



**FREE**  
**Specialized**  
**Phones**



# California Telephone Access Program

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## **How We Are Funded**

- **The California Telephone Access Program (CTAP) is a California state-mandated program of the California Public Utilities Commission (CPUC).**
- **California Connect provides free specialized phones through the Deaf and Disabled Telecommunications Program of the California Public Utilities Commission.**
- **This program is funded by a surcharge which is part of the CA Universal Service PPP Fee. It is paid by all California telephone utility rate-payers and CA Connect is responsible for operating in ways that make the most efficient use of these funds.**

# What is California Connect's primary purpose?

**Provide specialized telephone equipment and services to Californians who have difficulty:**

- **Hearing**
- **Seeing**
- **Moving**
- **Speaking**
- **Learning or Remembering**



# Mobile Accessories

Make communicating easier on your mobile device!



- Amplification
  - Hands free
  - Speed dialing
  - Corded or Bluetooth connection
- Allows user to connect using cellphone service with Bluetooth to any landline telephone when landline service is not available.

# Specialized Devices for People with Difficulty Moving



- Cordless
- Speakerphones
- Speed dialing
- Remote operation
- Bluetooth compatible



***Customer Sammy French with our Panasonic Amplified Cordless Phone.***

“I am so impressed by the people at California Connect and their equipment. Henry explained every detail with demonstrations and visuals. My interaction with this company has been very rewarding to me!”



# Specialized Devices for People with Difficulty Hearing



- **Amplification**
- **Captions**
- **Tone control for clarity**
- **Hearing aid compatibility**
- **Speakerphones**
- **Flashing light when phone rings**



## ***Customer Rosie Shaw with our Ampli 500+***

“I love my new phone because I’m able to see the large buttons and hear well. It’s easy to dial because I can see the numbers and the rep. programmed my family on the speed dial buttons. I love how I can also see the date & time on the screen, and I can dial when it’s dark.”

# Specialized Devices for People with Difficulty Seeing



- Extra-large buttons
- High-contrast buttons
- Talking keypads
- Speakerphones
- Lighted keypads



***Customer Angelina Olivo with our Big Buttoned Telephone.***

“My name is Angie Olivo, and I’ve been blind for half my life. Because of your equipment, I am able to talk on the phone and get to the outside world. It used to take 40 minutes getting the phone number because of my vision, now I can call out in less than 2 minutes! It changed my life by making me feel productive again.”

# Specialized Devices for People with Difficulty Speaking



- Outgoing speech amplification
- Speakerphones
- Anti-Stuttering Devices
- Artificial Larynxes
- TTY (tele-typewriter for typed communication)



***Customer Janis Iaquinta with our Alto Amplified Telephone.***

“We are very pleased with the Alto Amplified phone. My mom was able to hear a conversation without any hearing aids and the clarity of the voices was excellent. We are very pleased with this service.”



# Specialized Devices for People with Difficulty Learning or Remembering



- Speed dialing
- Dial by picture
- Voice-activated dialing



## Specialized Devices for People with Complete or Severe Hearing Loss

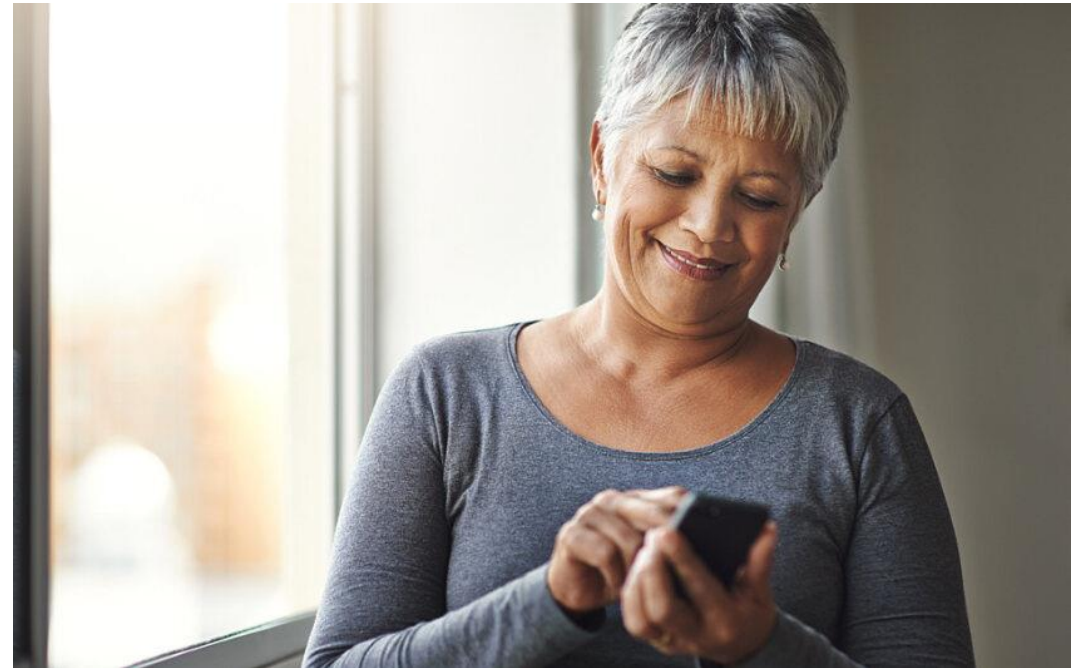


- Captions
- TTY (Tele-typewriter)
- A flashing light when phone rings
- Super loud ringers
- T-coil- and hearing aid- compatible



# Requirements to get Free Specialized Equipment:

1. Live in California
2. Have telephone service
3. Have difficulty:
  - Hearing
  - Seeing
  - Moving
  - Speaking
  - Learning or Remembering



- ✓ No Income or Age Restrictions.
- ✓ Applying is simple, easy, fast.

# Completing the Application

## 3 Easy Steps:

1. Applicant enters the information in “Section 1” of the application.
2. Certifying Agent checks one or more impairments in “Section 2”, provided that one of the disabilities is within the scope of their license.
3. Applicant signs and returns the form to CTAP by mail, email, fax, or in person.

### 1. Complete this section.

Page 1 of 2

Last Name		First Name		MI
Street Address		City	State	Zip

### 2. Have this section completed by an authorized certifying agent.

Page 2 of 2

- Licensed Medical Doctor
- Licensed Optometrist
- Licensed Audiologist
- Department of Rehabilitation Counselor
- Licensed Nurse Practitioner
- Superintendent/Audiologist from the California School for the Deaf Fremont/Riverside
- Licensed Hearing Aid Dispenser (see provision below)\*
- Licensed Physician Assistant
- Licensed Speech-Language Pathologist

Impairment(s) of the Applicant (Check All That Apply):

Deaf/Deafened  
  Mobility/Manipulation  
  Hard of Hearing  
  Blind  
  Low Vision  
  Speech  
  Cognitive  
 Hearing Loss:  
  Mild  
  Moderate  
  Severe  
 Mobility:  
  Upper body  
  Lower Body  
  Both

### 3. Choose one way to return this form.

- **Bring in your completed form to one of our Service Centers and get the phone the same day:**  
See Service Center locations on this Web Site [www.californiaphones.org/locations](http://www.californiaphones.org/locations)
  - **Mail:** CTAP, P.O. Box 30310, Stockton, CA 95213      ► **Fax:** 1-800-889-3974
- If you mail, fax, or email your completed form, you will receive a letter or phone call about how to select the best phone for your needs and it will be shipped to you. If you bring your form to a Service Center, you will be able to try out the phone and take it home with you.

For more applications visit [CAconnect.org](http://CAconnect.org) Web chat available.  
Contact Center hours: Mon-Fri (8am-6pm)



# Who are Authorized Certifying Agents?

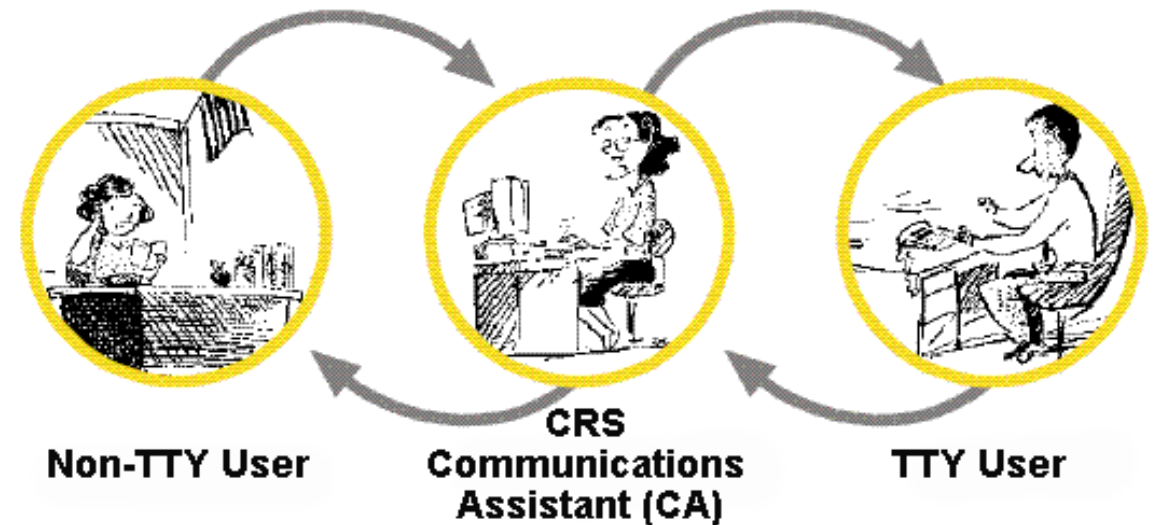


- Licensed Medical Doctor
- Licensed Physician Assistant
- Licensed Nurse Practitioner
- Department of Rehabilitation Counselor
- Licensed Optometrist
- Licensed Audiologist
- Licensed Speech-Language Pathologist
- Counselor Superintendent/Audiologist from the California School for the Deaf (Fremont/Riverside)
- Licensed Hearing Aid Dispenser

# California Relay Service (CRS)

Facilitates telephone calls from TTY users to non-TTY users

- Dial
  - 711: English
  - 1-800-735-2922 (English)
  - 1-800-855-3000 (Spanish)
- Available 24 hours a day, 7 days a week
- Free for all users



For more information, visit:  
[caconnect.org/relay/](http://caconnect.org/relay/)

# California Relay Service: Speech-to-Speech (STS)

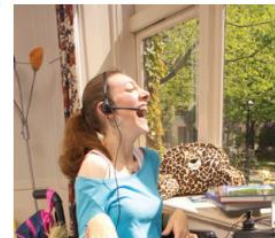
Enables people whose speech is difficult for others to understand to communicate by telephone.

- Dial
  - 711: English
  - 1-800-854-7784: English
  - 1-800-854-7784: Spanish
- Available 24 hours a day, 7 days a week
- Free for all users

## How does it work?

Making your own phone calls can be much easier through the California STS Relay Service, a free, federally and state mandated service!

You call  
the STS  
Service...



...and  
connect  
with an  
STS CA  
who will...



...re-voice  
your speech  
to the other  
person!



For more information, visit:  
[caconnect.org/relay/](https://caconnect.org/relay/)

# Visit one of our Service Centers!



If you need additional assistance setting up equipment, we have representatives who can assist you at your residence.

\*Service Center hours and locations are subject to change.



# Contact Us

**1-800-806-1191**

Representatives available in other languages.

**Monday — Friday**

**8:00 AM – 6:00 PM**



**[www.caconnect.org](http://www.caconnect.org)**