

# ***Adaptive Telephone Equipment Loan (ATEL) Program***

## **LANDLINE/HOME DEVICES FREQUENTLY ASKED QUESTIONS**



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### **WHO DO WE SERVICE?**

The ATEL program provides landline and wireless communication devices to residents of the State of Rhode Island who are Deaf, Hard of Hearing, have a speech disability, or have neuromuscular damage or disease (unable to dial or hold a receiver).

### **WHAT ARE THE REQUIREMENTS IN ORDER TO RECEIVE EQUIPMENT?**

To receive equipment the person must: 1) be a resident of Rhode Island, 2) be Deaf, Hard of Hearing, have a speech disability, or have neuromuscular damage or disease (unable to dial or hold a receiver), 3) receive one or more of the following: food stamps, Medicaid, SSI, heating assistance, rite care, family independence program, general public assistance, RIPAE (assisting tiers 60% and 30%) or telephone lifeline service, or have an income below the 250% poverty line (see chart on back of application). If you are ineligible, please visit our website at [www.atel.ri.gov](http://www.atel.ri.gov) or call our office at (401) 462-7857, for information on purchasing equipment or short term loans.

### **HOW DOES A PERSON APPLY?**

To apply, the person must fill out the application form. There are two different applications: Landline/home telephone devices and wireless device (iPhones, iPads and Jitterbug devices). In addition, a Certificate of Disability must be completed and signed by an authorized professional. The Certificate of Disability statement should be completed by one of the following: 1) a doctor, 2) a speech pathologist, 3) an audiologist, 4) a rehabilitation counselor of the Office of Rehabilitation Services (ORS), or 5) A teaching staff member of the RI School for the Deaf (only if the applicant attends, or has attended the school).

### **HOW LONG DOES THE PROCESS TAKE?**

Because equipment is loaned free of charge and many people apply, it is not possible to specify how long an applicant will have to wait. The average wait, is about three-four weeks for landline/home telephone devices. The ATEL program provides **ONLY ONE** landline/ home telephone **OR** wireless device, the client is responsible for activation fees and monthly plans.

### **HOW DO I GET EQUIPMENT?**

You will be contacted (or an alternate person noted on application) for an appointment. You can either come to our office in Providence, or TechACCESS to pick-up the equipment, or receive a home visit. If you come to our office you will receive your equipment much quicker; otherwise, you will receive a home visit when the ATEL representative has grouped other individuals in your area. You will receive an advanced call with the day and a 2-3 hour time slot that the ATEL representative will be at your residence.

### **IS THE EQUIPMENT MINE TO KEEP?**

The equipment remains the property of the State of RI. If you move within RI you are required to notify the ATEL Program with your new address and telephone number. All equipment that is broken must be returned to the ATEL Program for repair. It will be repaired free of charge if the damage was not due to abuse or misuse. Also, if your condition or needs change, you may make an appointment to exchange the equipment.

## **WHAT TYPES OF EQUIPMENT ARE AVAILABLE?**

### **VOLUME CONTROL TELEPHONES**

A variety of volume control telephones are available; these include big button phones and cordless phones. These telephones provide individuals with hearing loss an increase in amplification of up to 55 decibels, for the incoming voice. Also, for clients with a soft voice production, we provide a device with an additional 26 decibels of outgoing amplification.

### **CAPTEL RELAY TELEPHONES**

CapTel Captioning is for people who are Deaf, or Hard-of- Hearing with poor speech discrimination, that can still use their voice on the phone. High level amplified phones are great at producing loud and clear sound, but this doesn't help individuals that can no longer discriminate certain numbers or letters. The Captioning Service transcribes the caller's spoken words into written captions, using voice-recognition technology. The captioning service is free to users, its cost is covered by the Telecommunications Relay Service (TRS) funds as part of Title IV of the Americans with Disabilities Act (ADA).

### **THERE ARE MANY MODELS OF CAPTEL TELEPHONES: 840, 840i, 880i, and 2400i.**

The 840 CapTel is for people who do not have high speed Internet service. And works with standard analog telephone line(s) or DSL with filter. Disadvantage is that individuals need to call a special 800# for captions to appear on incoming calls, outgoing calls automatically caption.

- **CapTel 840**

The 840i, 880i and 2400i CapTels are for people with telephone service and high speed internet, and can be positioned anywhere within your wireless network range or it can be connected to your Internet with an Ethernet cable; **Wi-Fi compatible**. Advantage is that captions automatically appear on incoming calls and outgoing calls, with no special numbers to dial.

- **CapTel 840i**

This Captel is the same as the 840 but you do need high speed internet service.

- **CapTel 880i**

For people with low vision, who have difficulty viewing standard-sized captions. Extra-large font sizes & display options for easy reading.

- **CapTel 2400i**

For people who prefer touch-screen technology. Large colorful display, Dial-by-picture capability.

### **FLASHERS/BELL RINGERS**

Light alerts or flashers can be used with any volume control telephone; this device activates a designated lamp to flash, alerting the user the telephone is ringing. This device is helpful for a deaf individual, or for the hard-of-hearing individual that is listening to loud television/music or has his/her hearing aid off. The Bell ringer provides up to a 95-decibel ring to alert a hard-of-hearing individual that the telephone is ringing.

**TRADITIONAL RELAY TELEPHONES**

**Rhode Island Relay (711)** is a service that allows people who are Deaf, Hard of Hearing, Deaf-Blind or speech disabled to communicate via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses that use a standard phone. This service is free to users; its cost is covered by the Telecommunications Relay Service (TRS) funds as part of Title IV of the Americans with Disabilities Act (ADA).

**TTY/ HCO PHONES**

TTY telephones are for individuals who are extremely Hard of Hearing and/or Deaf but cannot speak. Hard of Hearing and/or Deaf person type their side of a conversation and read the other party's responses.

A HCO (Hearing Carry-Over) telephone is for people who have a speech disability; users listen directly to the person being called and, again, through specialized equipment and relay services, type their response to the other party.

**EMERGENCY DEVICES**

Freedom Alert is the world's first 2-way emergency pendant communicator. Family, friends and 911 are just a click away. Now you can live independently and safely with peace of mind. It has 3 programmable emergency options: friends and family (up to 4 people), friends and family (up to 4 people) & 911, and 911 only.

**SPEAKERPHONE**

The speakerphone is designed for people with a neuromuscular impairment who have difficulty holding/dialing a standard telephone. It is a speakerphone with an external switch to make it a "hands free" telephone. Also, for those with limited movement, assistive devices for accessing the telephone are also available: microphones, air switches, and crest.

**TELITALK**

This phone allows an individual with a Laryngectomy to speak on the phone using a built in artificial larynx. The electronic speech aid, known as TruTone, has a natural resolution that will bring intonation back into your voice. Using new technology (U.S. patent secured), the speech aid lets you fluctuate the pitch of your voice using a single pressure sensitive button.

**TELEPHONE FLUENCY SYSTEM**

This device provides two types of altered auditory feedback: Delayed auditory feedback (DAF) and Frequency-shifted auditory feedback (FAF) which when utilized with the assistance of a speech therapist, helps reduce stuttering.

**WIRELESS DEVICES**

A variety of wireless devices: Jitterbug devices, iPads and iPhones. If you are interested in a wireless device, please contact the ATEL Office for a **separate wireless device application.**

**QUESTIONS?**

Check back with us often; we are always researching new technology that will be of assistance to qualified applicants. If you have any information on a new product, which will assist our customers with using the telephone, please contact us at 462-7857.

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**PLEASE KEEP THIS INFORMATION PACKET FOR REFERENCE.**