

Illinois Telecommunications Access Corporation

Service Offerings Under  
the Equipment Distribution Program  
As Mandated by Section 13-703  
of the Public Utilities Act.

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## **I. DEFINITIONS**

The terms and abbreviations used in this Service Offering shall have the meanings ascribed to them in 83 Illinois Administrative Code 755.10.

## **II. SCOPE AND APPLICABILITY**

### **1. General**

The regulations contained in this Service Offering apply to the provision of telecommunications Equipment and related services, unless otherwise stated, or unless modified by specific provisions contained elsewhere in this Service Offering or in 83 Illinois Administrative Code Part 755.

### **2. Undertaking of ITAC**

ITAC undertakes to provide on behalf of all Illinois local exchange carriers, in accordance with the provisions of 83 Illinois Administrative Code 755.100, the telecommunications services as follows and as further detailed in this Schedule:

- A. Distribution of Equipment to Recipients and Organizations, as prescribed in this Service Offering and in 83 Illinois Administrative Code 755 Subpart C;
- B. Provision of repair or replacement of Equipment, as prescribed in this Service Offering and in 83 Illinois Administrative Code 755 Subpart B;
- C. Provision of training in the use of Equipment at regional centers, for recipients of Equipment who desire training, provided in a manner appropriate to the recipient's needs.

## **III. LINE CHARGE AND ASSESSMENT**

### **1. General**

The operations of ITAC shall be funded by a line charge and assessment as specified in 220 ILCS 5/13-703(c) and (f). Each telecommunications carrier, wireless carrier, and interconnected VoIP provider shall submit to ITAC monthly a Monthly Remittance Report in the following format:

**Carrier/Provider:** \_\_\_\_\_  
**Carrier and Interconnected VoIP Provider**  
**Monthly Remittance Report to ITAC**  
**Report Month/Year** \_\_\_\_\_

New Report \_\_\_\_\_ Correction\* \_\_\_\_\_  
\*attach explanation

| <u>Line and Subscription Description</u>                   | <u>Number</u> | <u>Rate</u> | <u>Revenues</u> |
|--|---------------|-------------|-----------------|
| 1. Subscriber Lines <sup>(1)</sup>                         | _____         | _____       | -\$ _____       |
| 2. Centrex Lines <sup>(2)</sup>                            | _____         | _____       | -\$ _____       |
| 3. PBX Trunks <sup>(3)</sup>                               | _____         | _____       | -\$ _____       |
| 4. Advanced Services <sup>(4)</sup><br>(List each service) |               |             |                 |
| a. DTS-E (Digital Transport Svc)                           | _____         | _____       | -\$ _____       |
| b. ISDN Prime  | _____         | _____       | -\$ _____       |
| c. _____   | _____         | _____       | -\$ _____       |
| d. _____   | _____         | _____       | -\$ _____       |
| e. _____   | _____         | _____       | -\$ _____       |
| 5. VoIP Residential Subscriptions <sup>(5)</sup>           | _____         | _____       | -\$ _____       |
| 6. VoIP Business Subscriptions <sup>(6)</sup>              | _____         | _____       | -\$ _____       |
| 7. Wireless Lines <sup>(7)</sup>                           | _____         | _____       | -\$ _____       |
| 8. Sub-Total   |               |             | -\$ _____       |
| 9. Less Uncollectibles @ _____ %                           |               | _____       | -\$ _____       |
| <b>10. Total Remittance<sup>(8)</sup></b>                  |               |             | \$ _____        |

- (1) "Subscriber lines" means a voice grade communication channel between a subscriber and a telecommunications carrier's public switched network, which would be required to carry the subscriber's interpremises traffic and which is capable of providing access through the public switched network to the Illinois relay system. A subscriber line does not include 800 lines or access lines used for official communications of telecommunications carriers providing local exchange service. **Do not include Centrex lines in the total in this row.**
- (2) One ITAC line charge shall be assessed for every 5 Centrex lines.
- (3) Five ITAC line charges shall be assessed for each PBX trunk.
- (4) The ITAC line charge assessment for advanced/multi-channel services mirrors the carriers 911 surcharge assessment for these services (pursuant to ITAC' Service Offering).
- (5) "Residential Subscriptions" means a count of the maximum number of interconnected VoIP calls that an end-user may have active at the same time. If the interconnected VoIP provider's retail customer purchases a service (or services) that allows more than one interconnected VoIP call to be made from the customer's physical location at the same time, the number of subscriptions equals the maximum number of interconnected VoIP calls that the customer may have active at the same time. **Do not include subscriptions for business customers in the total in this row.**
- (6) "Business Subscriptions." means a count of the maximum number of interconnected VoIP calls that an end-user may have active at the same time. If the interconnected VoIP provider's retail customer purchases a service (or services) that allows more than one interconnected VoIP call to be made from the customer's physical location at the same time, the number of subscriptions equals the maximum number of interconnected VoIP calls that the customer may have active at the same time. In the case of a business retail customer which purchases a service (or services) pursuant to a service agreement(s), the number of subscriptions equals the maximum number of interconnected VoIP calls that the customer may have active at the same time under the terms of the service agreement(s) with that customer. In calculating the rate for assessments on business subscriptions, one assessment shall be applied for each five business subscriptions (i.e., the application of the Assessment on business subscriptions shall mirror the application of the Line Charge to centrex lines). **Do not include subscriptions for residential customers in the total in this row.**

- (7) "Wireless lines" means a communications channel between a subscriber and a wireless carrier's network, which would be required to carry the subscriber's traffic and which is capable of providing access to the public switched network. A wireless line does not include lines used for official communications of wireless carriers.
- (8) Multiply Line 8 by carrier's, VoIP provider's, or wireless provider's uncollectible rate (shown in rate column) to obtain Line 9. Subtract Line 9 from Line 8 to obtain Line 10.

Prepared by: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
E-mail address: \_\_\_\_\_  
Date prepared: \_\_\_\_\_

Please mail completed form and remittances to ITAC at:

**Illinois Telecommunications Access Corp.**  
**3001 Montvale Drive, Ste. D**  
**Springfield, IL. 62704**

For information, call: 217.698.4170 or 1.800.841.6167 v/tty

## **2. Local Exchange Carriers**

Each local exchange telecommunications carrier shall collect from its end-user customers and remit to ITAC monthly a charge per subscriber line in the amount ordered by the Commission pursuant to 220 ILCS 5/13-703. Resellers must collect the line charges directly from end-users and remit them to ITAC monthly. One charge shall be applied to each subscriber line (as defined in 83 Ill. Adm. Code 755.10) of the carrier, except as follows:

- A. Centrex:  
one charge shall be applied for each five centrex lines;
- B. PBX:  
five charges shall be applied for each PBX trunk;
- C. Services Provisioned by T-1 Lines and Other Advanced Services:  
charges for services provisioned by T-1 lines and other advanced services shall mirror the carrier's application of 9-1-1 charges.

The line charge shall be identified on customer bills as "IL Telecom Relay Service and Equipment" or an equivalent phrase that is not detrimental to persons with disabilities.

## **3. Interconnected VoIP Providers**

Each Interconnected VoIP Provider, directly or via another entity, shall collect from its customers and remit to ITAC monthly the assessment per subscription required by 220 ILCS 5/13-703(f) and ordered by the Commission. Indirect remittances to ITAC shall indicate the Interconnected VoIP Provider on whose behalf assessments are being remitted.

- A. One assessment shall be applied to each subscription (as defined in 83 Ill. Adm. Code 755.10) of the Interconnected VoIP provider, except as provided in Section III.3.B. below with respect to business subscribers.
- B. For VoIP business subscribers, one assessment shall be applied for each five business subscriptions (i.e., the application of the Assessment on business subscriptions shall mirror the application of the Line Charge to centrex lines).

#### **4. Wireless Carriers**

Each wireless carrier shall collect from its end-user customers and remit to ITAC monthly a charge per subscriber line in the amount ordered by the Commission pursuant to 220 ILCS 5/13-703.

#### **5. Sellers of Prepaid Wireless Telecommunications Service**

Each seller of prepaid wireless telecommunications service shall remit the assessments to the Department of Revenue on the same form and in the same manner which they remit the fee collected under the Prepaid Wireless 9-1-1 Surcharge Act, as provided in 220 ILCS 5/13-703(f). The amount of the assessment shall be ordered by the Commission pursuant to 220 ILCS 5/13-703.

### **IV. ELIGIBILITY AND APPLICATION FOR EQUIPMENT**

#### **1. For Residents**

- A. Applicants shall submit to ITAC a completed application packet, as described in 83 Illinois Administrative Code 755.115 including (without limitation) a disability certification as described in 83 Illinois Administrative Code 755.200, and proof of identification and residency as described in 83 Illinois Administrative Code 755.205(e).
- B. ITAC shall process applications as described in 83 Illinois Administrative Code 755.115 and shall distribute Equipment to eligible Recipients as provided in 83 Illinois Administrative Code 755.205.
- C. The application packet for residents shall contain the materials described in 83 Illinois Code 755.115.

#### **2. For Organizations**

- A. Organizations shall file a verified Application or Petition for Eligibility and their eligibility shall be determined by the Commission as provided in 83 Illinois Administrative Code 755.210. The verified Application or Petition for Eligibility and all subsequent documents filed and orders issued in the proceeding shall be

served on ITAC pursuant to 83 Illinois Administrative Code 200.150 and 83 Illinois Administrative Code 755.210(f).

- B. ITAC shall distribute Equipment to eligible Organizations as provided in 83 Illinois Administrative Code 755.210.
- C. Eligible Organizations may receive only one piece of Equipment, regardless of the number or kinds of disabilities of the persons served by the Organization.

## **V. LOANED EQUIPMENT**

### **1. Time Period for Possession of Loaned Equipment**

Contingent upon the Recipient's compliance with the provisions of 83 Illinois Administrative Code Part 755, all Equipment distributed under the loan program will be provided until the user's legal residence ceases to have telephone service for more than 45 days. At such time, the Equipment must be returned to ITAC. If telephone service is reestablished after the Equipment has been returned to ITAC, eligibility must be reapplied for as though no prior service had been provided. An applicant who reapplies after having returned Equipment may use an eligibility form certifying the disability, as described in 83 Illinois Administrative Code 755.115(a)(2), dated up to one year prior to the date of notice of loss of eligibility.

### **2. Shared Residence**

In the event that two or more Recipients share a common permanent legal residence, loaned Equipment in excess of that permitted under 83 Illinois Administrative Code 755.205 shall be returned to ITAC.

### **3. Change of Address**

If the Recipient changes his or her permanent legal address within the State of Illinois, he or she must inform ITAC of the change of address.

### **4. Equipment Ownership and Liability**

All Equipment distributed under the loan program pursuant to 83 Illinois Administrative Code 755.100(a) shall remain the property of ITAC. Each Recipient shall sign a form indicating that he or she understands and accepts the requirements of 83 Illinois Administrative Code 755.100(a) regarding ownership and liability.

Equipment distributed under the loan program by ITAC may not be sold, loaned, or otherwise transferred out of the possession of the original Recipient. Transfers will subject the Recipient to liability for the full replacement cost of the Equipment.

## **5. Recipient Responsibility**

- A. In cases in which the Recipient is the sole User within the residence:
  - (1) in the event the Recipient permanently relocates outside of Illinois, the Recipient must return the loaned Equipment to ITAC prior to leaving the State;
  - (2) in the event of the death of the Recipient, the executor of the Recipient's estate or other responsible survivor must return the loaned Equipment to ITAC.
- B. In cases in which the User resides with a person with a disability as defined in 83 Illinois Administrative Code 755.10:
  - (1) in the event of the User's death or permanent relocation outside of Illinois, the remaining person with the qualifying disability or the parent or legal guardian of the remaining person with a qualifying disability must give notice to ITAC and make application for the assignment of Recipient status to the eligible individual within the residence;
  - (2) in the event that both the User and the other eligible person with the qualifying disability permanently relocate outside of Illinois, the User must return the loaned Equipment to ITAC prior to leaving the State.
- C. In cases in which the Recipient is the parent or guardian of a minor User, on the occasion of the 18th birthday of a minor User, the Recipient shall give notice to ITAC and Recipient status shall be transferred to the User.

## **6. Responsibility for Maintenance of Loaned Equipment**

Unless otherwise specified in 83 Illinois Administrative Code Part 755, all ordinary expense of maintenance and repair of loaned Equipment due to ordinary wear and tear is borne by ITAC. If loaned Equipment is distributed in a protective case, the Recipient must keep the loaned Equipment in that protective case. If loaned Equipment is damaged, lost, or destroyed due to negligence of the Recipient or failure of the Recipient to keep the loaned Equipment in its protective case, and not due to ordinary wear and tear, the Recipient shall be held responsible for the cost of replacing the lost or destroyed loaned Equipment or restoring the damaged loaned Equipment to its original condition, unless ITAC assumes the responsibility for the costs of repair in such instances. ITAC may bill the Recipient for the cost of replacing or restoring the lost, destroyed, or damaged loaned Equipment and withhold further participation by the Recipient in the programs offered under Section 755.100(a) and (b) until payment is made. The Recipient must immediately notify ITAC if any of ITAC's loaned Equipment is lost, destroyed, stolen, or damaged. If the loaned Equipment is stolen, damaged or destroyed due to fire, flood or other acts of God, the police, fire, or insurance adjustor's report, specifying the stolen, damaged, or destroyed ITAC Equipment, must be forwarded to ITAC within thirty days after the date the incident was reported.



## **VI. VOUCHER EQUIPMENT**

### **1. Time Period for Possession of Voucher Equipment**

- A. Contingent upon the Recipient's compliance with the provisions of 83 Illinois Administrative Code Part 755, a Recipient of Equipment distributed under the voucher program is eligible for a new voucher for Equipment every three (3) years, except as provided in Section 1.B below.
- B. If a Recipient's Equipment requirements change within the voucher time period, the Recipient may obtain a different piece of Equipment by submitting to ITAC an application for recertification, certifying that the Recipient's disability has changed significantly to such a degree that the Recipient can no longer use the existing Equipment, and requires a different piece of Equipment, to engage in regular and routine telephone communication.

### **2. Subscriber Lines; Shared Residence**

- A. Pursuant to Illinois Administrative Code 755.205, one piece of Equipment shall be provided per subscriber line in a residence that is the permanent legal residence of a certified user. Subject to Section 2.B below, the maximum number of pieces of Equipment that shall be provided is the lesser of the number of certified users or the number of subscriber lines in the residence.
- B. In the event that two or more certified users with different disabilities share a common permanent legal residence, and if the certified users require dissimilar Equipment in order to engage in regular and routine telephone communications as a result of their differing disabilities, ITAC shall provide an additional piece of Equipment or pieces of Equipment

### **3. Change of Address**

If the Recipient changes his or her permanent legal address or telephone number within the State of Illinois, he or she must inform ITAC of the change.

### **4. Equipment Ownership and Liability**

All Equipment distributed under the voucher program pursuant to 83 Illinois Administrative Code 755.100(b) shall be the property of the Recipient. Each Recipient shall sign a form indicating that he or she understands and accepts the requirements of 83 Illinois Administrative Code 755.100(b) regarding ownership and liability.

## **5. Responsibility for Maintenance of Voucher Equipment**

Equipment distributed under the voucher program is covered by a 3-year warranty for normal usage, wear and tear. For repairs under warranty, the Recipient is responsible for the cost of postage and for mailing Equipment to the repair center as instructed by ITAC.

## **6. Accessories**

In addition to Equipment distributed under the voucher program, ITAC may provide Recipients with an accessory such as a signaler. Distribution of accessories is subject to ITAC's discretion on a case-by-case basis, based on compatibility with the Equipment distributed, user need, and availability.

## **VII. EQUIPMENT SPECIFICATIONS**

### **1. Equipment for Users who are Deaf-Blind or Speech-Disabled-Blind**

#### **A. Deaf-blind Communicator**

##### **(1) Product Specifications**

Manufacturer: HumanWare  
Model Name: Deaf-blind Communicator

##### **(2) The Deaf-blind Communicator is offered under ITAC's Loan Program.**

##### **(3) Operating Functions and Specifications**

- a. Braille TTY; Braille or Qwerty keyboards
- b. 18 or 32 Braille cells
- c. Full KeySoft set of applications
- d. Baudot 45.45 and ASCII compatible
- e. Internal modem with R.111C Jack
- f. Acoustical coupler or direct connect transmission
- g. Portable; weighs 2.5 pounds
- h. Capable of face-to-face electronic communication, SMS, instant messaging, voice carry-over
- i. Microsoft Windows CE operating system
- j. Compatible with hearing aid devices
- k. 128 MB of non-volatile user storage; 64 MB RAM; 64 MB ROM for program and OS storage.
- l. Pocket-size vibrating companion device to signal incoming calls
- m. 2 USB host ports, USB client port for ActiveSync, standard 9-pin RS232 serial port, infra-red port

- n. SD, compact flash and Type 2 PCMCIA card slots

(4) Recipient Disability Certification Requirements

A Deaf-blind Communicator may be distributed under ITAC's Loan Program to an applicant who has been certified as permanently deaf-blind or speech disabled-blind, and who meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

**2. Equipment for Users who are Deaf or Hard-of-Hearing**

A. Amplified Telephones

(1) CLARITY XLC3.4+ CORDLESS AMPLIFIED TELEPHONE

a. Product Specifications

Manufacturer: Clarity Products LLC  
Model Number: XLC3.4+

b. The Clarity XLC3.4+ Amplified Telephone is offered under ITAC's Voucher Program.

c. Operating Functions and Specifications

- 1) DECT 6.0 with Digital Clarity Power technology for loud, clear interference-free conversations
- 2) Amplifies incoming sounds up to 50+dB and outgoing speech up to 15dB
- 3) High contrast Call Waiting and Caller ID display with large font
- 4) Optional talking Caller ID speaks the number of incoming calls
- 5) Bright flashing visual ringers in handset and base
- 6) Illuminated talking dial pad speaks the number that is pushed
- 7) 2.5 and 3.5mm audio output jacks for headset or neckloops
- 8) Extra loud and clear speakerphone for hands-free conversations
- 9) Extra loud 95dB ringer with adjustable tones
- 10) Wall or desk mountable
- 11) Hearing aid and T-coil compatible with TIA-1083 compliance
- 12) Expandable up to four (4) handsets (XLC7HS)

d. Recipient Disability Certification Requirements

A Clarity XLC3.4+ cordless amplified telephone may be distributed under ITAC's Voucher Program to an applicant who has been certified as being permanently hard-of-hearing, meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering, and for whom this model of amplified telephone best enables the applicant to engage in regular and routine telephone communication. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

(2) CLARITY ALTO PLUS AMPLIFIED TELEPHONE

a. Product Specifications

Manufacturer: Clarity Products LLC  
Model Number: Alto Plus

b. The Clarity Alto Plus Amplified Telephone is offered under ITAC's Voucher Program.

c. Operating Functions and Specifications

- 1) TIA-4953 certified for mild, moderate and severe hearing loss
- 2) Amplifies incoming sound up to 53 decibels and outgoing speech up to 15 decibels
- 3) Digital Clarity Power™ incorporates hearing aid technology for clearer call quality
- 4) Extra loud ringer volume (100dBA)
- 5) Large tilting LCD display with large font
- 6) Clarity AudioCenter with ergonomic volume and tone control
- 7) Built-in speakerphone
- 8) Soft-touch backlight keypad
- 9) Three (3) one-touch speed dial memory buttons
- 10) Clarity VoiceAssist for talking keypad and talking Caller ID
- 11) Oversized bright visual ringer
- 12) Headset, neckloop and bedshaker ports
- 13) Battery backup enables calls even when the power goes out
- 14) TIA-1083 compliant for hearing aid compatibility

d. Recipient Disability Certification Requirements

A Clarity Alto Plus amplified telephone may be distributed under ITAC's Voucher Program to an applicant who has been certified as being permanently hard-of-hearing, meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering, and for whom this model of amplified telephone best enables the applicant to engage in regular and routine telephone communication. ITAC reserves the right to make a final determination on the

appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

(3) CLARITY XLC8™ CORDLESS AMPLIFIED TELEPHONE

a. Product Specifications

Manufacturer: Clarity Products LLC  
Model Number: XLC8™

b. The Clarity XLC8™ Cordless Amplified Telephone is offered under ITAC's Voucher Program.

c. Operating Functions and Specifications

1) Pair to your Bluetooth enabled mobile phone (up to 2); permits calls with and without landline

2) Amplifies incoming sound up to 50+ decibels and outgoing speech up to 15 decibels

3) Four tone settings for incoming cell and landline calls, boost button, and volume control wheel to give customized listening experience

4) Loud and clear speakerphone for hands-free conversations

5) Answering machine

6) Live slow talk to slow down real-time conversations and to slow down messages on answering machine

7) High contrast screen with large font (English/Spanish/French)

8) Talking Caller ID and talking illuminated dial pad (English/French)

9) Extra loud, big button speakerphone for hands-free conversations

10) Hearing aid compatible and TIA-1083 compliant

11) Can be expanded with up to four optional, customer-provided additional handsets (Clarity XLC8HS™ or XLCgo)

12) Extra loud, flashing ringer with adjustable ringer tones and voicemail indicator

13) Dual Power Battery Backup enables calls if power is out

14) Direct connection to assistive listening devices or headset (2.5 or 3.5 mm)

d. Recipient Disability Certification Requirements

A Clarity XLC8™ amplified telephone may be distributed under ITAC's Voucher Program to an applicant who has been certified as being permanently hard-of-hearing, and meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering, and for

whom this model of amplified telephone best enables the applicant to engage in regular and routine telephone communication. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

B. Captioned Telephones and Tablets

(1) ULTRATEC CAPTEL® 840 PLUS CAPTIONED TELEPHONE

a. Product Specifications

Manufacturer: Ultratec Corporation  
Model Number: 840 PLUS  
Model Name: CapTel® 840 PLUS

b. The Ultratec CapTel® 840 Plus Captioned Telephone is offered under ITAC's Voucher Program.

c. Operating Functions and Specifications

1) The CapTel® 840 PLUS phone allows the user to read the other party's conversation on the phone's built-in screen while listening to the voice of the other party. The CapTel® 840 PLUS is not a TTY; rather it is a telephone designed to allow the user to have natural back and forth conversations with amplification and captioning support.

2) Can be used either with standard analog telephone lines or as an IP-based device; built-in test determines which mode will work best for user.

3) Extra large, easy-to-read captions window with adjustable font sizes and colors; display screen tilts or lies flat for wall mount

4) One touch access to CapTel Customer Service through speed dial (available 24 hours a day, 7 days a week)

5) Speed dial keys for one-touch dialing of frequently called numbers

6) Adjustable volume control up to 40 dB gain for captioned calls

7) Over 95 phone book entries

8) Built-in answering machine shows captions of voice messages

9) Easy-to-follow menu system with Yes/No questions

10) Caller ID capable (requires Caller ID service)

d. Recipient Disability Certification Requirements

A CapTel® 840 PLUS unit may be distributed under ITAC's Voucher Program to an applicant who has been certified as having a permanent hearing disability, and who has good speech skills and meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service

Offering. A signaler unit may be distributed to a CapTel recipient upon request. This equipment is designed for use with analog or digital cable or VoIP telephone services from an ITAC provider. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

(2) ULTRATEC CAPTEL® 840i CAPTIONED TELEPHONE

a. Product Specifications

Manufacturer: Ultratec Corporation  
Model Number: 840i  
Model Name: CapTel® 840i

b. The Ultratec CapTel® 840i Captioned Telephone is offered under ITAC's Voucher Program.

c. Operating Functions and Specifications

1) The CapTel® 840i phone uses your telephone service and an Internet connection to allow the user to read the other party's conversation on the phone's built-in screen while listening to the voice of the other party. The CapTel® 840i is not a TTY; rather it is a telephone designed to allow the user to have natural back and forth conversations with amplification and captioning support.

2) Requires high-speed Internet access via WiFi or Ethernet jack; additional equipment such as a router may be required. Also requires analog, VoIP or digital cable telephone service; cannot be cellular service.

3) Extra large, easy-to-read captions window with adjustable font sizes and colors; display screen tilts or lies flat for wall mount

4) One touch access to CapTel Customer Service through speed dial (available 24 hours a day, 7 days a week)

5) Speed dial keys for one-touch dialing of frequently called numbers

6) Adjustable volume control up to 40 dB gain for captioned calls

7) Over 95 phone book entries

8) Built-in answering machine shows captions of voice messages

9) Easy-to-follow menu system with Yes/No questions

10) Caller ID capable (requires Caller ID service)

d. Recipient Disability Certification Requirements

A CapTel® 840i unit may be distributed under ITAC's Voucher Program to an applicant who has been certified as having a permanent hearing disability, and who has good speech skills and

meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering. A signaler unit may be distributed to a CapTel recipient upon request. This equipment is designed for use with high speed internet access plus analog or digital cable or VoIP telephone services from an ITAC provider. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

(3) ULTRATEC CAPTEL® 880i CAPTIONED TELEPHONE

a. Product Specifications

Manufacturer: Ultratec Corporation  
Model Number: 880i  
Model Name: CapTel® 880i

b. The Ultratec CapTel® 880i Captioned Telephone is offered under ITAC's Voucher Program.

c. Operating Functions and Specifications

1) The CapTel® 880i phone is a captioned telephone for people with low vision skills. It uses your telephone service and an Internet connection to allow the user to read the other party's conversation on the phone's built-in screen while listening to the voice of the other party. The CapTel® 880i is not a TTY; rather it is a telephone designed to allow the user to have natural back and forth conversations with amplification and captioning support.

2) Requires high-speed Internet access via WiFi or Ethernet jack; additional equipment such as a router may be required. Also requires analog, VoIP or digital cable telephone service; cannot be cellular service.

3) Extremely large, high resolution 10" captions window with adjustable font sizes, styles, and colors; display screen tilts or lies flat for wall mount

4) One touch access to CapTel Customer Service through speed dial (available 24 hours a day, 7 days a week)

5) Speed dial keys for one-touch dialing of frequently called numbers

6) Adjustable volume control up to 40 dB gain for captioned calls

7) Over 95 phone book entries

8) Built-in answering machine shows captions of voice messages

9) Easy-to-follow menu system with Yes/No questions

10) Caller ID capable (requires Caller ID service)

d. Recipient Disability Certification Requirements



A CapTel® 880i unit may be distributed under ITAC's Voucher Program to an applicant who has been certified as having a permanent hearing disability, and who has low vision, good speech skills, and meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering. A signaler unit may be distributed to a CapTel recipient upon request. This equipment is designed for use with high speed internet access plus analog or digital cable or VoIP telephone services from an ITAC provider. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

(4) ULTRATEC CAPTEL® 2400i CAPTIONED TELEPHONE

a. Product Specifications

Manufacturer: Ultratec Corporation  
Model Number: 2400i  
Model Name: CapTel® 2400i

b. The Ultratec CapTel® 2400i Captioned Telephone is offered under ITAC's Voucher Program.

c. Operating Functions and Specifications

1) The CapTel® 2400i phone uses your telephone service and an Internet connection to allow the user to read the other party's conversation on the phone's built-in touch screen display, while listening to the voice of the other party. The CapTel® 2400i is not a TTY; rather it is a telephone designed to allow the user to have natural back and forth conversations with amplification and captioning support.

2) Requires high-speed Internet access via WiFi or Ethernet jack; additional equipment such as a router may be required. Also requires analog, VoIP or digital cable telephone service; cannot be cellular service.

3) Bluetooth connectivity

4) Features a large, colorful tablet-style display with easy touch-screen control and adjustable font sizes and colors; display screen tilts or lies flat for wall mount

5) One touch access to CapTel Customer Service through speed dial (available 24 hours a day, 7 days a week)

6) Speed dial keys for one-touch dialing of frequently called numbers; Dial-by-Photo capability

7) Adjustable volume control up to 40 dB gain for captioned calls

8) 100 phone book entries

9) Built-in answering machine shows captions of voice messages

10) Easy-to-follow menu system with Yes/No questions

11) Caller ID capable (requires Caller ID service)

d. Recipient Disability Certification Requirements

A CapTel® 2400i unit may be distributed under ITAC's Voucher Program to an applicant who has been certified as having a permanent hearing disability, and who has good speech skills and meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering. A signaler unit may be distributed to a CapTel recipient upon request. This equipment is designed for use with high speed internet access plus analog or digital cable or VoIP telephone services from an ITAC provider. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

(5) TELTEX GLT DELUXE CAPTIONING TABLET

a. Product Specifications

|               |                              |
|---------------|------------------------------|
| Manufacturer: | Teltex                       |
| Model Number: | Pro11                        |
| Model Name:   | GLT Deluxe Captioning Tablet |

b. The Teltex GLT Deluxe Captioning Tablet is offered under ITAC's Voucher Program.

c. Operating Functions and Specifications

- 1) Connects to the Clarity Alto Plus Amplified Cordless Phone to caption your calls in real time.
- 2) Large android tablet with adjustable font size.
- 3) Includes tablet with software, case, and tablet stand.
- 4) Includes all power supplies and cables plus detailed setup instructions.
- 5) No cost for the captioning service.
- 6) No internet connection required.

d. Recipient Disability Certification Requirements

The Teltex GLT Deluxe Captioning Tablet may be distributed under ITAC's Voucher Program to an applicant who has been certified as having a permanent hearing disability, who has good speech skills and meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering, and for whom this equipment best enables the applicant to engage in regular and routine telephone communication. A landline amplified phone and signaler unit may also be distributed to a Teltex GLT Deluxe Captioning Tablet recipient upon request. This equipment is designed for use with analog or digital cable or VoIP telephone services from an

ITAC provider. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

(6) TELTEX GLT DELUXE CAPTIONING TABLET w/V2T-10

a. Product Specifications

Manufacturer: Teltex, Geemarc  
Model Number: Pro11  
Model Name: GLT Deluxe Captioning Tablet w/V2T-10

b. The Teltex GLT Deluxe Captioning Tablet is offered under ITAC's Voucher Program.

c. Operating Functions and Specifications

- 1) Connects to any landline or VoIP Amplified Phone to provide the complete, 2-way captioned conversation in real time.
- 2) Large android tablet with adjustable font size.
- 3) Includes Geemarc V2T-10 Voice to Text Converter and 9V battery.
- 4) Includes tablet with software, case, and tablet stand.
- 5) Includes all power supplies and cables (RJ9 to RJ9 and 3.5 mm audio cables) plus detailed setup instructions.
- 6) No cost for the captioning service.
- 7) No internet connection required.

d. Recipient Disability Certification Requirements

The Teltex GLT Deluxe Captioning Tablet with Geemarc V2T-10 may be distributed under ITAC's Voucher Program to an applicant who has been certified as having a permanent hearing disability, who has good speech skills and meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering, and for whom this equipment best enables the applicant to engage in regular and routine telephone communication. A landline amplified phone and signaler unit may also be distributed to a Teltex GLT Deluxe Captioning Tablet with Geemarc V2T-10 recipient upon request. This equipment is designed for use with analog or digital cable or VoIP telephone services from an ITAC provider. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

C. Wireless Phone Amplifiers

(1) Serene Innovations SA-40 Cell Phone Amplifier

a. Product Specification

Manufacturer: Serene Innovations, Inc.

Model Name: SA-40

b. The Serene Innovations SA-40 Cell Phone Amplifier is offered under ITAC's Voucher Program.

c. Operating Functions and Specifications

1) Works with virtually any Bluetooth®\* cell phone. Also works with your iPad\* or iPod\*.

2) Amplifies up to 40dB (100 times louder). No more straining to hear.

3) Adjustable tone booster amplifies the sound frequency that you can't hear well. Now you can hear and distinguish similar sounding words.

4) Use as a handset.

5) Padded receiver grill for added comfort and noise isolation.

6) Built-in "T-coil mode" allows t-coil users to hear in their hearing aid without sound from the speaker.

7) Selectable speakerphone mode, together with the magnetic visor clip, allow "hands-free" conversations in cars.

d. Recipient Disability Certification Requirements

A Serene Innovations SA-40 Cell Phone Amplifier may be distributed under ITAC's Voucher Program to an applicant who has been certified as having a permanent hearing disability, is an eligible, certified user of wireless telephone service, and who has met the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering. This Equipment is designed for use with a Bluetooth enabled cellular telephone. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

D. *iPads and iPhones for the Deaf*

(1) IPHONE FOR DEAF CLIENTS

a. Product Specifications

Manufacturer: Apple.  
Model Name: iPhone  
Model Number: N/A

b. The iPhone for deaf clients is offered under ITAC Loan Program.

c. Operating Functions and Specifications

- 1) 64 GB memory
- 2) black cellular phone
- 3) Installed in an Otterbox protective case
- 4) Video relay service and IP Captioned Telephone Service apps installed
- 5) Laser etched with ITAC logo
- 6) Mobile Device Manager – 3 years
- 7) TeltexCare – 3 years

d. Recipient Disability Certification Requirements

An iPhone with selected communications apps for Video Relay Service and IP Captioned Telephone Service may be distributed under ITAC's Loan Program to an applicant who is at least 4 years old, has been certified as being permanently deaf, meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering, and for whom an iPhone with deaf communications apps best enables the applicant to engage in regular and routine telephone communication. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

(2) IPAD FOR DEAF CLIENTS

a. Product Specifications

Manufacturer: Apple  
Model Name: iPad  
Model Number: N/A

b. The iPad for deaf clients is offered under ITAC Loan Program.

c. Operating Functions and Specifications

- 1) 64 GB memory
- 2) Space Grey tablet

- 3) WiFi only
- 4) Installed in an Otterbox protective case
- 5) Video relay service and IP Captioned Telephone Service apps installed
- 6) Laser etched with ITAC logo
- 7) Mobile Device Manager – 3 years
- 8) TeltexCare – 3 years

d. Recipient Disability Certification Requirements

An iPad with selected communications apps for Video Relay Service and IP Captioned Telephone Service may be distributed under ITAC's Loan Program to an applicant who is at least 4 years old, has been certified as being permanently deaf, meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering, and for whom an iPad with deaf communications apps best enables the applicant to engage in regular and routine telephone communication. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

E. TTY Equipment

(1) ULTRATEC SUPERPRINT 4425 A TTY

a. Product Specifications

|               |                   |
|---------------|-------------------|
| Manufacturer: | Ultratec, Inc.    |
| Model Name:   | Superprint 4425 A |
| Model Number: | 746-000202        |

b. The Ultratec Superprint 4425 A TTY is offered under ITAC's Voucher Program.

c. Operating Functions and Specifications

- 1) Direct connect with two built-in telephone jacks
- 2) Advanced calling features including auto-busy redial, 3-way calling, and TTY transfer
- 3) Programmable auto-answer with remote message retrieval
- 4) Built-in 24-character printer; 3 selectable print sizes
- 5) 32k memory
- 6) Date/time printed at the beginning of each call
- 7) Turbo Code and Auto IDTM
- 8) E-Turbo for simplified relay calling
- 9) Built-in ring flasher
- 10) Arrow keys for easy review of memory

- 11) Convenient GA/SK keys
- 12) Easy-touch greeting memo
- 13) TTY Announcer™ tells hearing caller you are using a TTY
- 14) Baudot code (45.5/50 baud rate)
- 15) Sticky key feature for single-handed typing
- 16) ASCII code is available
- 17) Personal phone directory storage; memory dialing and dialing by name

d. Recipient Disability Certification Requirements

An Ultratec Superprint 4425 A TTY may be distributed under ITAC's Voucher Program to an applicant who has been certified as being permanently deaf or hard-of-hearing, meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this tariff, and for whom a TTY best enables the applicant to engage in regular and routine telephone communication. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

F. *Accessories*

(1) CLEARSOUNDS ANS3000 DIGITAL AMPLIFIED ANSWERING MACHINE

a. Product Specifications

Manufacturer: ClearSounds  
Model Number: ANS3000

- b. The Clearsounds ANS3000D Digital Amplified Answering Machine is offered under ITAC's Voucher Program.

c. Operating Functions and Specifications

- 1) Digital amplified answering machine with slow speech for landline or VoIP amplified phone (interface box required for VoIP)
- 2) Adjustable volume amplified up to 30dB with big push button controls and 10 levels of amplification
- 3) Slow Speech message playback with 3 selectable speech speed levels
- 4) 30 minutes of digital recording time
- 5) Set up available in 3 languages: English, Spanish, French
- 6) Big button easy-to-read keypad

- 7) Call Screening/Intercept allows user to listen to incoming callers without answering or to answer by picking up any phone on the same line
- 8) Time/Day Stamp announces time and day of each message before playback
- 9) Two outgoing message recordings
- 10) LCD readout displays the number of messages
- 11) Memo recording up to 3 minutes each
- 12) Remote access to listen to messages, change outgoing message, and more, by calling in from any touch-tone phone
- 13) Table/wall convertible

d. Recipient Disability Certification Requirements.

An ANS 3000 digital amplified answering machine may be distributed under ITAC's Voucher Program to an applicant who has met all certification requirements for a landline or VoIP amplified telephone and whose amplified phone does not have a built-in answering machine. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

(2) SERENE CENTRALALERT™ CACX

a. Product Specifications

Manufacturer: Serene Innovations, Inc.  
 Model Number: CentralAlert™ CACX

b. The Serene CentralAlert CACX is offered under ITAC's Voucher Program.

c. Operating Functions and Specifications

- 1) Loud ringer and bright flasher alert you to incoming landline, cell phone, Skype™ and FaceTime™ calls and SMS messages
- 2) Simple to use; just plug into landline or VoIP phone or park cell phone on the unit and set to "vibrate"
- 3) Unique, bright flashing patterns and adjustable ring tones distinguish calls from landlines, cell phone, and Skype™
- 4) Bright indicator lights alert you to a missed call or SMS message
- 5) Detects and alerts cell phone users to Wireless Emergency Alert public emergency broadcast warnings of impending emergencies or disasters, if such alerts are provided by your cell phone service provider



- 6) USB port can serve as a charging station for cell phones
- 7) Jack for optional bed shaker (bed shaker not included)
- 8) Battery backup in case of power outages (batteries not included)

d. Recipient Disability Certification Requirements.

A Serene CentralAlert CACX™ ringer/signaler may be distributed under ITAC's Voucher Program to an applicant who has been certified as having a permanent hearing disability, is an eligible, certified user of landline, VoIP or wireless telephone service, and who has met the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center.

### 3. Equipment for Users with a Speech Disability

#### A. PROVOX® TRUTONE® EMOTE® SPEECH AID

##### 1. Product Specifications

Manufacturer: Atos  
Model Name: Provox® TruTone® EMOTE® Speech Aid

##### 2. The Atos Provox® Trutone® Emote® Speech Aid is offered under ITAC's Voucher Program.

##### 3. Operating Functions and Specifications

- a. Electrolarynx provides larynx function for individuals who have undergone a laryngectomy operation
- b. Real-time tone control for smooth, full emotion in the voice during speech
- c. USB charging for simplicity and security
- d. Ergonomic shape for less fatigue while using
- e. Frequency range: 50 to 200+ Hz
- f. Monotone modes
- g. Kit includes: TruTone® EMOTE® Electrolarynx with battery; second "Extra Sharp" sound-head cap for fibrotic tissue or people who need a louder voice; micro-USB charger; oral adapter and oral tubes for intra-oral use; lanyard; and instructions for use

##### 4. Recipient Disability Certification Requirements

A TruTone® EMOTE® Speech Aid may be distributed under ITAC's Voucher Program to an applicant who has been certified as having a permanent speech disability, meets the other

certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering, and for whom this Equipment best enables the applicant to engage in regular and routine telephone communication. This Equipment is designed for use with by individuals who have undergone a laryngectomy operation. ITAC reserves the right to make a final determination on the appropriate piece of Equipment, based on input from the applicant, the certifier, and the staff of the selection center.

**B. SPEECH iPad**

**1. Product Specifications**

Manufacturer: Apple  
Model Name: iPad  
Model Number: N/A

**2. The Speech iPad is offered under ITAC Loan Program.**

**3. Operating Functions and Specifications**

- a. 64 GB memory
- b. Space Gray tablet
- c. WiFi only
- d. Installed in an Otterbox protective case
- e. Selected speech communications apps installed
- f. Laser etched with ITAC logo
- g. Mobile Device Manager – 3 years
- h. TeltexCare – 3 years

**4. Recipient Disability Certification Requirements**

An iPad with selected speech communications apps may be distributed under ITAC's Loan Program to an applicant who is at least 4 years old, has been certified as having a permanent speech disability, meets the other certification requirements specified in 83 Ill. Adm. Code 755 and in this Service Offering, and for whom an iPad with speech communications apps best enables the applicant to engage in regular and routine telephone communication. ITAC reserves the right to make a final determination on the appropriate piece of Equipment for the applicant, based on input from the applicant, the certifier, and the staff of the selection center

**VIII. LIABILITY**

- 1.** Except in cases of willful misconduct, neither ITAC nor any Illinois carrier assumes any liability whatsoever for any claims, loss or damages of any sort resulting from or arising directly or indirectly from mistakes, omissions, interruptions, delays, errors, or defects in transmission; or from mistakes, omissions, delays, errors or defects in Equipment or

the provision or distribution (including, without limitation, training, maintenance, and repair) thereof; or from mistakes, omissions, delays, or errors in determinations of eligibility, occurring in connection with the provision or distribution of Equipment and related services (including, without limitation, training, maintenance, and repair) pursuant to 83 Illinois Administrative Code Part 755 and this Schedule.

2. ITAC and the carriers shall be indemnified and held harmless by the Recipient or Organization or their agents against any and all claims, suits, damages, costs, losses, and expenses (including attorney's fees) including, but not limited to, libel, slander, or infringement of copyright arising or resulting directly or indirectly from any material transmitted over Equipment or the use thereof, equipment or services (including, without limitation, training, maintenance, and repair) furnished through ITAC, or from apparatus and systems of the user, Recipient, or Organization; and against any and all claims, suits, damages, costs, losses, and expenses (including attorney's fees) in any manner resulting from or arising out of any act or omission of a user or Recipient or Organization with respect to the use of the Equipment provided by ITAC.
3. Neither ITAC nor the carriers shall be liable for any loss, including but not limited to lost profits, costs, damages, expenses or delay, caused by or due to labor difficulties, governmental orders, civil commotions, Acts of God or events beyond the reasonable control of ITAC or the carriers.
4. Each applicant, user, Recipient, and Organization agrees to release, indemnify, defend and hold harmless ITAC and the carriers from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the applicant, user, Recipient or Organization or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or distribution of any property, whether owned by the applicant, user, Recipient, Organization or others, arising directly or indirectly from the provision by ITAC of Equipment, facilities, or services (including, without limitation, training, maintenance and repair) pursuant to 83 Illinois Administrative Code Part 755 and this Schedule.
5. Neither ITAC nor the carriers shall be liable for acts or omissions of others when Equipment or related facilities are used for access to the public switched telecommunications network.