



PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH OF PENNSYLVANIA
HARRISBURG, PENNSYLVANIA

JAMES H. CAWLEY
CHAIRMAN

September 30, 2010

The Honorable Edward G. Rendell
Governor of Pennsylvania
Room 225 Main Capitol Building
Harrisburg, Pennsylvania 17120

Dear Governor Rendell:

In accordance with 35 P.S. §6701.4(e),¹ the Pennsylvania Public Utility Commission (Commission) respectfully submits this Annual Report pursuant to the Universal Telecommunications and Print Media Access Act, which relates to the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as "Newsline"). The TDD Program and PMAS Program are operated by the Office of Vocational Rehabilitation in the Department of Labor and Industry (OVR). The TDD Program is funded from the Telecommunication Relay Service Program (TRS) surcharge. The PMAS Program historically has been funded from special grants; however, starting in the 2006-2007 year, it became funded entirely through the TRS surcharge fund. The Commission administers the TRS surcharge fund.

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge level established pursuant to §6701.4(c); 2) TDD Program; fund balances, revenues, and disbursements and expenses; 3) PMAS Program; fund balances, revenues, and disbursements and expenses; 4) OVR reported information; and 5) Public Utility Commission Conclusion. An electronic version of this report is available on the Commission's website (www.puc.state.pa.us) located at the "Telecommunications" – "Telecommunications Relay Service" tabs.

Very truly yours,

James H. Cawley
Chairman

Enclosure

¹ Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004.



PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH OF PENNSYLVANIA
HARRISBURG, PENNSYLVANIA

JAMES H. CAWLEY
CHAIRMAN

September 30, 2010

The Honorable Joseph B. Scarnati, III
Lieutenant Governor of Pennsylvania
Room 200 Main Capitol Building
Harrisburg, Pennsylvania 17120

Dear Lieutenant Governor Joseph B. Scarnati, III:

In accordance with 35 P.S. §6701.4(e),¹ the Pennsylvania Public Utility Commission (Commission) respectfully submits this Annual Report pursuant to the Universal Telecommunications and Print Media Access Act, which relates to the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newslines”). The TDD Program and PMAS Program are operated by the Office of Vocational Rehabilitation in the Department of Labor and Industry (OVR). The TDD Program is funded from the Telecommunication Relay Service Program (TRS) surcharge. The PMAS Program historically has been funded from special grants; however, starting in the 2006-2007 year, it became funded entirely through the TRS surcharge fund. The Commission administers the TRS surcharge fund.

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Very truly yours,

A handwritten signature in black ink that reads "James H. Cawley".

James H. Cawley
Chairman

Enclosure

¹ Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004.



PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH OF PENNSYLVANIA
HARRISBURG, PENNSYLVANIA

JAMES H. CAWLEY
CHAIRMAN

September 30, 2010

TO THE MEMBERS OF THE GENERAL ASSEMBLY
OF THE COMMONWEALTH OF PENNSYLVANIA:

In accordance with 35 P.S. §6701.4(e),¹ the Pennsylvania Public Utility Commission (Commission) respectfully submits this Annual Report pursuant to the Universal Telecommunications and Print Media Access Act, which relates to the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newline”). The TDD Program and PMAS Program are operated by the Office of Vocational Rehabilitation in the Department of Labor and Industry (OVR). The TDD Program is funded from the Telecommunication Relay Service Program (TRS) surcharge. The PMAS Program historically has been funded from special grants; however, starting in the 2006-2007 year, it became funded entirely through the TRS surcharge fund. The Commission administers the TRS surcharge fund.

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge level established pursuant to §6701.4(c); 2) TDD Program; fund balances, revenues, and disbursements and expenses; 3) PMAS Program; fund balances, revenues, and disbursements and expenses; 4) OVR reported information; and 5) Public Utility Commission Conclusion. An electronic version of this report is available on the Commission’s website (www.puc.state.pa.us) located at the “Telecommunications” – “Telecommunications Relay Service” tabs.

Very truly yours,

A handwritten signature in cursive script that reads "James H. Cawley".

James H. Cawley
Chairman

Enclosure

¹ Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004.

**ANNUAL REPORT OF THE
FISCAL STATUS AND OPERATIONS OF THE
TELECOMMUNICATIONS DEVICE DISTRIBUTION
PROGRAM AND
THE PRINT MEDIA ACCESS SYSTEM PROGRAM**

**SUBMITTED BY
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

OCTOBER 1, 2010

In accordance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act,¹ the Pennsylvania Public Utility Commission (Commission) respectfully submits this Annual Report relating to the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program). The PMAS Program is offered by the National Federation of the Blind (NFB). It is also known as “NFB Newslines”.² The TDD Program is funded from the Telecommunication Relay Service Program (TRS) surcharge. The PMAS Program historically was initially funded from special grants; however, beginning in July 2006, it may also be funded entirely through TRS surcharge funds. The Commission administers the TRS Surcharge funds. The TDD Program is operated by the Office of Vocational Rehabilitation (OVR), in the Department of Labor and Industry (L&I). The PMAS Program is operated by the Bureau of Blindness and Visual Services (BBVS), Office of Vocational Rehabilitation (OVR), in the Department of Labor and Industry (L&I). Pennsylvania’s Initiative on Assistive Technology (PIAT), Institute on Disabilities at Temple University (IDT) located in Philadelphia, Pennsylvania, is the current TDD Program manager under contract to OVR. The Commission provides assistance to OVR, BBVS, and PIAT in accordance with the Universal Telecommunications and Print Media Access Act (UTPMA Act).

**CALCULATION AND USE OF TRS SURCHARGE FUND FOR TDD PROGRAM
& PMAS PROGRAM**

The TRS surcharge is based on the number of wireline telephone numbers in service as of December 31, 2009, and the combined expenses of the TRS, TDD Program and the PMAS Program. Local exchange carriers (LECs) report their wireline counts by filing an Annual Access Line Summary Report. Based on the total number of access lines submitted by the LECs and the estimated expenses and financial status of the TRS, TDD Program, and PMAS Program

¹ 35 P.S. §§ 6701.1 – 6701.4; Act 34 of 1995, as amended by Act 174 of 2004; (UTPMA Act).

² An electronic version of this report is available on the Commission’s website (<http://www.puc.state.pa.us>) under the “Telecommunications” and “Telecommunications Relay” tabs.

fund accounts, the Commission has set the residential and business monthly access line TRS surcharges at \$0.08 per access line effective July 1, 2010.

35 P.S. §6701.4(c) provides in pertinent part, that:

(c) Additional use of [TRS] surcharge.--The Telecommunications Device Distribution Program shall be funded and the Print Media Access System program may be funded by the Telecommunication Relay Service Program surcharge, as calculated by the commission on an annual basis under the methodology established by the commission in order entered May 29, 1990, and July 9, 1990, at Docket Number M-00900239...

The Commission calculates the TRS surcharge component for each program separately on a per wireline access line percentage basis. A copy of the Commission's Order entered, May 20, 2010, at Docket No. M-2010-2151504, approving the TRS surcharge and TDD Program and PMAS Program percentage of the surcharge rates, is attached as Public Utility Commission Exhibit A.

TDD PROGRAM

On May 4, 2010, the Department of Labor & Industry, OVR filed a budget with the Commission for the TDD Program for the ensuing year. The TDD Program budget for July 1, 2010, through June 30, 2011, as submitted by OVR, is \$484,401, as compared to \$366,450 from the budget year 2009-2010. OVR's 2010-2011 budget proposal estimated that the costs will be \$344,712.50 for equipment and \$139,688.50 for consumer education services. In addition, the budget calculation showed the quantity, unit cost, and total cost, by type of telecommunications device. OVR's 2010-2011 budget proposal for the TDD Program is available upon request.

The TDD Program Fund had a beginning balance on July 1, 2009 of \$857,404.11. Because there were sufficient funds in the TDD Program account from the prior year, the TDD Program did not require a TRS surcharge allocation for July 1, 2009, to June 30, 2010.

The TDD Program Fund earned net investment income of \$4,103.50 for the period of July 1, 2009, through June 30, 2010.

The TDD Program Fund paid \$308,860.73 in distributed equipment costs for the period of July 1, 2009, through June 30, 2010.

The TDD Program paid \$70,006.14 for consumer education and outreach for the period July 1, 2009 through June 30, 2010.

The TDD Program Fund paid \$2,374.31 in fiduciary fees (US Bank Institutional Trust & Custody) for the period of July 1, 2009, through June 30, 2010.

The TDD Program Fund balance at fiscal year ended June 30, 2010, was \$480,266.43.

The TDD Program fund balance of \$480,266.43 will require additional funding to provide for program elements and maintain an adequate cash flow reserve. The Commission has included 4.0 percent of the total TRS surcharge revenues to be allocated to the TDD Program Fund for the 2010-2011 TRS Surcharge recalculation year. (See Public Utility Commission Exhibit A)

PMAS PROGRAM

On May 10, 2010, the Department of Labor & Industry, OVR, BBVS filed a budget with the Commission for the PMAS Program for the ensuing year. The PMASP Program budget for July 1, 2010, through June 30, 2011, as submitted by BBVS, is \$122,684, as compared to \$113,227 from the budget year 2009-2010. BBVS submitted 2010-2011 budget proposal estimated that the costs will include from National Federation of the Blind "NFB Newslines", seventeen participating newspapers, annual set-up, maintenance, and distribution fees as well as a one-year telecommunications subscription fee. BBVS 2010-2011 budget proposal for the PMAS Program is available upon request.

The PMAS Program Fund balance as of July 1, 2009, was \$282,806.03.

The PMAS Program surcharge net revenue received from the TRS surcharge was \$119,769.19 for the period of July 1, 2009, to June 30, 2010.

The PMAS Program Fund earned net investment income of \$66.71 for the period of July 1, 2009, through June 30, 2010.

The PMAS Program Fund paid \$113,227 for NFB Newslines annual element costs for the period of July 1, 2009, through June 30, 2010.

The PMAS Program Fund paid \$1,003.87 in fiduciary fees (US Bank Institutional Trust & Custody) for the period of July 1, 2009, through June 30, 2010.

The PMASP Program Fund balance at fiscal year ended June 30, 2010, was \$288,411.06.

The PMAS Program fund balance of \$288,411.06 will require additional funding to provide for program elements and maintain an adequate cash flow reserve. The NFB Newslines requires annual payment in advance, generally by October of the contract year. Therefore, the PMAS Program Fund must maintain a balance adequate to cover contract costs for the coming year. The Commission has included 2.0 percent of the total TRS surcharge revenues to be allocated to the PMAS Program Fund for the 2010-2011 TRS Surcharge recalculation year. (See Public Utility Commission Exhibit A)

OVR INFORMATION

Pursuant to 35 P.S. §6701.4(e)(2), OVR submitted to the Commission information on the TDD Program and the PMAS Program. The report submitted to the Commission by the OVR is attached as Public Utility Commission Exhibit B.

PUBLIC UTILITY COMMISSION CONCLUSION

The Commission has been responsive to the needs of the residents of Pennsylvania who depend upon the TDD Program and the PMAS Program and is compliant with the directives of the law. The Commission will continue to be attentive to the implementation of the TDD Program and PMAS Program and the Commission's funding oversight and responsibilities.

The Commission with the assistance of OVR conducts an annual audit of the TDD Program and the PMAS Program. The objectives and scope of the audit is to determine that only qualified individuals received TDD equipment; that the consumer educator properly and accurately charged the fund for services provided; that only qualified bidders were awarded contracts through the RFP; that equipment and service contractors properly invoiced the funds; and that all monies withdrawn from the TDD Program account and PMAS Program account were only used for qualifying TDD Program and PMAS Program services and equipment.

The Commission has completed the audit of the TDD Program and the PMAS Program for the year ended June 30, 2007. The audit report contained no adverse findings. The Commission's Bureau of Audits is currently conducting the audit of the two fiscal periods ending June 30, 2008 and 2009 for the TDD Program and PMAS Program activity.

EXHIBITS

Following is a list of Public Utility Commission Exhibits attached:

Public Utility Commission Exhibit A: Commission's Order Approving New Surcharge Rates

Public Utility Commission Exhibit B: TDD Program and PMAS Program Information Submitted by the OVR

PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265

Public Meeting held May 20, 2010

Commissioners Present:

James H. Cawley, Chairman
Tyrone J. Christy, Vice Chairman
Wayne E. Gardner
Robert F. Powelson

Recalculation of the Pennsylvania
Telecommunications Relay Service Surcharge

M-2010-2151504
M-00900239

ORDER

BY THE COMMISSION:

Pursuant to our May 29, 1990 Order at Docket No. M-00900239 establishing the Pennsylvania Telephone Relay Service (Relay)¹ and surcharge funding mechanism (TRS surcharge) and subsequent legislation,² we have completed the annual recalculation of the TRS surcharge as it will apply to residence and business wireline access lines for July 1, 2010, through June 30, 2011. The monthly residential and business monthly access line surcharge will remain set at \$0.08.

¹ Additional information on TRS may be found at http://www.puc.state.pa.us/telecom/telecom_relay_service.aspx

² See Act 34 of 1995, 35 P.S. §§ 6701.1 – 6701.4 (the statutory provisions were amended by Act 181 of 2002 to be more inclusive of persons with disabilities), establishing the Telephone Device Distribution Program (TDDP) to be funded by the TRS surcharge and which codified Relay and use of the TRS surcharge funding mechanism; and Act 174 of 2004, 35 P.S. §6701.3a, which established the Print Media Access System Program (PMASP) to be funded in part by the TRS surcharge. PMASP is a reading service for persons with certain vision and physical disabilities. The law is now called the “Universal Telecommunications and Print Media Access Act.”

Background

The annual TRS recalculation is dependent on data from several sources. Local Exchange Carriers (LECs)³ submitted annual wireline access line counts per 52 Pa. Code § 63.37. The Relay Provider, AT&T Communications of Pennsylvania, LLC, submitted the estimated minutes of use and charges for July 1, 2010, through June 30, 2011. Hamilton Telecommunications submitted the estimated minutes of use report for the captioned telephone relay service (CTRS). The Executive Director of the Office of Vocational Rehabilitation (OVR) in the Department of Labor and Industry submitted the 2010-2011 TDDP budget and the 2010-2011 PMASP budget. The surcharge also funds the TRS Advisory Board activities and Fund administration costs. U.S. Bank,⁴ the Fund Administrator, provided a statement of the financial status of the Fund.⁵

Calculation for 2010 – 2011

Wireline access lines reported by LECs for 2009 and adjusted for Centrex lines are 6,818,611, (4,836,663 residence and 1,981,948 business). Based upon the number of access lines, projected program costs (Relay, CTRS, TDDP, and PMASP), anticipated Relay Advisory Board expenses, TRS Fund administration costs, and the financial status of the TRS Fund, the 2010-2011, the monthly TRS surcharge rate for both residence and business access lines will continue to be set at \$0.08 per month. All LECs

³ LEC includes both incumbent and competitive local exchange carriers. Thirty-eight LECs had not submitted access line counts as of the date of preparation of this order; therefore, access line counts are estimated for surcharge calculation purposes. Noncompliant LECs are referred to the Commission's Law Bureau prosecutory staff.

⁴ As a result of mergers, acquisitions, and name changes, Fund administration has been handled by Hamilton Bank (1990), CoreStates Bank N.A. (1995), First Union National Bank (1999), Wachovia Bank, N.A. (2002), and U.S. Bank Institutional Trust & Custody (2006).

⁵ Separate accounts are maintained for the portions of the surcharge allocated to Relay, TDDP, and PMASP. Relay Advisory Board, CTRS, and outreach activities are funded from the Relay account; Fund administration draws from each respective account.

shall continue to remit TRS surcharge revenues to the Fund Administrator.⁶ Since the 2010-2011 surcharge remains the same as the 2009-2010 rate \$0.08, tariff supplements are not required.

Effective July 1, 2010, the monthly surcharge allocation for each fund account is as follows:⁷

	2010-2011 Monthly Surcharge Percentage	
	<u>Residence %</u>	<u>Business %</u>
Relay	94.0	94.0
TDDP	4.0	4.0
PMASP	<u>2.0</u>	<u>2.0</u>
Total Percentage	100.0	100.0

Operations for 2010 – 2011

We shall continue our active oversight of the operations of the Pennsylvania Relay, (traditional, speech-to-speech, and captioned telephone). Further, in accordance with 35 P.S. §§ 6701.3a & 4, we shall continue to collaborate with OVR and its TDDP administrator⁸ to ensure adequate funding for distribution of TDDP equipment to low-income households. Further, we shall continue to assist OVR in its mission to ensure adequate funding for PMASP.

⁶ U.S. Bank Institutional Trust & Custody, Attn: Sue Massey, EX-PA-WBSP, 50 South 16th Street, 20th Floor, Philadelphia, PA 19102, payable to the "PA Relay Service Fund" and designated for Relay. Wire instructions effective September 11, 2006 can be found on the remittance form.

⁷ The TRS surcharge appears as a single line item on customers' bills but actually has three components (Relay TDDP and PMASP).

⁸ As of January 1, 2007, the TDD program is administered by Pennsylvania's Initiative on Assistive Technology (PIAT), Institute on Disabilities, Temple University (IDT).

Audits

On May 29, 2003, the Commission authorized an audit of the TRS fund. The scope of this audit has expanded to include additional fiscal periods. On August 7, 2003, a Commission Secretarial Letter required AT&T to file, on or before May 1st of each year, a Statement of Actual Underlying Costs of the PA TRS for the prior completed period of July 1 through June 30. The Bureau of Audits is currently auditing the PA TRS underlying costs for the three fiscal periods ending June 30, 2007, 2008, 2009. Regarding the TDDP the Bureau of Audits is currently conducting the audit of the two fiscal periods ending June 30, 2008 and 2009.

Conclusion

The Commission has completed the annual recalculation of the TRS Surcharge. The surcharge to be applied beginning July 1, 2010, through June 30, 2011, will remain at \$0.08 for residential and business access lines; **THEREFORE,**

IT IS ORDERED:

1. That for the period of July 1, 2010, through June 30, 2011, the monthly TRS surcharge rate shall be \$0.08 for residence and business, unless we take further action to revise the TRS surcharge prior to June 30, 2011.
2. That all local exchange carriers are directed to use the attached form to remit the monthly TRS surcharge collections to U.S. Bank, Institutional Trust & Custody.
3. That a copy of this Order be served upon all local exchange carriers, AT&T Communications Company of Pennsylvania, LLC, Hamilton Telecommunications, U.S. Bank Institutional Trust & Custody, the Office of Vocational

Rehabilitation in the Department of Labor and Industry, the Office of Consumer Advocate, the Office of Small Business Advocate, and the Pennsylvania Telephone Association.

4. That a copy of this Order be published in the *Pennsylvania Bulletin*.
5. That a copy of this Order be posted to the Commission's website.

BY THE COMMISSION



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ADOPTED: May 20, 2010

ORDER ENTERED: May 20, 2010

REMITTANCE FORM FOR MONTHLY TRS SURCHARGE COLLECTIONS

Effective July 1, 2010 through June 30, 2011

Docket No. M-2010-2151504

All local service providers are required to collect and remit the TRS surcharge revenue monthly, by the 20th of each month using the following format for the monthly remittance:

Pennsylvania TRS Surcharge

For the Month Ending _____

Number of **Residential** access lines _____
X \$0.08 per line _____

Allocated:
TRS Relay 94.0 percent _____
TDDP 4.0 percent _____
PMASP 2.0 percent _____

Number of **Business** access lines _____
X \$0.08 per line _____

Allocated:
TRS Relay 94.0 percent _____
TDDP 4.0 percent _____
PMASP 2.0 percent _____

Total Remittance _____

Make check payable to: Pennsylvania TRS Fund

Mail Report and payment to:	Wire Instructions:
U.S. Bank Institutional Trust & Custody Sue Massey EX-PA-WBSP 50 South 16 th Street, 20 th Floor Philadelphia, PA 19102	BANK U.S. Bank N.A ADDRESS 60 Livingston Avenue, St Paul MN 55107-2292 ABA 091 000 022 BNF ITC Depository South & East ACCOUNT 173 103 781 832 OBI PA Relay ATTN: Sue Massey

Remittance for: Company Name(s): _____
Contact Person: _____
Voice Phone Number: (____) _____ FAX: (____) _____
E-mail address _____

Authorized Signature: _____ *Date:* _____

Please direct any questions regarding the TRS Surcharge remittance to Eric Jeschke at (717) 783-3850 or ejeschke@state.pa.us.



RECEIVED

2010 AUG 26 AM 10:17

PA.P.U.C.
SECRETARY'S BUREAU

August 19, 2010

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

RE: Docket Number M-2010-2151509
Annual Report to the General Assembly

- Telecommunication Device Distribution Program (TDDP)
- Print Media Access System Program

Dear Ms. Chiavetta:

Attached is the information requested by the Pennsylvania Public Utility Commission from the Office of Vocational Rehabilitation (OVR) for inclusion in the annual report to the General Assembly.

If you have any further questions, please do not hesitate to contact Beverly Sisko at (717) 787-8315 or bsisko@state.pa.us.

Sincerely,

A handwritten signature in black ink, appearing to read "William A. Gannon", is written over a faint, larger version of the same signature.

William A. Gannon
Executive Director

BS:fk

Attachments

cc: Eric Jeschke, Analyst, PUC
Tom Washic
Nesta Livingston
David DeNotaris
Sharon Behun
Don Rullman
David Boyle
File

PA Department of Labor & Industry | Office of Vocational Rehabilitation
Bureau of Central Operations | Budget, Grants and Administrative Services Division
1521 N. Sixth Street | Harrisburg, PA 17102
Phone: 717-787-8315 (Local) | 1-800-442-6351 (Toll Free) | 1-866-830-7327 (TTY) | Fax: 717-705-9345
www.dli.state.pa.us

Auxiliary aids and services are available upon request to individuals with disabilities.

Equal Opportunity Employer/Program

ANNUAL REPORT TO THE GENERAL ASSEMBLY
ACT 181-2002:
TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM
Docket Number M-2010-2151509

IN OVERSEEING THE TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM (TDDP), THE OFFICE OF VOCATIONAL REHABILITATION (OVR) REPORTS THE FOLLOWING FISCAL YEAR ACTIVITIES BEGINNING JULY 1, 2009 TO JUNE 30, 2010:

Background:

Act 181-2002 provided for the creation of the Telecommunication Device Distribution Program. The Act authorizes the collection of funds as calculated by the PA Public Utility Commission on an annual basis in order to pay for telecommunication equipment for eligible applicants. The Act identifies the OVR in the Department of Labor and Industry as responsible for the oversight of the TDDP, but does not allow for administrative costs to be levied against the surcharge funds.

The Institute on Disabilities at Temple University, as designated by OVR, continues to administer the TDDP. Administrative activities are funded by OVR, with supplemental funds contributed by Pennsylvania's Initiative on Assistive Technology (federal dollars).

ELIGIBILITY REQUIREMENTS FOR THE TDDP:

- Be a resident of Pennsylvania.
- Qualify as a person with a disability or disabilities that prevents him/her from making or receiving telephone calls independently. A licensed physician, audiologist, speech pathologist or a representative of a qualified state agency must certify the disability (e.g. OVR Counselor, Department of Public Welfare or Social Security Case Worker).
- Currently has telephone service and is capable of using the requested device.

- Be six years of age or older.
- Have an individual gross income of 200% of the Federal Poverty level or less (not including family/household income, currently \$21,660 per year for a single individual). Note: Since the Federal poverty guidelines are still at 2009 levels, there have been no changes made to the income eligibility requirement.

OPERATION OF THE PROGRAM:

- During this fiscal year of July 1, 2009 through June 30, 2010 the Institute on Disabilities provided the day-to-day operations of the TDDP. The Institute on Disabilities has a proven track record of providing assistive technology devices and services to Pennsylvanians with disabilities of all ages, as the lead agency for the implementation of the federal Assistive Technology Act in Pennsylvania (Pennsylvania's Initiative on Assistive Technology [PIAT]). The Institute also serves as OVR's contractor for the implementation of the state-funded program, Pennsylvania's Assistive Technology Lending Library.
- The Advisory Council for the Deaf and Hard of Hearing (Advisory Council) in the Department of Labor and Industry continues to serve as an advisory body to the TDDP program.

APPLICATION FORMS:

- Applications are distributed by request through the US Mail, as well as through email. Applications can also be downloaded from the Institute on Disabilities' website: <http://disabilities.temple.edu/tddp>. Applications are distributed through the statewide network of Assistive Technology Resource Centers (ATRCs) and TDDP Volunteer Centers created under PIAT. During this program year the Institute on Disabilities/PIAT received and reviewed a total of 717 individual applications. Of these, a total of 605 were determined eligible, and 18 were determined ineligible or were withdrawn by applicant. As of June 30, 2010, eligibility determinations were still in process on

approximately 11 applications because they were incomplete. The remaining applicants (78) had applications that were incomplete and did not respond to repeated requests for information, so the applications were marked inactive.

EQUIPMENT DISTRIBUTED TO APPLICANTS:

- Equipment distributed to 605 eligible applicants between July 1, 2009 – June 30, 2010 is detailed in Attachment 1.

FUNDING:

- The market value of the TDDP fund as of June 30, 2010 was \$480,266.43. The USBank Account Summary for the period ending June 30, 2010 is attached and referenced as Attachment 2.

VENDORS:

- The program continues to use the five (5) vendors that were selected through a bid process to supply equipment for the TDDP. These vendors supplied equipment from the standard list as well as devices approved through the Exceptions Process, as applicable. The agreements with these vendors extend until September 30, 2010. The vendors are:
 - Teltex, Inc., Kearney, MO
 - Potomac Technology, Inc., Rockville, MD
 - Humanware, Champlain, NY
 - DynaVox Technologies, Pittsburgh, PA.
 - Independent Living Aids, Jericho, NY

In addition, one piece of equipment (TeleTalk) was approved through the Exceptions Process and purchased from Griffin Laboratories, in Temecula, CA, which is the sole source for this equipment.

An equipment price list is included in this report as Attachment 3.

Fund disbursements to these vendors during the period July 1, 2009 through June 30, 2010 are as follows:

Teltex, Inc.	\$87,784.98
Potomac Technology	\$69,082.75
DynaVox Technologies	\$138,637.50
Humanware	\$12,480.00
Independent Living Aids	\$0.00
Griffin Laboratories	\$875.00
Total disbursements:	<u>\$308,860.23</u>

These disbursements also include payments for equipment ordered toward the end of the previous program year (July 2008-June 2009).

CONSUMER EDUCATION AND OUTREACH:

Subcontracts with regional Assistive Technology Resource Centers (ATRCs) to provide "local" activities related to consumer outreach, education and training began on July 1, 2009. In addition to coordinating Consumer Education and Outreach efforts, the Institute/PIAT serves as an ATRC for southeastern Pennsylvania. Between July 2009 and June 2010 the Institute/PIAT (including but not limited to, the Consumer Educator), and ATRCs participated in 69 outreach activities, reaching over 11,000 Pennsylvanians in 46 counties, including 6 statewide events. The list of activities is included in this report as Attachment 4.

Total fund disbursements (July 1, 2009 to June 30, 2010) to Temple University for Consumer Education and Outreach activities: \$70,006.14. This represents remaining amounts due for July 2008 to June 2009.

ISSUES:

- Increased inquiries requesting accessible wireless devices.

ACCOMPLISHMENTS (July 1, 2009 to June 30, 2010):

- TDDP submitted proposed updated Exceptions Policy at the June, 2010 Advisory Council meeting; updated Exceptions Policy (attached) was approved.
- The TDDP application (attached) and brochure (attached) were updated and reprinted.
- Five more organizations joined as Volunteer Centers to assist with consumer outreach and a variety of other activities. There are now 25 Volunteer Centers.
- Support (either in person or by phone) was provided to all 51 of the consumers that requesting assistance with the equipment they received from TDDP. 100% of these consumers reported that they were satisfied with the support they received.
- Satisfaction surveys were mailed to all applicants. Overall satisfaction rate is 94%.
- The database for automated solutions for reporting, record-keeping, and communicating with applicants was finalized; began using database for record-keeping and reporting.
- Free equipment training was held April 12, 2010 for Volunteer Centers and other organizations interested in learning more about TDDP.
- On August 20, 2009, TDDP hosted a demonstration by Humanware, manufacturers of the Deaf Blind Communicator, and invited all of the Volunteer Centers and other interested parties throughout the state.

ATTACHMENTS:

- Attachment 1 - Equipment Released 2009-2010
- Attachment 2 - Activity Summary Report (USBank)
- Attachment 3 - Equipment Price List
- Attachment 4 - Outreach Events – July 1, 2009 through June 30, 2010
- Referenced Attachment - TDDP Application Form
- Referenced Attachment – TDDP Brochure
- Referenced Attachment – Exceptions Policy (revised 2010)

Attachment 1 - Equipment Released July 2009 - June 2010

Device Name	Unit Price	7/1/09 - 9/30/09	10/1/09 - 12/31/09	1/1/10 - 3/31/10	4/1/10 - 6/30/10	Total Units Since 7/1/09	Value of Equipment Released Since 7/1/2009
TTY Superprint 4425	\$ 365.00	4	3	2	3	12	\$ 4,380.00
TTY w/LVD, Blue-Green	\$ 446.00	7	3	2	4	16	\$ 7,136.00
TTY w/LVD, Rose-Red	\$ 446.00	0	0	0	0	0	\$ -
TTY w/LVD, Amber	\$ 446.00	0	0	1	1	2	\$ 892.00
DeafBlind Communicator (Braille keyboard)	\$ 6,240.00	1	0	1	0	2	\$ 12,480.00
DeafBlind Communicator (QWERTY keyboard)	\$ 6,240.00	0	0	0	0	0	\$ -
Clarity XL50	\$ 103.00	23	18	19	20	80	\$ 8,240.00
RC200 Hands Free Phone	\$ 334.00	5	5	9	3	22	\$ 7,348.00
Air Switch accessory for RC200 phone	\$ 80.00	2	2	5	2	11	\$ 880.00
Pillow Switch accessory for RC200 phone	\$ 35.00	2	2	4	1	9	\$ 315.00
Headset w/Mic accessory for RC200 phone	\$ 40.00	3	3	5	2	13	\$ 520.00
Lapel Mic accessory for RC200 phone	\$ 40.00	1	4	3	2	10	\$ 400.00
Headset Phone CT-14	\$ 103.99	0	0	0	1	1	\$ 103.99
Telephone Fluency System	\$ 465.00	0	0	0	0	0	\$ -
DynaWrite (price for July-Sept 2009)	\$ 3,865.00	10	0	0	0	10	\$ 38,650.00
DynaWrite (price for Oct 2009-Sept 2010)	\$ 4,495.50	0	6	5	8	19	\$ 85,414.50
PhoneIT (DynaWrite accessory)	\$ 315.00	10	6	6	8	30	\$ 9,450.00
JV35 Talking Telephone	\$ 78.27	15	6	11	13	45	\$ 3,522.15
Amplified Large Button Phone HD-60J	\$ 98.00	1	7	11	12	31	\$ 3,038.00
Voice Activated Dialer	\$ 172.00	3	3	2	2	10	\$ 1,720.00
Photo Phone HD-30P	\$ 43.00	0	0	1	4	5	\$ 215.00
Amplified Photo Phone w/speakerphone HD-	\$ 65.00	1	2	0	3	6	\$ 390.00
Doro MemoryPlus 319ph	\$ 76.67	0	0	0	2	2	\$ 153.34
Big Button Speakerphone	\$ 21.10	1	2	5	1	9	\$ 189.90
Uniphone 1140 VCO/TTY	\$ 220.00	1	1	1	1	4	\$ 880.00
Hearing Carryover TTY Q90D w/speakers	\$ 186.00	0	0	0	0	0	\$ -
VCO Amplified Phone	\$ 120.00	1	2	3	2	8	\$ 960.00
Amplified Cordless Phone C4205	\$ 100.00	30	10	11	8	59	\$ 5,900.00

Attachment 1 - Equipment Released July 2009 - June 2010

Device Name	Unit Price	7/1/09 - 9/30/09	10/1/09 - 12/31/09	1/1/10 - 3/31/10	4/1/10 - 6/30/10	Total Units Since 7/1/09	Value of Equipment Released Since 7/1/2009
Amplified Cordless Phone C4220	\$ 155.00	2	1	1	6	10	\$ 1,550.00
Amplified Cordless Phone w/answering machine C4230	\$ 205.00	6	26	20	16	68	\$ 13,940.00
CapTel Phone	\$ 365.25	39	50	26	31	146	\$ 53,326.50
CapTel USB	\$ 421.25	7	4	8	7	26	\$ 10,952.50
Loud Ring Signaler	\$ 38.00	37	39	34	28	138	\$ 5,244.00
Flashing Light Signaler	\$ 42.00	30	16	20	24	90	\$ 3,780.00
OmniPage Vibrating Signaler Kit	\$ 125.00	5	6	3	9	23	\$ 2,875.00
Clarity Bed Shaker/Lamp Flasher Combo	\$ 36.00	13	9	9	7	38	\$ 1,368.00
In-Line Handset Amplifier HA-40	\$ 32.00	1	0	0	2	3	\$ 96.00
Exceptions Equipment:							
Big Buddy Raving Red Switch	\$ 70.00	0	1	0	0	1	\$ 70.00
DynaVox V	\$ 7,645.00	0	0	1	0	1	\$ 7,645.00
TellTalk Electrolarynx - with headset	\$ 875.00	0	0	1	0	1	\$ 875.00
TOTALS:		261	237	230	233	961	\$ 294,899.88



Attachment 2
ACTIVITY SUMMARY REPORT

PA RELAY SERVICE TDD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2010 to June 30, 2010

00075011

000000735 1 SP 106481653311387 P

INSTITUTE ON DISABILITIES AT TEMPLE
ATTN SANDRA MCNALLY
1755 N 13TH ST STE 411
PHILADELPHIA PA 19122-6011

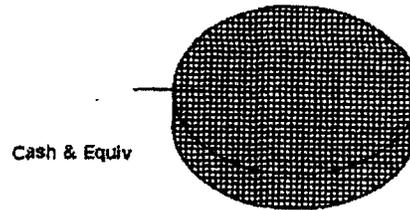
QUESTIONS?

If you have any questions regarding
your account or this statement, please
contact your Account Manager.

SUE MASSEY
EX-PA-WBSP
TWO LIBERTY PLACE
50 SOUTH 16TH STREET, SUITE 2000
PHILADELPHIA PA 19102
Phone 215-761-9341
E-mail sue.massey@usbank.com

ASSET SUMMARY AS OF 06/30/10

Assets	Current Period Market Value	% of Total	Est Annual Income
Cash & Equivalents	480,266.43	100.00	48.10
Accrued Income	4.05	.00	.00
Total Market Value	\$480,270.48	100.00	\$48.10



ASSET DETAIL

Shares or Face Amount	Security Description	Market Value/ Price	Tax Cost/ Unrealized Gain(Loss)	Yield at Market	Est Annual Inc/ Accrued inc
Cash & Equivalents					
Cash/Money Market					
480,266,430	Evergreen Inst Treas Mmkt Cl In 300250701	480,266.43 1.0000	480,266.43 0.00	0.01	48.10 4.05
Total Cash/Money Market		\$480,266.43	\$480,266.43 \$0.00		\$48.10 \$4.05
Total Cash & Equivalents		\$480,266.43	\$480,266.43 \$0.00		\$48.10 \$4.05
Total Assets		\$480,266.43	\$480,266.43 \$0.00		\$48.10 \$4.05



PA RELAY SERVICE TOD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2010 to June 30, 2010

ASSET DETAIL (continued)

Shares or Face Amount	Security Description	Market Value/ Price	Tax Cost/ Unrealized Gain(Loss)	Yield at Market	Est Annual Inc/ Accrued Inc
	Accrued Income	\$4.05	\$4.05		
	Grand Total	\$480,270.48	\$480,270.48		

ASSET DETAIL MESSAGES

Time of trade execution and trading party (if not disclosed) will be provided upon request.

Publicly traded assets are valued in accordance with market quotations or valuation methodologies from financial industry services believed by us to be reliable. Assets that are not publicly traded may be reflected at values from other external sources. Assets for which a current value is not available may be reflected at a previous value or as not valued, at par value, or at a nominal value. Values shown do not necessarily reflect prices at which assets could be bought or sold. Values are updated based on internal policy and may be updated less frequently than statement generation.

For further information, please contact your account manager or relationship manager.

Attachment 3 - Equipment Price List

Device Name	Current Vendor	Unit Price
TTY Superprint 4425	Teltex	\$ 365.00
TTY w/LVD, Blue-Green	Teltex	\$ 446.00
TTY w/LVD, Rose-Red	Teltex	\$ 446.00
TTY w/LVD, Amber	Teltex	\$ 446.00
DeafBlind Communicator (Braille keyboard)	Humanware	\$ 6,240.00
DeafBlind Communicator (QWERTY keyboard)	Humanware	\$ 6,240.00
Clarity XL50	Teltex	\$ 103.00
RC200 Hands Free Phone	Teltex	\$ 334.00
Air Switch accessory for RC200 phone	Teltex	\$ 80.00
Pillow Switch accessory for RC200 phone	Teltex	\$ 35.00
Headset w/Mic accessory for RC200 phone	Teltex	\$ 40.00
Lapel Mic accessory for RC200 phone	Teltex	\$ 40.00
Headset Phone CT-14	Teltex	\$ 103.99
Telephone Fluency System	Teltex	\$ 465.00
DynaWrite (price for July-Sept 2009)	DynaVox	\$ 3,865.00
DynaWrite (price for Oct 2009-Sept 2010)	DynaVox	\$ 4,495.50
PhoneIT (DynaWrite accessory)	DynaVox	\$ 315.00
JV35 Talking Telephone	Teltex	\$ 78.27
Amplified Large Button Phone HD-60J	Teltex	\$ 98.00
Voice Activated Dialer	Teltex	\$ 172.00
Photo Phone HD-30P	Teltex	\$ 43.00
Amplified Photo Phone w/speakerphone HD-40P	Teltex	\$ 65.00
Doro MemoryPlus 319ph	Independent Living	\$ 76.67
Big Button Speakerphone	Teltex	\$ 21.10
Uniphone 1140 VCO/TTY	Teltex	\$ 220.00
Hearing Carryover TTY Q90D w/speakers	Teltex	\$ 186.00
VCO Amplified Phone	Teltex	\$ 120.00
Amplified Cordless Phone C4205	Teltex	\$ 100.00
Amplified Cordless Phone C4220	Teltex	\$ 155.00
Amplified Cordless Phone w/answering machine	Teltex	\$ 205.00
CapTel Phone	Potomac Technology	\$ 365.25
CapTel USB	Potomac Technology	\$ 421.25
Loud Ring Signaler	Teltex	\$ 38.00
Flashing Light Signaler	Teltex	\$ 42.00
OmniPage Vibrating Signaler Kit	Teltex	\$ 125.00
Clarity Bed Shaker/Lamp Flasher Combo	Teltex	\$ 36.00
In-Line Handset Amplifier HA-40	Teltex	\$ 32.00
Exceptions Equipment:		
Big Buddy Raving Red Switch	Teltex	\$ 70.00
DynaVox V	DynaVox	\$ 7,645.00
TeliTalk Electrolarynx - with headset	Griffin Laboratories	\$ 875.00



TDDP Consumer Education and Outreach Events

July 1, 2009 through June 30, 2010

Type of Consumer Outreach Event (ATRC)	Date(s) Held	Coordinating / Collaborating Sponsor	Estimated Attendance	County of Event / Other Counties Reached
Presentation (TRIPIL)	7/7/09	Fayette Co. Association for the Blind	12	Fayette
Exhibit (TRCIL)	7/17/09	TRCIL Greensburg ADA Rally	50	Westmoreland
Exhibit (TRCIL)	7/21/09	TRCIL Kittanning ADA Rally	85	Armstrong
Exhibit (CRI)	7/23/09	Erie Sea Wolves Community Day	300	Erie / Crawford
Exhibit (UCP Central)	8/6/09	Senior Expo – Senator Corman	300	Mifflin / Juniata
Presentation (CRI)	8/13/09	CRI - Erie Consumer Picnic	175	Erie
Exhibit (TRCIL)	8/14/09	TRCIL Greensburg Open House	200	Westmoreland
Presentation (CRI)	8/20/09	CRI – Crawford Consumer Picnic	60	Crawford
Presentation (GSRH)	8/31/09	Lehigh Valley Center for Independent Living	10	Lehigh
Exhibit (UCP NE PA)	9/3/09	Wyoming County Fair	60	Wyoming
Exhibit (UCP Central)	9/9/09	Perry County Senior Expo	450	Perry
Presentation (PIAT)	9/9/09	JC Klein Branch – Adult Services Program	10	Philadelphia
Presentation (PIAT)	9/10/09	Yorktown Arms Apartments	20	Philadelphia
Exhibit (PIAT)	9/24/09	State Senator Tina Tartaglione Senior Fair	250	Philadelphia
Exhibit (TRIPIL)	9/26/09	Senior Expo – Rep. Deberah Kula	55	Fayette
Exhibit (Roads to Freedom)	9/27/09	Wellness / Family Day	400	Clinton
Presentation (PIAT)	9/30/09	ReMed – Paoli	13	Chester
Expo (TRIPIL)	10/2/09	Senior Fair / Rep. DeWeese	287	Greene
Presentation (PIAT)	10/7/09	Associated Services for the Blind	18	Philadelphia / Delaware
Expo (PIAT)	10/9/09	Pennsylvania Academy of Audiology Conference	100	Dauphin / statewide
Expo (CRI)	10/14/09	Senior Expo / Rep. John Evans	663	Erie / Crawford



Type of Consumer Outreach Event (ATRC)	Date(s) Held	Coordinating / Collaborating Sponsor	Estimated Attendance	County of Event / Other Counties Reached
Expo (UCP NE PA)	10/15/09	Senior Expo / Rep. Boback	130	Wyoming / Luzerne
Expo (Roads)	10/24/09	Sullivan County Health Fair	584	Sullivan
Expo (CRI)	10/30/09	Senior Expo / Warren/Forest Eldercare	393	Warren / Forest, Clarion, Venango
Presentation (TRCIL)	11/5/09	Beyond Hearing Aids	6	Allegheny
Presentation (Roads)	11/10/09	MS Support Group	15	Union
Expo (PIAT)	11/10/09	AT Expo / PaTTAN	175	Montgomery / Philadelphia, Chester, Delaware, Bucks
Expo (TRCIL)	11/13/09	AT Expo / PaTTAN	200	Allegheny / Westmoreland, Indiana, Butler, Washington
Expo (UCP Central)	11/17/09	Health and Human Services Fair	200	Cumberland
Expo (PIAT)	11/18/09	Technology Night / CHOP	50	Philadelphia
Expo (PIAT)	11/20/09	PUC Forum – A Day in Energy	40	Philadelphia
Expo (UCP NE PA)	11/21/09	Health Fair / Penn State Extension	98	Susquehanna
Expo (PIAT)	11/22/09	HLA PA Brunch	73	Montgomery / Philadelphia, Bucks, Chester, Delaware
Presentation (TRCIL)	2/2/10	Clairvoux Senior Highrise	2	Indiana
Presentation (UCP Central)	2/24/10	Tri-County Association for the Blind	21	Dauphin
Presentation (UCP Central)	3/3/10	Susquehanna Attendant Care	8	Snyder
Expo (CRI)	3/9/10	PA Attorney General's Office Health Expo	180	Erie / Crawford, Warren
Presentation (PIAT)	3/19/10	Children's Hospital of Phila.	110	Philadelphia
Expo (PIAT)	3/24/10	MS Society	225	Philadelphia
Expo (PIAT)	3/25/10	Philadelphia MR Services	225	Philadelphia
Presentation (PIAT)	3/26/10	DPW County Assistance Office	50	Philadelphia
Expo (PIAT)	3/27/10	JEVS Human Services	170	Philadelphia



Type of Consumer Outreach Event (ATRC)	Date(s) Held	Coordinating / Collaborating Sponsor	Estimated Attendance	County of Event / Other Counties Reached
Presentation (GSRH)	3/30/10	Penn State – COTA students	40	Lehigh / Lehigh, Berks
Exhibit (PIAT)	4/9/10	PSHA Conference	500	Centre / statewide
TDDP Equipment Training (PIAT)	4/12/10	TDDP	20	Cambria / statewide
Presentation (CRI)	4/14/10	Warren Manor	7	Warren, Forest
Exhibit (PIAT)	4/16/10	Catholic Social Services – St. Charles Senior Community Center.	125	Philadelphia
Expo (UCP Central)	4/22/10	Spring Vision Fair	200	Dauphin
Expo (UCP Central)	4/23/10	Rep. Payne's Health Fair	400	Dauphin
Exhibit (PIAT)	5/4/10	IOD Legislative Day	200	Dauphin / statewide
Presentation (PIAT)	5/7/10	Strath Haven High School	25	Delaware
Presentation (PIAT)	5/14/10	Philadelphia Regional Conference on Developmental Disabilities	7	Philadelphia
Exhibit (GSRH)	5/17/10	Pediatric Trade Show	200	Lehigh, Berks, Northampton, Carbon
Presentation (CRI)	5/21/10	Warren County School District	25	Warren
Presentation (UCP Central)	5/25/10	Millerstown Sr. Center	20	Perry
Presentation (PIAT)	5/26/10	Building Bridges Conference	27	Dauphin / statewide
Presentation (TRIPIL)	5/27/10	HearFayette	6	Fayette County
Exhibit (LIFT)	6/1/10	Senator Scarnati's Senior Expo	549	Jefferson, Elk, Clearfield, Cameron, McKean, Forest and Clarion
Presentation (PIAT)	6/8/10	HLAA group meeting	14	Chester / Delaware
Exhibit (CRI)	6/9/10	Senior Games 2010 / Sponsored by Experience, Inc.	26	Venango, Warren, Forest
Presentation (GSRH)	6/14/10	MS Society	60	Lehigh, Berks, Northampton, Carbon
Exhibit (TRCIL)	6/18/10	Senator Orié's Annual Kids Fair	832	Butler
Exhibit (LIFT)	6/18/10	Northwest Health Connections A Day in the Park	370	Elk, Cameron, McKean
Exhibit (GSRH)	6/21/10	Brain Injury Assoc. of PA	170	Lancaster / statewide



Type of Consumer Outreach Event (ATRC)	Date(s) Held	Coordinating / Collaborating Sponsor	Estimated Attendance	County of Event / Other Counties Reached
Presentation (UCP Central)	6/24/10	Gettysburg Sr. Center	12	Adams
Exhibit (CRI)	6/24/10	2010 Senior Expo sponsored by Erie Sea Wolves	750	Erie, Crawford, Venango
Presentation (UCP Central)	6/25/10	Mifflintown Sr. Center	28	Juniata
Presentation (Roads)	6/25/10	Northumberland Co. MH/MR	7	Northumberland
Presentation (UCP Central)	6/30/10	Dillsburg Sr. Center	20	York
69 events		TOTAL:	11,113	



**Commonwealth
of Pennsylvania's
Telecommunication
Device
Distribution
Program**

APPLICATION FORM



*It could be the
answer to your
telecommunication
needs!*

checklist

- After you have finished the TDDP application, read and check the boxes below to ensure you have completed all components:*
- Answered all of the Applicant Information
 - Had the Certification signed by a qualified individual
 - Signed the Applicant's Statement
 - Selected equipment that is right for you
(Your equipment selection is FINAL)
 - ATTACH A COPY OF PROOF FOR EACH OF THE FOLLOWING:**
 - Proof that you live in Pennsylvania
 - Proof of income
 - Proof of home telephone service

- **Make a copy of your application for your records.**
- **Return the completed ORIGINAL application** (pages 3 through 6), along with COPIES of required documentation to:

Telecommunication Device Distribution Program
 Institute on Disabilities at Temple University/ PIAT
 Lisa Troy, TDDP Program Coordinator
 1601 North Broad Street
 USB Suite 610
 Philadelphia, PA 19122-6024



TDDP is implemented by Pennsylvania's Initiative on Assistive Technology (PIAT), a program of the Institute on Disabilities at Temple University, in conjunction with the PA Office of Vocational Rehabilitation (OVR) and the PA Public Utility Commission (PUC).

Commonwealth of Pennsylvania's Telecommunication Device Distribution Program

The Telecommunication Device Distribution Program (TDDP) established by Act 34-1995 and amended by Act 181-2002 provides telecommunication devices to qualified applicants. These devices enable eligible individuals with disabilities to access telephone services independently. To be eligible, individuals must complete this application and meet all criteria listed below.

Criteria

■ **Person with a Disability**

A person with a disability or disabilities that prevents him/her from making or receiving telephone calls independently. A licensed physician, audiologist, speech pathologist or a representative of a qualified State agency (e.g. Office of Vocational Rehabilitation Counselor, Department of Public Welfare or Social Security Administration Case Worker) must certify the disability.

■ **Income Limits**

Applicant's gross income of 200% (not including family/household income) of federal poverty level or less.
(see FINANCIAL ELIGIBILITY CRITERIA)

■ **Age**

Six (6) years or older.

■ **Residence**

A resident of Pennsylvania.

■ **Resources**

Must have access to residential telephone service and possess the ability to learn how to use a telecommunication device.

■ **Information will be kept confidential**

Except as required by law.

FINANCIAL ELIGIBILITY CRITERIA

2008-09 GUIDELINES

size of family unit	GROSS INCOME (200% of federal poverty level)
1	\$20,800
2	\$28,000
3	\$35,200
4	\$42,400
5	\$49,600
6	\$56,800
7	\$64,000
8	\$71,200

* Family Units with more than 8 members, add \$3,600 for each additional member.

■ **Equipment Ownership and Responsibility**

Equipment will be delivered to your home. It then becomes YOUR PROPERTY and YOUR responsibility.

NOTE: There is a Limited Manufacturer Defect Warranty on all equipment purchased under this program. If your equipment is defective or if it should fail, it will be your responsibility to contact the Manufacturer for warranty repair. Repairs for damages due to abuse or neglect are not covered under any warranty and are YOUR RESPONSIBILITY. Stolen equipment can only be replaced upon receipt of a copy of the police report of the theft.

■ **Make a copy of your application for your records.**

■ **Return the completed ORIGINAL application** (see mailing address on front page).

If you need help in completing this application, or need it in an alternate format, please contact us.

PHONE: 800-204-7428 VOICE / 866-268-0579 TTY
FAX: 215-204-9371 / EMAIL: TDDP@temple.edu

TDDP Application /TDDP Eligibility

Your eligibility will be determined when you have submitted a completed application and all documentation. To avoid delay, please type or print clearly and make sure all sections of the application have been completed. If questions do not pertain to you, write "N/A" on the line provided.

section 1 Applicant Equipment Need

1 Do you already own telecommunication equipment similar to what you are applying for?
 YES NO

If YES, please check the correct answer below:

My equipment is broken or only works sometimes
 is borrowed
 does not meet my needs

Important NOTE: If you have working equipment that meets your needs you will NOT be eligible for the program at this time.

section 2 Certification

Please note: This section must be completed by a licensed physician, audiologist, or speech-language pathologist acting within the scope of his/her license, OR representative of a qualified agency, such as an Office of Vocational Rehabilitation (OVR) Counselor, Department of Public Welfare (DPW) or Social Security Administration Case Worker. Make sure all lines are completed and appropriate spaces are marked before submitting this application.

1 Applicant being certified

Last name _____ First name _____ Middle initial _____

2 Check the type of disability being certified

cognitive deaf deaf blind hard of hearing low vision/blind physical speech

I am a: licensed audiologist licensed speech pathologist
 licensed physician representative of a qualified state agency

3 Certifying professional

Name _____ Title _____

Agency _____

PA Professional License Number (if applicable) _____

Area code _____ Phone _____ Fax _____

I certify that the applicant named above has the disability indicated, and that s/he requires technology to independently access telecommunications services.

Signature of professional _____ Date _____

section 3 TDDP Applicant Information

① Person applying for equipment

Last name _____ First name _____ Middle initial _____

Date of birth (month/day/year) _____

Street address _____

(Note: Equipment cannot be delivered to a PO Box; you must provide a street address)

City _____ State PA Zip _____

County (e.g. Allegheny, Snyder) _____

Person assisting applicant with this application, if any.

Name _____ Phone _____

② Name of parent or guardian (for applicant under age 18) _____

③ Telephone number: home (_____) - _____ other (_____) - _____

④ Annual income: Applicant's gross income only, including Social Security and/or pension income if applicable. Do not include family/household income. If applicant has no income, please write NONE. \$ _____

⑤ Total number of members in family unit (including applicant):
Applicant (1) + number of other family members (_____) = TOTAL MEMBERS IN FAMILY UNIT (_____)

⑥ My primary reason for using the TDDP is (check one):

- Cannot afford equipment Equipment available to me only through TDDP
- I could get the device paid for through other programs, but the system is too complex and the wait is too long

⑦ These questions are optional (for reporting purposes only).

Race: Caucasian African-American Asian Latino Other (specify) _____

Gender: male female

⑧ Please tell us how you heard about the TDDP: _____

⑨ Applicant's statement and signature

(Note: This application should be submitted no later than 30 days after you have signed and dated it.)

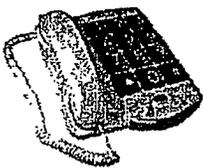
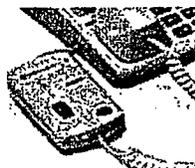
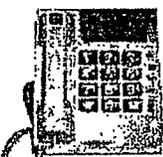
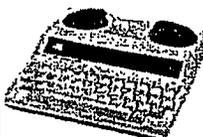
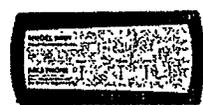
I certify that all information provided on this application is true, complete and correct. I understand that if I purposely provide false information I may be subjected to legal action. Program officials have my permission to verify the information provided. I certify that I have read, understand and accept all conditions set forth in this application and have the ability to learn to use the equipment I selected.

Applicant signature _____ Date _____

Parent or legal guardian signature _____ Date _____
(if applicant is a minor, or has a legal guardian)

EQUIPMENT SELECTION

CATEGORY A: Select only ONE device below that best fits your needs.

 <p><input type="checkbox"/> Ameriphone Dialogue Voice Carry Over Amplified Phone</p>	 <p><input type="checkbox"/> Clarity XL50 <input type="checkbox"/> optional signaler accessories*: lamp flasher & bed shaker</p>	 <p><input type="checkbox"/> Amplified Talking Telephone, Ameriphone Dialogue JV35</p>
 <p><input type="checkbox"/> Ameriphone In-Line Handset Amplifier</p>	 <p><input type="checkbox"/> Clarity Cordless C4205 Phone with Amplification</p>	 <p><input type="checkbox"/> Photo Phone, Amplified, P300</p>
 <p><input type="checkbox"/> Captioned Telephone (CapTel), amplified</p>	 <p><input type="checkbox"/> Captioned Telephone (CapTel), USB computer not included</p>	 <p><input type="checkbox"/> TTY Superprint 4425</p>
 <p><input type="checkbox"/> TTY Superprint Pro80 w/ Large Visual Display <input type="checkbox"/> Blue-Green LVD <input type="checkbox"/> Rose-Red LVD <input type="checkbox"/> Amber LVD</p>	 <p><input type="checkbox"/> Hearing Carryover TTY, Q90D with Speakers</p>	 <p><input type="checkbox"/> VCO TTY, Uniphone 1140</p>
 <p><input type="checkbox"/> Krown vTouch Braille TTY</p>	 <p><input type="checkbox"/> DynaWrite with PhoneIT</p>	 <p><input type="checkbox"/> Plantronics Cordless Headset Phone, CT-12</p>
 <p><input type="checkbox"/> Voice Activated Dialer, AblePhone 5000</p>	 <p><input type="checkbox"/> Reizen Big Button Phone Speakerphone</p>	 <p><input type="checkbox"/> Telephone Fluency System (phone pictured is not included)</p>
 <p><input type="checkbox"/> Hands-Free Speakerphone, RC200 optional accessories: <input type="checkbox"/> lapel mic <input type="checkbox"/> headset mic <input type="checkbox"/> air switch <input type="checkbox"/> pillow switch</p>		

CATEGORY B: Select only ONE signaler below.

 <p><input type="checkbox"/> Loud Ring Signaler, CrystalTone</p>	 <p><input type="checkbox"/> Flashing Light Signaler</p>	 <p><input type="checkbox"/> Vibrating Signaler, OmniPage Kit (receiver shown)</p>
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NONE (No signaling device from CATEGORY B is needed.)

* No additional signaler may be checked in CATEGORY B if you have already selected the signaler accessories for the Clarity XL50.

Documentation Required for TDDP Application

DO YOU HAVE ALL THE DOCUMENTATION REQUESTED?

To complete the TDDP application, YOU MUST SUBMIT PHOTOCOPIES
(since originals cannot be returned) of the documentation listed below.

1. PROOF OF APPLICANT'S (INCLUDING MINORS) RESIDENCE IN PENNSYLVANIA

Submit ONE of the following: copy of current driver's license, non-driver I.D., utility bill, dated Social Security correspondence, copies of W-2's, school report card, or other documentation pre-printed with the applicant's name and address.

IMPORTANT: If you are unsure of the type of equipment that will meet your needs, the TDDP encourages you to contact PA's Assistive Technology Lending Library. The Lending Library (ATLL) allows you to borrow equipment (at no cost) to help you decide what will work for you. Also, equipment demonstrations can be arranged through one of the regional Assistive Technology Resource Centers (ATRCs) of Pennsylvania's Initiative on Assistive Technology. Please contact the TDDP for more information on the Lending Library, ATRCs, and other resources. If none of the listed equipment will meet your needs, please contact the TDDP:

PHONE: 800-204-7428 VOICE

866-268-0579 TTY

EMAIL: tddp@temple.edu

2. PROOF OF APPLICANT'S INCOME

Submit a copy of each item that applies to you.

Income statements including W-2's, 1099s or award letters for retirement and/or Social Security income. If you do not have a copy of your Social Security income statement you can call 1-800-772-1213 and request a "Benefits Verification Letter". Bank statements and pay stubs cannot be accepted. If applicant has no income write "NONE". *Note: If the applicant is a minor child, income requirements are based on the child's income only, not family or household income.*

3. PROOF OF TELEPHONE SERVICE

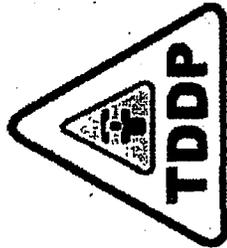
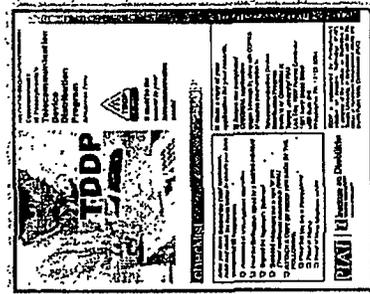
Submit a copy of ONE page of your most recent telephone bill with your telephone number appearing on it. If phone service is shared in a residential facility, submit a statement on facility letterhead signed by Administrator or Social Worker and include applicant's name and phone number.

4. CERTIFICATION OF DISABILITY

Have Section 2 of this application completed by one of the following licensed professionals: physician, audiologist, speech pathologist, or representative of a qualified state agency (e.g. Office of Vocational Rehabilitation Counselor, Department of Public Welfare or Social Security Administration Case Worker). To avoid delays make sure the entire section is completed before submitting the application.

Application Process

- Download an application or call to request that one be mailed to you.
- Visit the TDDP website (www.disabilities.temple.edu/tddp) for the application, the list of available equipment, and other information.
- TDDP staff can help you determine which device may be appropriate and can arrange an in-person demonstration at your regional Assistive Technology Resource Center.
- You can also borrow one or more phones to try in your home through Pennsylvania's Assistive Technology Lending Library (www.disabilities.temple.edu/atlend).



PENNSYLVANIA'S Telecommunication Device Distribution Program

A program of
Pennsylvania's Initiative on Assistive Technology
(PIAT)

Institute on Disabilities at Temple University
1755 N. 13th Street
Student Center Room 411 S
Philadelphia, PA 19122

Implemented in conjunction with
PA Office of Vocational Rehabilitation (OVR)
and PA Public Utility Commission (PUC)
Created through Act 34 of 1995

Supported in part by federal funding
under the Assistive Technology Act of 2004



 Institute on Disabilities
TEMPLE UNIVERSITY
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PENNSYLVANIA'S Telecommunication Device Distribution Program

FREE
TELEPHONE EQUIPMENT FOR
PEOPLE WITH DISABILITIES

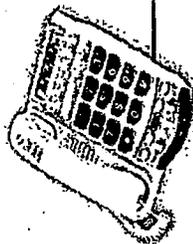
 Institute on Disabilities
TEMPLE UNIVERSITY
College of Education

- Carefully complete the application and include the following information:
 1. Certification of Disability
 2. Copy of your current landline phone bill
 3. Copy of proof of income
 4. Proof that you live in Pennsylvania.
 - Mail the application form to the TDDP at the address listed on the front of the application.
- The application offers complete directions for paperwork.
All information is kept confidential.*

**PENNSYLVANIA'S
Telecommunication Device
Distribution Program (TDDP)**

provides FREE, specialized equipment to eligible Pennsylvanians who have disabilities which prevent them from using regular telephone equipment.

Created in 1995 as a result of Act 34, the TDDP is implemented by Pennsylvania's Initiative on Assistive Technology (PIAT), a program of the Institute on Disabilities at Temple University.



Contact the TDDP
if you are not sure about
the equipment
you need.

TEL: 800-204-7428 (voice)
866-268-0579 (TTY)
215-204-3330 (voice)

FAX: 215-204-6336

EMAIL: TDDP@temple.edu

WEB: www.disabilities.temple.edu/tddp

Eligibility Requirements

You must meet *all* the following requirements:

1. Pennsylvania resident with a disability that prevents you from making and/or receiving phone calls independently
2. Six years of age or older
3. Individual gross income at or below 200% of the federal poverty level
4. Existing landline telephone service
5. Ability to learn how to use the requested device(s)



Type of Equipment Available	Featured Function
AMPLIFIED TELEPHONES	make the incoming voice louder and have adjustable ringer volume
VCO (VOICE CARRY OVER) TELEPHONES	allow you to speak to the other person and read what they are saying
TTYs (TELETYPEWRITERS)	allow you to type and read telephone conversations
HCO (HEARING CARRY OVER) TELEPHONES	allow you to hear what is being said; you type your message
CAPTEL TELEPHONES	allow you to speak to the other person and read and hear what they are saying
OTHER TYPES OF TELEPHONES	include speaker phones, voice activated dialer, hands-free headset phone and picture phones
SIGNALING DEVICES	use sound, lights, and/or vibration to alert you when the telephone rings



Institute on Disabilities

TEMPLE UNIVERSITY®

College of Education

Pennsylvania's Telecommunication
Device Distribution Program
A Program of the
Commonwealth of Pennsylvania
1755 N 13th Street
Student Center, Room 411S
Philadelphia, PA 19122

phone 800-204-7428 (voice)
phone 866-268-0579 (TTY)
fax 215-204-9371
email TDDP@temple.edu
web www.disabilities.temple.edu/tddp

Exceptions Process Policies and Procedures

Purpose:

The purpose of this policy is to provide a process by which Pennsylvanians with disabilities who are eligible for Pennsylvania's Telecommunication Device Distribution Program can request an exception to a program policy or procedure, including but not limited to the availability of specific equipment to meet their telecommunication needs. This policy also establishes the process for appealing decisions made regarding a requested exception.

Approved: June 4, 2010

Effective: July 1, 2010

Review Date: June 30, 2011

General:

1. TDDP staff will determine the Applicant's eligibility based on disability, income, age, PA residency, residential telephone service, and the ability to learn how to use a telecommunication device.
NO EXCEPTIONS TO THE ELIGIBILITY CRITERIA SET FORTH BY ACT 181-2002 ARE POSSIBLE. The exceptions process will be available only to Applicants who meet these basic eligibility criteria.
2. No exceptions are possible for cellular or internet technologies.
3. The Program Manager will prepare a written summary of the Applicant's request for an exception, documenting the circumstances necessitating the exception, and provide a recommendation to the Program Director. The Program Director will approve or disapprove the exception, in writing. The Program Manager will inform the Applicant of the outcome of the request for exception. Upon denial, the Applicant will be provided with written information regarding the appeals process.
4. All exceptions related to the need for equipment not on the pre-approved equipment list shall include additional information, as specified in the "Equipment Exceptions" section of this policy.

5. This exception policy applies to any device or "package" of devices totaling more than \$3,000.

Equipment Exceptions Procedure:

This procedure covers requests for telecommunication devices not on the "pre-approved" equipment list, including accessories that are needed to use those devices.

All requests for exceptions related to equipment **MUST** include a letter from a qualified service provider that

- (1) describes why the equipment on the pre-approved list will not meet the eligible consumer's needs **FOR TELECOMMUNICATION ACCESS**;
- (2) provides a recommendation and rationale for appropriate alternative or additional equipment;
- (3) substantiates the applicant's ability to learn how to use the equipment for telecommunication;
- (4) includes specific information on the item requested, including manufacturer/vendor, make/model, and price; and
- (5) describes the service provider's qualification to recommend assistive devices. Include a statement of the service provider's credentials (e.g. Assistive Technology Provider [ATP]), education and experience with the kind of assistive technology that is being recommended (a resume may be attached). For devices for applicants with speech disabilities, the "qualified service provider" *must* be a licensed speech-language pathologist. **The service provider may NOT be an individual who has a financial interest in the provision of the requested equipment.**

For devices (or a "package" of devices and/or accessories) exceeding \$3000:

- A trial period with the identified "exceptional" equipment must be conducted. A report of the findings of the trial period must be included with the request for exception.
- The request for exception must include a statement of other funding sources for which the Applicant is eligible and proof of denial of coverage. The TDDP is the "payer of last resort".

Appeals Procedure:

1. Any eligible Applicant whose request for exception has been denied may appeal the decision of the Program. Appeals must be made within 90 days of the denial of the request.
2. The appeal shall be in writing, or, as an accommodation, in an alternate format such as audio or video.
3. The appeal shall first go to the Program Director, who shall reconsider the initial decision. The outcome of this appeal shall be provided to the Applicant, in writing, within 30 days of the receipt of the appeal. The Applicant shall be advised that s/he may continue the appeal process by requesting a review by the Director of the Office for the Deaf and Hard of Hearing (ODHH), who shall review the appeal and render his/her decision in a timely way. The Applicant shall be informed of the ODHH Director's decision in writing, with a copy to the Program Director.

TDDP Exceptions Instructions and Procedures (for consumers)

Instructions:

An equipment exception should only be requested when (1) the Applicant meets all of the TDDP eligibility requirements and (2) the devices on the TDDP equipment list do not meet the TELECOMMUNICATION needs of the Applicant.

No exceptions are possible for cellular or internet technologies.

Equipment not directly related to TELECOMMUNICATION access (e.g. carrying cases) will not be considered.

ANY device or "package" of devices totaling more than \$3,000 MUST be requested via the Exceptions process outlined in this document. Additional documentation is needed when these devices are requested, and specified below.

Procedures:

All requests for exceptions related to equipment MUST include a letter from a qualified service provider that

- (3) describes why the equipment on the pre-approved list will not meet the eligible consumer's needs FOR TELECOMMUNICATION ACCESS;
- (4) provides a recommendation and rationale for appropriate alternative or additional equipment;
- (6) substantiates the applicant's ability to learn how to use the equipment FOR TELECOMMUNICATION ACCESS;
- (7) includes specific information on the item requested, including manufacturer/vendor, make/model, and price; and
- (8) describes the service provider's qualification to recommend assistive devices. Include a statement of the service provider's credentials (e.g. Assistive Technology Provider [ATP]), and his/her education and experience with the kind of assistive technology that is being recommended (a resume may be attached). For devices for applicants with speech disabilities, the "qualified service provider" *must* be a PA-licensed speech-language pathologist. **The service provider may NOT be an individual who has a financial interest in the provision of the requested equipment.**

For devices (or a "package" of devices and/or accessories) exceeding \$3000:

- A trial period with the identified "exceptional" equipment must be conducted. A report of the findings of the trial period must be included with the request for exception.
- The request for exception must include a statement of other funding sources for which the Applicant is eligible and proof of denial of coverage. The TDDP is the "payer of last resort".

Determination Process:

After the application has been reviewed by the TDDP and the Applicant determined eligible, the TDDP Program Manager will prepare a written summary of the Applicant's request for an exception, documenting the circumstances necessitating the exception, and provide a recommendation to the Program Director. The Program Director will approve or disapprove the exception, in writing. The Program Manager will inform the Applicant of the outcome of the request for exception. Upon denial, the Applicant will be provided with written information regarding the appeals process.

Print Media Access System Program (PMASP)

The NFB-NEWSLINE® offered by the National Federation of the Blind provides The Print Media Access System Program to those who cannot read regular newsprint. Anyone who cannot read conventional newsprint can qualify for this service and is free to those subscribers.

This service is available in 43 states and the District of Columbia providing:

- Over 325 local and national newspapers
- 6 Spanish-language newspapers available to all subscribers
- 20 magazines including AARP, Wall Street Journal, Men's Health, Popular Science, Time Magazine and PC and Mac World
- The capability of delivering a newspaper via email directly to a subscriber's In-box to be read in Braille.
- Customizable local TV listings are available.
- NFB-Newsline is available 24 hours a day, 7 days a week with local as well as toll-free access.

Through the Commonwealth's partnership with NFB-NEWSLINE®, a subscriber can choose that day's, the previous days, or the previous Sunday's issue of any newspaper in the service and choose a section and article using a standard touch-tone telephone. Pennsylvania's participating newspapers provide the subscriber with access to all content when traveling throughout the United States.

NFB-NEWSLINE® participating newspapers include:

- Allentown Morning Call
- Altoona Mirror
- Bucks County Courier Times
- Centre Daily Times
- Erie Times News
- Hanover Evening Sun
- Intelligencer Journal/Lancaster New Era
- Intelligencer Journal/Lancaster New Era On Line
- Lebanon Daily News
- Harrisburg Patriot News
- Philadelphia Daily News
- Philadelphia Grocery Ads
- Philadelphia Inquirer
- Pittsburgh Post-Gazette
- Pittsburgh Tribune Review
- Reading Eagle
- Wilkes-Barre Times Leader
- Williamsport Sun Gazette
- York Dispatch

As of August 18, 2010, there are 1,905 subscribers to this service throughout the Commonwealth. All customers of the Office of Vocational Rehabilitation, Bureau of Blindness & Visual Services are offered the opportunity to subscribe to this service. In addition, individuals are offered the opportunity to subscribe when enrolling in the Books for the Blind and Physically Handicapped Program administered by the Library of Congress and cooperating network libraries.

In March 2009, NFB-NEWSLINE® added the capability of downloading NEWSLINE content through their website, NFB-NEWSLINE® Online. With this feature, subscribers can download their desired publications directly to a digital talking book player. Subscribers can also read their favorite publications online through the use of a secure web site.

Anticipated in the fourth quarter 2010 calendar year, NFB-NEWSLINE will add "Job Listings", allowing subscribers to access hundreds of thousands of employment opportunities across the country.

Relevant Contract provisions:

2.7 PERIOD OF PERFORMANCE

This agreement is for a period of 12 months beginning July 1, 2010, and ending June 30, 2011.

2.8 FEES

NFB-NEWSLINE® annual service fee for 07/01/10 - 06/30/11: \$40,000

The Newspapers included with the annual service fee are:

- Philadelphia Inquirer: Knight Ridder paper
- Philadelphia Daily News: Knight Ridder paper
- Centre Daily Times: Knight Ridder paper
- Wilkes-Barre Times Leader: Knight Ridder paper
- Hanover Evening Sun: Media News Group paper
- York Dispatch: Media News Group paper
- Intelligencer Journal/Lancaster New Era: base paper
- Patriot News: base paper

Annual newspaper maintenance and distribution fee: \$45,000. (July 1, 2010 – June 30, 2011)

This includes 9 newspapers at \$5,000 each.

- Allentown Morning Call
- Altoona Mirror
- Bucks County Courier Times

- Erie Times News
- Lebanon Daily News
- Pittsburgh Post-Gazette
- Pittsburgh Tribune Review
- Reading Eagle
- Williamsport Sun Gazette

Annual setup, maintenance, and distribution of new newspapers fee: \$20,000
(July 1, 2010 – June 30, 2011)

- This anticipates adding two publications at \$10,000 each.

1-year telecommunications subscription fee: \$17,684
(July 1, 2010 – June 30, 2011)

- A prorated fee assessed to all states for this contract period for NFB-NEWSLINE'S® telecommunications service.

Total invoice: \$122,684
(July 1, 2010 – June 30, 2011)