



The Sprint Relay team is thrilled to be serving the communication needs of all citizens and visitors to the State of Nebraska. Our long tradition in the relay communication business demonstrates a strong commitment. Our never-ending drive for innovation has been the key to expanding accessible communication options. Effective July 1, 2009, Sprint begins as the relay service provider for Nebraska.

We are pleased to keep all the relay phone numbers the same with the exception of the 900 number and we're also offering two new toll-free numbers to benefit people with specific communication needs. The following are the numbers you can call:

- 711
- TTY/HCO 1-800-833-7352
- ASCII: 1-888-696-0629
- Voice: 1-800-833-0920
- Speech to Speech: 1-888-272-5527
- Spanish to Spanish: 1-888-272-5528
- 900: 1-900-230-3434 (New)
- VCO Direct: 1-877-564-2481 (New)
- Spanish to English: 1-877-564-3503 (New)

Also, the following Customer Services numbers can be accessed by dialing the associated numbers:

- Nebraska Relay's Customer Service number 1-800-676-3777 TTY/Voice/ASCII;
- Nebraska Relay's Spanish Customer Service number is 1-800-676-4290 TTY/Voice/ASCII;
- CapTel Customer Service number is 1-800-269-7477 (Voice/CapTel/TTY);
- CapTel's Spanish Customer Service number is 1-866-217-3362;
- Sprint's TTY Operator Service number is 1-800-855-4000.

To Apply For a CapTel Phone (and all other equipment) Through the Nebraska Specialized Telecommunications Equipment Program ("NSTEP"):

Nebraska residents may be eligible to receive a free CapTel phone through the NSTEP program.

To apply, download the application and instructions below (you will need Adobe Acrobat Reader to view these files) and follow the directions to complete and



mail in the application. Check the item titled, "CapTel" in section B of the application form if you desire a captioned telephone device.

Application Instructions: Click on this link:

http://psc.nebraska.gov/home/NPSC/equipment/pdf_equipment/App_Guidelines.pdf

Application Form: Click on this link:

http://psc.nebraska.gov/home/NPSC/equipment/pdf_equipment/appform.PDF

For more information about the Nebraska Specialized Telecommunications Equipment Program, visit

<http://psc.nebraska.gov/home/NPSC/equipment/equip.html>, or contact:

Norm Weverka, Field Representative
Nebraska Commission for the Deaf and Hard of Hearing
4600 Valley Road, Suite 420
Lincoln, NE 68510-4844
(402) 471-3593 (V/TTY)
(800) 545-6244 (Toll-Free V/TTY)
(402) 471-3067 (Fax)
Website: www.ncdhh.ne.gov
Email: Norman.weverka@nebraska.gov

OR

Steve Stovall
Nebraska Public Service Commission
PO Box 94927
Lincoln, NE 68509-4927
(402) 471-0225 (Voice)
(800) 526-0017 (Statewide Toll-Free (V/TTY))
(402) 471-0213 (TTY)
Email: steve.stovall@nebraska.gov

Eligible participants in the NSTEP program may receive assistance only once every five (5) years however exceptions may be granted based on availability of funds when services using new technology are introduced or there is a change in the participant's disability.

If Nebraska Relay users are not eligible for the NSTEP program, they can purchase CapTel phones for \$99 directly from WCI (Weitbrecht Communications, Inc.) by calling their toll free number at 1-800-233-9130 (V/TTY).



We look forward to working closely with the Nebraska Public Service Commission, Nebraska Relay users and the community in the state of Nebraska. Please check out the new website layout www.nebraskarelay.com for more information on July 1, 2009.

Sprint Relay Program Manager, Emma Danielson, will manage the contract with the State of Nebraska and oversee the relay service promotion efforts throughout the state. If you have questions, concerns, or service suggestions, please call the Nebraska Relay Customer Service at 1-800-676-3777 or email at Sprint.TRSCustServ@sprint.com.

Thank you and hope you have a great summer!

Sincerely,

C. Emma Danielson
Nebraska Relay Program Manager