



Relay Hawaii Equipment Program (RHEP)

Information and Application

What is the RHEP Program?

The purpose of this program is to provide equal access to all of Relay Hawaii's services. The program provides specialized equipment to the deaf, hard of hearing or speech disabled individuals who are unable to use a standard or amplified telephone.

Who is eligible for The RHEP Program?

Only one piece of equipment is allotted per subscriber line. To take advantage of the RHEP Program, you must:

- Be a Hawai'i State 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 an application form on the back

How do I apply for the RHEP Program?

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

Maintenance and repair of equipment.

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

Relay Hawaii TTY Rental Program Equipment Options



Ultratec Miniprint 425

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.

A TTY is required at both ends of the telephone line, or a hearing person can call or be called through Relay Hawaii. The Miniprint 425 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

Hearing Carry Over (HCO) Phone is a phone that combines voice and text communications over the telephone line. The HCO Phone allows an individual who cannot speak well to type his or her messages and listen to the other person speak. Since the HCO user types his or her messages to the other person, the other person must have equipment that allows them to receive text messages, or must use Relay Hawaii. (VCO users who wish to communicate with their deaf friends by typing their message on the keyboard can also use the Uniphone 1140.)



Ameriphone Dialogue XL-25s

The Dialogue XL-25s makes the outgoing voice louder (up to 20dB) for Speech-to-Speech communication. A specially trained Relay Hawaii Relay Operator serves as the speech-disabled user's voice and repeats his or her responses to the called party.



Application Form Relay Hawaii TTY

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 - Ultratec Miniprint 425
- STS - Ameriphone Dialogue XL-25
- HCO/VCO - Ultratec Uniphone 1140

2. I understand that Sprint 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

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
420 Waiakamilo Road
Suite 405, Honolulu, HI 96817

- 1-866-835-8169 (TTY)
- 1-800-357-5168 (toll-free phone & voicemail)
- 1-866-410-4256 (toll-free fax)
- relayhawaii@sprint.com (e-mail)

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