



# Relay Hawaii Equipment Program (RHEP)

## Information and Application

### What is RHEP?

RHEP provides equal access to all Relay Hawaii services by loaning specialized equipment to individuals who are deaf, hard of hearing, or speech-disabled and are unable to use a standard or amplified telephone.

### Who is Eligible for RHEP?

One piece of equipment is allotted per subscriber line. To take advantage of RHEP, you must:

- Be a Hawai'i resident
- Have a hearing loss of 40 decibels or greater as certified by a doctor's certificate or audiologist's report, or have a communication disorder, which severely interferes with communicating effectively over the telephone as certified by a physician or speech-language pathologist
- Be responsible to maintain your landline services
- Complete the application form on the back

### How do I apply for RHEP?

Simply fill out the RHEP application on the back. Your application and supporting documents will be reviewed and input into a database. New equipment will be sent directly to you via FedEx or UPS.

### Maintenance and Replacement of Equipment

If you encounter a problem with a piece of equipment, please contact a RHEP Account Manager at one of the numbers below. If there is a mechanical problem with your equipment, we will provide a replacement at no charge. Text telephones needing repair can be returned to RHEP at no charge.

## Relay Hawaii Phone Rental Program Equipment Options



### Ultratec Superprint 4425A

A text telephone enables a person who is deaf, hard of hearing, or speech-disabled to use the telephone by typing messages, and reading typed messages from the other person.

This TTY allows you to call anyone who does not have a TTY by first connecting to Relay Hawaii. You can also use it to call another TTY user directly. The Superprint 4425A features direct connection with two phone jacks and auto-answer to take messages in print for you. A built-in ring flasher notifies you of incoming calls and interruption requests.



### Ultratec Uniphone 1140

This Hearing Carry Over (HCO) phone combines voice and text communications over a telephone line. It allows an individual who cannot speak clearly to connect with Relay Hawaii, then type what they would like to say. The operator reads aloud to the other person, who speaks back to the HCO user. For direct communication without Relay Hawaii, the other person must have equipment that allows them to receive the typed messages. VCO users who wish to communicate with their deaf friends by typing can also use the Uniphone 1140.



### Clarity Alto Plus Digital CID Loud Big Button Speakerphone

The Clarity® AltoPlus™ Digital CID amplifies incoming sounds up to 53dB and outgoing speech up to 15dB for Speech-to-Speech communication.

A specially trained Relay Operator serves as the speech-disabled user's voice and repeats his or her responses to the called party as needed.



# Application Form Relay Hawaii Equipment Program – Phone Rental

**Customer Name:** \_\_\_\_\_

First Name

Middle Initial

Last Name

Shipping Address (Cannot ship to a P.O. Box)

City

State

Zip Code

Email

Home Phone

Date of Birth

State ID or Driver's License #

State Issued

Expiration Date

To be eligible for equipment through this program, you must provide a copy of the appropriate report for your disability. If you are deaf or hard-of-hearing, you must submit certification by a doctor's certificate or an audiologist's report. If you have a communication disorder, you must submit certification by a physician or speech-language pathologist.

1. Have you enclosed a doctor's certificate or audiologist's report?  Yes  No

**OR**

Have you enclosed a physician's or speech-language pathologist's certificate?  Yes  No

I am requesting the following equipment: (check one)

TTY - Superprint 4425A

STS - Clarity AltoPlus Digital CID

HCO/VCO - Ultratec Uniphone 1140

2. I understand that T-Mobile or its agents are not liable for damages caused by the use of the equipment, or the possession of this equipment.  Yes  No

3. I understand that upon disconnection of telephone service, the rental equipment must be returned within seven days.  Yes  No

4. I understand that I am liable for the loss, neglect or theft of the rental equipment.  Yes  No

5. I understand that I am responsible for my own landline services.  Yes  No

6. I understand that I am responsible for notifying the Customer Relations Manager of any changes to my contact information  Yes  No

Signature

Date

Parent or Guardian's Signature (if under 18 years of age)\*\*

Date

## PLEASE COMPLETE AND RETURN THIS FORM TO:

LisaAnn Tom, Customer Relations Manager  
PO Box 240267  
Honolulu, HI 96824

- 1-808-447-3027 (videophone)
- 1-800-357-5168 (toll-free phone & voicemail)
- 1-866-410-4256 (toll-free fax)
- relayhawaii@t-mobile.com (e-mail)

\*\* If applicant is under 18 years of age, signature from a parent or guardian is required.