about this program? Physician TV Friends/Family Brochure Exhibit Presentation Radio
 Newspaper State Agency Other _____

DO YOU QUALIFY?

YES NO ANSWER ALL QUESTIONS BELOW:

- Do you live in Iowa?
- Are you older than 5 years of age or able to use the telephone equipment?
- Do you have a telephone in your home now or are you going to get telephone service hooked up?
- Would the telephone equipment you are asking for make telephone use easier for you?
- Is your annual adjusted gross income less than what is listed on the chart? →
(If you are requesting a Captioned Telephone (CapTel™) and you answer "No" to the income question, you may be able to purchase a CapTel at a generous discount. Contact the TAI office for more information.)

ANNUAL TOTAL HOUSEHOLD INCOME

1 person - \$46,000

2 persons - \$54,000

3 persons - \$62,000

4 persons - \$70,000

(Add \$8,000 for each additional person)

YOUR SIGNATURE REQUIRED

By my signature below, I certify that all of the above information is true. By signing this application form, I agree to participate in any follow up survey in order to assure quality customer service and satisfactory use of my telephone equipment. I understand that I am only allowed to receive one item or package of items per household every five years. I become the owner of the items I receive and am responsible for the maintenance and warranty. I must use the voucher at an authorized dealer by the deadline listed on the form. I agree to pay any remaining cost that is not covered by the Telecommunications Access Iowa Voucher Program.

X

ORIGINAL Signature of Applicant

Date _____

X

ORIGINAL Signature of Parent/Guardian, if applicant is under 18

Date _____

PRINTED Name of Parent/Guardian

PLEASE TURN OVER FOR EQUIPMENT SELECTION AND PROFESSIONAL SIGNATURE

EQUIPMENT NEEDED

See pages 3 and 4 for detailed information on each piece of equipment. You can choose one, but applicants with hearing loss may also request a separate Phone Ringer/Signaler if desired.

AMPLIFIED PHONE CATEGORY:

- Basic Amplified Phone (includes corded only; up to 35 dB amplification)
- Basic Amplified Phone with Headset/Neckloop
- Enhanced Amplified Phone (includes corded-more than 35 dB and cordless-more than 30 dB)
- Enhanced Amplified Phone with Headset/Neckloop
- Inline/Portable Amplifier

CAPTIONED TELEPHONE CATEGORY:

- Captioned Telephone (CapTel™)
- Captioned Telephone with USB Port (can be hooked up to an existing computer for large visual display)
- Captioned Telephone with Headset/Neckloop
- Captioned Telephone with USB Port and Headset/Neckloop

HANDS-FREE SPEAKERPHONE CATEGORY:

- Voice Activated Speakerphone with Remote Control
- Voice Activated Speakerphone with Remote Control, Accessories

HEARING CARRY OVER (HCO) PHONE CATEGORY:

- HCO with TTY

SPEECH AMPLIFIED PHONE CATEGORY:

- Speech Amplified Phone
- Speech Amplified Phone with Headset

TEXT TELEPHONE (TTY) CATEGORY:

- Braille TTY (Special Request)
- Non-Printing TTY
- Printing TTY
- TTY Software
- TTY with ASCII Code
- TTY with Large Visual Display (LVD)
- TTY with Wide Paper and Caller ID

VOICE CARRY OVER (VCO) PHONE CATEGORY:

- VCO Phone
- VCO Phone with Port and Portable Printer
- VCO with TTY

PHONE RINGER/SIGNALER:

- Loud/Flashing Ringer
- Tactile Ringer for Deaf-Blind

If you need a specialized telephone or accessory that is not on the list, please contact the TAI office at 800-606-5099.

PROFESSIONAL SIGNATURE REQUIRED

You must receive a signature by your doctor, audiologist, rehab counselor, state or federal agency representative, or any other licensed professional in the field of hearing or speech. Their signature verifies you have a need for specialized telephone equipment to assist communication over the telephone.

I certify that this applicant _____ needs the specialized telephone equipment selected above to assist with communication over the phone because s/he is: Deaf Hard of Hearing Speech Impaired Deaf-Blind

ORIGINAL Signature of Professional: **X** _____ Date _____

Print Name of Professional: _____

REQUIRED TO COMPLETE APPLICATION

State License # _____

Occupation: Audiologist/Hearing Aid Dealer Speech Pathologist Doctor/Nurse Federal/State Agency Representative

Teacher Other Licensed Professional _____

Agency Name: _____ Phone # () _____

Address: _____

City/State/Zip: _____

Mail this form to: **Telecommunications Access Iowa**, 6925 Hickman Road, Des Moines, Iowa 50322

Telecommunications Access Iowa is a statewide program of the Iowa Utilities Board and administered by Deaf Services Unlimited, Inc. in Des Moines, Iowa.

DESCRIPTIONS OF TELEPHONE EQUIPMENT IN EACH CATEGORY AVAILABLE THROUGH TELECOMMUNICATIONS ACCESS IOWA

AMPLIFIED PHONE CATEGORY:

Benefits people with different degrees of mild to moderate hearing loss.

Basic Amplified Phone: A corded phone with volume control (amplification) capabilities to adjust the loudness of the other person's voice. Works well for individuals who have a mild hearing loss. Volume control may adjust up to 35 dB. Receives incoming speech with more clarity. May include memory dial, redial, flash button and more and includes built-in loud and flashing ringer.

Basic Amplified Phone with Headset/Neckloop: Same as the *Basic Amplified Phone* but includes a headset or neckloop with volume control capabilities which adjusts the loudness of the other caller's voice on the telephone. Either headset or neckloop may be T-coil compatible. Neckloops may work with amplified phones, but amplified headsets may cause feedback if both phones and headsets are turned up.

Enhanced Amplified Phone (corded and cordless): Same as the *Basic Amplified Phone* but has more powerful amplification for corded phones. Some phones have enhancement controls that may eliminate background noise and increase clarity. Some phones include volume control which adjusts up to 55 dB, tone control, noise reduction which removes unwanted background noise, memory dial, redial and flash buttons. Cordless phones, which are included in this category and may be amplified up to 50 dB, are convenient and mobile for use by individuals with hearing loss who enjoy amplification for clear conversations. Some corded and cordless enhanced amplified phones have a speaker, built-in loud/flashing ringers and a Caller ID display (Caller ID service is available through your telephone company).

Enhanced Amplified Phone with Headset/Neckloop: Same as the *Enhanced Amplified Phone* but includes a headset or neckloop with volume control capabilities which adjusts the loudness of the other caller's voice on the telephone. Either headset or neckloop may be T-coil compatible. Neckloops may work with amplified phones, but amplified headsets may cause feedback if both phones and headsets are turned up.

Inline/Portable Amplifier: Adapts your existing standard telephone into an amplified phone so individuals with mild to moderate hearing loss can hear better over the telephone. Provides some amplification through volume control.

CAPTIONED TELEPHONE CATEGORY:

Benefits people with hearing loss and who are able to speak clearly over the phone.

Captioned Telephone: The captions are displayed on this phone's built-in screen so the user can read the words through the Captioned Telephone Relay Service while listening to the voice of the other party. This phone is amplified up to 35 dB. Works with either 1 or 2 telephone lines. For more information on the Captioned Telephone Relay Service, call Relay Iowa Customer Service at 888-516-4692 or go to the website, www.relayiowa.com.

Captioned Telephone with USB Port: Same as the *Captioned Telephone* but has an USB port which can be hooked up to an existing computer for large visual display.

Note: Both *Captioned Telephones* can include a headset or neckloop with volume control capabilities which adjusts the loudness of the other caller's voice on the telephone. Either headset or neckloop may be T-coil compatible. Neckloops may work with amplified phones, but amplified headsets may cause feedback if both phones and headsets are turned up.

HANDS-FREE SPEAKERPHONE CATEGORY:

Benefits those with mild hearing loss and mobility limitations.

Voice Activated Speakerphone with Remote Control: A voice-activated phone that allows you to dial pre-programmed numbers and answer calls using a remote control. It may have some amplification. This is good for people who have some hearing loss and mobility impairment.

Voice Activated Speakerphone with Remote Control, Accessories: Same as the *Hands-Free Speakerphone* but includes an accessory such as pillow switch, air switch, lapel microphone (helps those with weak voice) or headset with microphone.

HEARING CARRY OVER (HCO) PHONE CATEGORY:

Assist individuals who can hear, but have difficulty speaking over the phone.

HCO with TTY: Same as the *TTY* (see below) but has a Hearing Carry Over (HCO) attachment for speaker or headset. Will need to use in conjunction with the Relay Service. For more information on the Relay Service, call Relay Iowa Customer Service at 888-516-4692 or go to the website, www.relayiowa.com. This HCO with TTY may come with a printer to print the text portion of the call.

See back for more telephone equipment descriptions.

SPEECH AMPLIFIED PHONE CATEGORY:

Assist individuals with low voice volume or weak speech.

Speech Amplified Phone: Includes a loudness control switch on handset (26 dB gain) to increase voice volume of the user, hearing aid compatible, may have last number redial button, and tone/pulse dialing.

Speech Amplified Phone with Headset: Same as the *Speech Amplified Phone* but includes a headset or microphone to improve speech clarity.

TEXT TELEPHONE (TTY) CATEGORY:

Best suited for individuals who are deaf or have great difficulty hearing and speaking on a standard telephone. Transmits and receives typed messages to the TTY/Hearing Carry Over/Voice Carry Over user or to the Relay Service. For more information on the Relay Service, call Relay Iowa Customer Service at 888-516-4692 or go to the website, www.relayiowa.com. There are TTYs with different features; see below for more types of TTYs.

Braille TTY*: Same as the TTY but it enables persons who are deaf-blind to communicate using a modified TTY with a Braille display. **Requires a Special Request. Contact TAI for details.*

Non-Printing TTY: Same as the TTY but has no printer. Portable or compact TTYs are also available in this category.

Printing TTY: Same as the TTY but has a built-in printer using 2 1/4 inch paper rolls to print typed conversations. TTYs with Portable Printer are included in this category. For TTYs using 8 1/2 inch paper, see *TTY with Wide Paper and Caller ID*.

TTY Software: Same as the TTY but it includes TTY software to install in your existing computer with modem. Your computer and modem must be connected to a phone line. May adjust font size and background screen for easier reading.

TTY with ASCII Code: Same as the TTY but has an ASCII Code feature. This is the same type of transmission used by modems on personal computers when dialing the Internet. ASCII is much faster: it can keep up with the fastest typist. However, it doesn't have a *Voice Carry Over (VCO)* feature.

TTY with Large Visual Display (LVD): Same as the TTY but has a built-in large visual display screen for easier reading. Some may come with a printer.

TTY with Wide Paper and Caller ID: Same as the TTY but it has wide paper (8 1/2 inch paper roll) for printing and a built-in Caller ID display. (The Caller ID service is available through your telephone company.)

VOICE CARRY OVER (VCO) PHONE CATEGORY:

Used by individuals who can speak but are unable to hear on a standard telephone. Allows the VCO user to receive typed messages through the Relay Service and verbally reply to a caller. For more information on the Relay Service, call Relay Iowa Customer Service at 888-516-4692 or go to the website, www.relayiowa.com.

Voice Carry Over (VCO) Phone: An amplified phone (30dB) phone with a visual display to read spoken message of the caller while they are speaking to the caller through the Relay Service. Will not be able to hear the other caller's voice while using this service.

Voice Carry Over (VCO) Phone with Port and Portable Printer: Same as the *Voice Carry Over (VCO) Phone* but includes a Port which allows you to hook up a *Portable Printer* which is compact and will print typed conversations.

VCO with TTY: Same as the *Voice Carry Over (VCO) Phone* but includes a keyboard that can be used as a TTY and has a microphone attachment or handset for the person to speak directly to the other caller using the Relay Service. It may have a printer to print the text portion of the call.

PHONE RINGER/SIGNALER CATEGORY:

Alerts people with hearing loss to the ringing of the telephone.

Loud/Flashing Ringer: Alerts deaf and hard of hearing individuals to the ringing of the telephone either visually (a built-in flashing light or can be connected to a lamp), by a loud ringing tone or both at the same time. A ringer can be connected directly to a phone or jack in a separate room if desired. *A ringer can be requested along with a selection of telephone equipment.*

Tactile Ringer for Deaf-Blind: Alerts deaf-blind individuals to the ringing of the telephone by a vibrating signal that can be worn on the body. Some tactile ringers come in kits which may include a receiver, transmitter, battery charger and a dual phone plug.

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