



## Relay Hawaii Equipment Program (RHEP) Guidelines

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The purpose of the Relay Hawaii Equipment Program (RHEP) is to provide equal access to telephone service. Established and overseen by the Hawai'i Public Utilities Commission (PUC), the RHEP provides specialized equipment to Deaf, Hard of Hearing, or Speech Impaired individuals who are unable to use a standard telephone. Sprint manages the RHEP as the contracted provider of Relay Hawaii,

Individuals are responsible for maintaining the phone service (local landline, high-speed internet, or wireless).

The RHEP will provide each qualified applicant a communication device for landline service (TTY, VCO, HCO, STS, and CapTel), and wireless relay service. Landline equipment is the property of the state and eligible for replacement every five years. Wireless equipment is the property of the individual and replaceable every two years. The RHEP pays for the cost of the wireless equipment and the individual is responsible for the service. The RHEP will provide one piece of equipment per subscriber line (one for landline, high-speed internet and/or wireless).

### Criteria Eligibility for the Equipment Program

- ❖ Applicant must be a Hawai'i resident and complete an application form
- ❖ Applicant must have a hearing loss of 40 decibels or greater as certified by a doctor or an 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
- ❖ The applicant must maintain a landline service and/or a high-speed internet service (landline equipment only). Applicant must qualify for and pass a credit check (wireless equipment only)

### How Do I Apply for the RHEP and Receive Equipment:

- ❖ Complete the application in full and enclose the required medical certification
- ❖ Select the equipment that best meets your needs  
If a wireless device is selected, complete the Sprint Relay Store credit application and return the eligibility application with a required medical certification
- ❖ Email, mail, or fax the completed application(s) to the RHEP
- ❖ The application and supporting documentation will be reviewed.  
The information will be entered into a database system: date, name, address, telephone number, social security number, equipment type, and serial number of the equipment. A credit check will be conducted for a wireless device
- ❖ The landline equipment application and supporting documentation will be reviewed  
The information will be entered into a database system: date, name, address, telephone number, state ID or driver license number, equipment type and serial number of the equipment.
- ❖ New equipment will be sent directly to the user via FedEx or UPS

*If you have special needs, which are not met by the equipment offered, please contact the Relay Hawaii Customer Relations Manager to discuss your needs. Sprint will make every effort to accommodate your needs with specialized equipment available within the same general cost range as standard equipment.*

### **Who is Responsible for Maintenance and Repair of the Equipment?**

All landline equipment is the property of the RHEP and will be repaired and replaced as appropriate by the RHEP. If the individual experiences any problems with the landline equipment, they should contact the Relay Hawaii Customer Relations Manager for assistance. Landline equipment will be repaired or replaced at no charge to the user.

All wireless equipment is the property of the individual, and repairs and services for insured devices will be coordinated through the Sprint Relay Store. Insured wireless equipment will be repaired or replaced through the Sprint Relay Store. The Relay Hawaii Customer Relations Manager will provide assistance to answer questions and will refer to the correct resource for resolution.

### **When Does a Person Become Ineligible?**

- ❖ When the recipient is no longer living in the State of Hawai'i on a full-time basis
- ❖ When there is no longer landline service in the individual's household
- ❖ When the recipient becomes incapable of using the equipment (decline in the recipient's ability, recipient dies, etc.)

The landline equipment must be returned to the RHEP. The wireless equipment is the property of the individual and all service agreements and contracts are the responsibility of the individual.

### **When You Receive Your Equipment, You Agree to the Following:**

- ❖ The equipment obtained may not be sold, loaned, or transferred out of the possession of the applicant
- ❖ If the recipient should move to a different address, Relay Hawaii will be notified immediately
- ❖ If the recipient should move out of the State of Hawai'i or become incapable of using the equipment, the landline equipment must be returned to the RHEP
- ❖ Recipient must notify the local police if the landline equipment is stolen. A copy of the police report must also be sent to the RHEP
- ❖ The RHEP or its agents are not liable for any damage that may result from this equipment or its use
- ❖ Recipient will be liable for the cost of the landline equipment in the event that it is lost or badly abused and not repairable

### **Landline Devices Available:**

- ❖ **Ultratec Superprint 4425** – TTY phone for typing and reading using Relay Hawaii Service
- ❖ **Ultratec Uniphone 1140** – Hearing Carry-Over (HCO) phone, for listening and typing using Relay Hawaii 711 Service, or Voice Carry-Over (VCO) phone, for speaking and reading using Relay Hawaii 711 Service.
- ❖ **Clarity AltoPlus Digital CID:** – Speech-to-Speech (STS) phone to use with Relay Hawaii 711 Service
- ❖ **CapTel Phone** – Voice Carry-Over (VCO) phone, speaking and reading using Relay Hawaii CapTel Service

### **Wireless Devices Available:**

- ❖ Phones as available through the Sprint Relay Store capable of processing Relay calls
- ❖ (cost value up to \$200 per device)