



COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION
400 NORTH STREET
HARRISBURG, PA 17120

STEPHEN M. DEFRANK, CHAIRMAN

October 20, 2025

The Honorable Josh Shapiro
Governor of Pennsylvania
Room 508 Main Capitol Building
Harrisburg, Pennsylvania 17120

Dear Governor Shapiro:

In accordance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMAA),¹ the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2025 Annual Report regarding the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newslines”). The TDD Program and the PMAS Program are operated by the Office of Vocational Rehabilitation (OVR) in the Pennsylvania Department of Labor and Industry (L&I) pursuant to Sections 6701.3 and 6701.3(a) of UTPMAA, respectively. Both the TDD Program and the PMAS Program are currently funded by the Telecommunications Relay Service (TRS) surcharge. The Commission administers the TRS surcharge fund pursuant to Section 6701.4(c) of UTPMAA.

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge pursuant to Section 6701.4(c); 2) TDD Program, account balances, revenues, disbursements, and expenses; 3) PMAS Program, account balances, revenues, disbursements, and expenses; and 4) OVR reported information. An electronic version of this report is available on the Commission’s website.²

Very truly yours,

A handwritten signature in blue ink that reads "Stephen M. DeFrank".

Stephen M. DeFrank
Chairman

Enclosure

cc: Pennsylvania Telecommunications Relay Service, Docket No. M-00900239
2025 TRS Annual Legislative Report, Docket No. M-2025-3052798.

¹ Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004, 35 P.S §§ 6701.1 – 6701.4.

² See http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx.



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STEPHEN M. DEFRANK, CHAIRMAN

October 20, 2025

The Honorable Austin Davis
Lieutenant Governor of Pennsylvania
Room 200 Main Capitol Building
Harrisburg, Pennsylvania 17120

Dear Lieutenant Governor Davis:

In accordance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMAA),¹ the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2025 Annual Report regarding the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newslines”). The TDD Program and the PMAS Program are operated by the Office of Vocational Rehabilitation (OVR) in the Pennsylvania Department of Labor and Industry (L&I) pursuant to Sections 6701.3 and 6701.3(a) of UTPMAA, respectively. Both the TDD Program and the PMAS Program are currently funded by the Telecommunications Relay Service (TRS) surcharge. The Commission administers the TRS surcharge fund pursuant to Section 6701.4(c) of UTPMAA.

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge pursuant to Section 6701.4(c); 2) TDD Program, account balances, revenues, disbursements, and expenses; 3) PMAS Program, account balances, revenues, disbursements, and expenses; and 4) OVR reported information. An electronic version of this report is available on the Commission’s website.²

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cc: Pennsylvania Telecommunications Relay Service, Docket No. M-00900239
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¹ Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004, 35 P.S §§ 6701.1 – 6701.4.

² See http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx.



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PUBLIC UTILITY COMMISSION
400 NORTH STREET
HARRISBURG, PA 17120

STEPHEN M. DEFRANK, CHAIRMAN

October 20, 2025

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

In accordance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMAA),¹ the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2025 Annual Report regarding the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newsline”). The TDD Program and the PMAS Program are operated by the Office of Vocational Rehabilitation (OVR) in the Pennsylvania Department of Labor and Industry (L&I) pursuant to Sections 6701.3 and 6701.3(a) of UTPMAA, respectively. Both the TDD Program and the PMAS Program are currently funded by the Telecommunications Relay Service (TRS) surcharge. The Commission administers the TRS surcharge fund pursuant to Section 6701.4(c) of UTPMAA.

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge pursuant to Section 6701.4(c); 2) TDD Program, account balances, revenues, disbursements, and expenses; 3) PMAS Program, account balances, revenues, disbursements, and expenses; and 4) OVR reported information. An electronic version of this report is available on the Commission’s website.²

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Stephen M. DeFrank
Chairman

Enclosure

cc: Pennsylvania Telecommunications Relay Service, Docket No. M-00900239
2025 TRS Annual Legislative Report, Docket No. M-2025-3052798.

¹ Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004, 35 P.S §§ 6701.1 – 6701.4.

² See http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx.

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

**SUBMITTED BY
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

October 1, 2025

In compliance with Section 6701.4(e), of the Universal Telecommunications and Print Media Access Act (UTPMAA),¹ the Pennsylvania Public Utility Commission (Commission or PUC) respectfully submits this 2025 Annual Report² relating to the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program).

Both the TDD Program and the PMAS Program are currently funded by the Telecommunications Relay Service (TRS) surcharge.³ The Commission is responsible for calculating the TRS surcharge rate on an annual basis pursuant to Section 6701.4(c) of the UTPMAA. The TRS surcharge is collected from all landline telecommunications customers and some fixed Voice over Internet Protocol (VoIP) telecommunications customers in Pennsylvania.⁴ TRS uses a CA (Communication Assistant) so a deaf, hard of hearing or someone who is deaf blind has equal access to wireline telecommunications services. There is specialized equipment needed to use these services and the TDD Program can provide that equipment if a consumer meets certain criteria.⁵ The CA will revoice or retype the confidential telephone conversation to make a phone call functionally equivalent.

The TDD Program distributes and provides telecommunication devices for people with disabilities who qualify under the UTPMAA. The TDD Program is overseen by the Office of Vocational Rehabilitation (OVR) in the Pennsylvania Department of Labor and Industry (L&I), pursuant to Section 6701.3 of the UTPMAA. OVR currently contracts with the Institute on Disabilities at Temple University (IDT), in Philadelphia, Pennsylvania, to

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

² An electronic version of this report is available on the Commission's website:

http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx.

³ 35 P.S. § 6701.4(c) provides that the TDD Program *shall* be funded by the TRS surcharge and that the PMAS Program *may* be funded by the TRS surcharge. Initially, the PMAS Program was funded through special grants; however, beginning in July 2006, it has been funded entirely from the TRS surcharge. Print media does not contribute to the TRS Fund.

⁴ 73 P.S. § 2251.6(1)(ii) (PUC jurisdiction over VoIP for purposes of TRS fees is preserved under the 2008 VoIP Freedom Act.).

⁵ See <https://techowlpa.org/tddp/>.

manage the TDD Program. Pennsylvania’s Initiative on Assistive Technology (PIAT), an IDT program, provides assistive technology services and resources.⁶

The PMAS Program provides access via telephone to print media for persons who are blind. The PMAS Program is operated by L&I’s Bureau of Blindness and Visual Services (BBVS) and overseen by OVR pursuant to Section 6701.3(a) of the UTPMAA. Access is currently provided through the National Federation of the Blind (NFB) reading service, known as “NFB Newsline.”

The Commission provides assistance to OVR, BBVS, and PIAT in accordance with the UTPMAA.

On May 25, 2015, at Docket No. P-2015-2484229, OVR filed a Petition with the Commission seeking funding from the TRS surcharge to fund a two-year wireless pilot program entitled “Wireless Expansion Initiative: Promoting Telecommunications Equity for People with Disabilities in Pennsylvania” (WEI Pilot). By Order entered July 8, 2015, the Commission granted OVR’s Petition, allowing the WEI Pilot to proceed with funding from the TRS surcharge.⁷ Following completion of the WEI Pilot the Commission, by Opinion and Order entered February 27, 2019, adopted a permanent and ongoing wireless expansion initiative program as a funded component of the Pennsylvania TRS and TDD Program.⁸

CALCULATION OF THE TRS SURCHARGE AND USE OF THE TRS FUND FOR THE TDD PROGRAM AND THE PMAS PROGRAM

Local Exchange Carriers (LECs) report their respective wireline access line counts as of December 31st by filing an Annual Access Line Summary Report with the Commission. Certain LECs also report their fixed VoIP lines.⁹ The Commission sets the amount of the monthly TRS surcharge on each residential and business access line. The monthly TRS surcharge is reviewed annually and adjusted as necessary based on the number of wireline telephone access lines in service, the financial status of the TRS Fund, and the projected expenses of the TRS, the TDD Program, and the PMAS Program. OVR is required to submit projected annual budgets for the TDD Program and the PMAS Program.

⁶ See <https://techowlpa.org>.

⁷ *Petition of Department of Labor & Industry Office of Vocational Rehabilitation for a Proposed Pilot for Distribution of Telecommunications Relay Service Wireless Equipment to People with Disabilities in Pennsylvania et al.*, Docket Nos. P-2015-2484229, M-00900239, and M-2015-2460700 (Order entered July 8, 2015).

⁸ *Petition of Department of Labor & Industry Office of Vocational Rehabilitation for a Proposed Pilot for Distribution of Telecommunications Relay Service Wireless Equipment to People with Disabilities in Pennsylvania et al.*, Docket Nos. P-2015-2484229, M-00900239, and M-2018-2640814 (Order entered February 27, 2019).

⁹ See 73 P.S. § 2251.6(1)(ii).

Section 6701.4(c) provides, in pertinent part, that:

(c) Additional use of [TRS] surcharge. – The [TDD] Program shall be funded and the [PMAS] program may be funded by the [TRS] surcharge, as calculated by the commission on an annual basis under the methodology established by the commission in order[s] entered May 29, 1990, and July 9, 1990, at Docket Number M-00900239, and as subsequently modified by the commission. . . . A portion of the surcharge may be used to fund the [PMAS] Program. The surcharge shall not be used to fund administrative costs of [TRS], [the TDD] Program or the [PMAS] Program.

The Commission calculates the TRS surcharge component for each program separately on a per wireline access line percentage basis. At its May 22, 2025, Public Meeting, the Commission approved an annual TRS surcharge recalculation for the twelve-month period beginning July 1, 2025, through June 30, 2026, at Docket Nos. M-2025-3052796 and M-00900239. The TRS surcharge rate for residential and business access lines to be applied during that period remained at \$0.00 per month.¹⁰ A copy of that Order approving the 2025-2026 TRS surcharge rate is attached to this report as Public Utility Commission Attachment A.

TDD PROGRAM

On March 18, 2025, OVR filed a budget request with the Commission for the TDD Program for the ensuing year. The TDD Program budget for July 1, 2025, through June 30, 2026, as submitted by OVR, is \$939,670. OVR's 2025-2026 budget proposal estimated that the costs for the TDD Program will be \$566,395 for wireline and wireless devices and \$373,275 for consumer education and outreach services. In addition, the budget calculations showed the quantity, unit cost, and total cost by type of telecommunications device.

Based on the bills submitted to and paid from the TDD Program sub-account for the 2024-2025 TDD Program year, the TDD Program account began its operations year with a sufficient surplus to provide for the statutory TDD Program elements and maintain an adequate cash flow. A copy of that budget is attached to this report as part of Public Utility Commission Attachment B.

¹⁰ For the prior period 2024-2025, at Docket No. M-2024-3045235, the Commission set the TRS surcharge rate for residential and business access lines to \$0.00 per month.

TDD Program Sub-Account
For the period of July 1, 2024, to June 30, 2025

Beginning Balance on July 1, 2024	\$166,076.58
Revenue from the TRS surcharge	\$0.00
Adjustment Transfer from TRS Fund	\$1,700,000.00
Earned net investment income	\$24,006.81
Distributed equipment costs	(\$4,495.50)
Consumer education and outreach	(\$0.00)
WEI program equipment	(\$353,068.90)
WEI program education & outreach	(\$84,630.12)
Fiduciary fees (US Bank Institutional Trust & Custody)	(\$1,425.76)
Ending Balance on June 30, 2025	<u>\$1,446,463.11</u>

PMAS PROGRAM

On March 18, 2025, OVR, BBVS filed a budget with the Commission for the PMAS Program for the ensuing year. The PMAS Program budget for July 1, 2025, through June 30, 2026, as submitted by BBVS, is \$208,000. BBVS' 2025-2026 budget proposal estimated that costs will include twenty-eight participating newspapers, annual service fee, annual newspaper maintenance and distribution fee, Pennsylvania Specific Alerts service, marketing and outreach, and a one-year telecommunications subscription fee for the system over which users can hear selected print media being read aloud. A copy of that budget is attached to this report as part of Public Utility Commission Attachment B.

Based on the bills submitted to and paid from the PMAS Program sub-account for the 2024-2025 PMAS Program year, the PMAS Program sub-account began its operations year with a sufficient surplus to provide for the statutory PMAS Program elements and maintain an adequate cash flow reserve.

PMAS Program Sub-Account
For the period of July 1, 2024, to June 30, 2025

Beginning Balance on July 1, 2024	\$299,251.98
Revenue from the TRS surcharge	\$0.00
Adjustment Transfer from TRS Fund	\$200,000.00
Earned net investment income	\$9,654.14
NFB Newsline annual element costs	(\$230,750.00)
Fiduciary fees (US Bank Institutional Trust & Custody)	(\$463.78)
Ending Balance on June 30, 2025	<u>\$277,692.34</u>

The NFB Newsline invoice payments by the BBVS are by way of a quarterly invoice and payment arrangement with NFB Newsline.

OVR INFORMATION

Pursuant to Section 6701.4(e)(2), OVR is required to file a budget and historical data of the equipment distributed to those who qualify for the TDD Program. After receipt, the Commission reviews the annual budget and, upon approval, disperses the necessary monies from the TRS Fund into the TDDP sub-account as part of its responsibility to monitor the TDD Program balance to ensure its adequate funding. OVR filed a report with the Commission on September 11, 2025, that highlights all the equipment distributed out of the TDD Program and the number of users who utilize the PMAS Program. A copy of that report is attached as Public Utility Commission Attachment C.

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 UTPMAA. The Commission will continue to be attentive to OVR's implementation of the TDD Program and PMAS Program and the Commission's funding oversight and responsibilities relative to the TDD Program and PMAS Program.

The Commission's Bureau of Audits (Audits), with the assistance of OVR, conducts audits of the TDD Program and the PMAS Program. The objectives and scope of the audits are to determine that only qualified individuals received TDD Program equipment; that the consumer educators properly and accurately charged the fund for services provided; that only qualified bidders were awarded contracts through the Request for Proposals process; that equipment and service contractors properly invoiced the TRS Fund; and that all monies withdrawn from the TDD Program sub-account and PMAS Program sub-account were only used for qualifying TDD Program and PMAS Program services and equipment.

The Bureau of Audit's report on the TDD Program and the PMAS Program Costs for the 12-month periods ending June 30, 2022, June 30, 2021, and June 30, 2020, was approved for release to the public by the Commission at its Public Meeting held on December 5, 2024, at Docket No. D-2023-3043989.

ATTACHMENTS (3):

Public Utility Commission Attachment A: Commission Order entered May 22, 2025, approving the current TRS surcharge rate (Docket No. M-2025-3052796).

Public Utility Commission Attachment B: TDD Program and PMAS Program Budgets filed by OVR on March 18, 2025.

Public Utility Commission Attachment C: TDD Program and PMAS Program Information Submitted by OVR.

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17120**

Public Meeting held May 22, 2025

Commissioners Present:

Stephen M. DeFrank, Chairman
Kimberly Barrow, Vice Chair
Kathryn L. Zerfuss
John F. Coleman, Jr.
Ralph V. Yanora

Recalculation of the Pennsylvania
Telecommunications Relay Service Surcharge

M-2025-3052796
M-00900239

ORDER

BY THE COMMISSION:

In accordance with our May 29, 1990, Order at Docket No. M-00900239 establishing the Pennsylvania Telecommunications Relay Service (TRS or Relay)¹ and surcharge funding mechanism (TRS surcharge) and subsequent Commission orders and legislation,² we have completed the annual recalculation of the TRS surcharge rate established for the period beginning on July 1, 2025, and ending June 30, 2026. The Commission proposes to continue with the current TRS surcharge rate of \$0.00 per month for residential and business access lines³ for the upcoming fiscal year period beginning July 1, 2025.

¹ Additional information on TRS may be found at:

http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx

² See Act 34 of 1995, 35 P.S. §§ 6701.1 – 6701.4. The law was amended by Act 181 of 2002 to be more inclusive of persons with disabilities, establishing the Telecommunication 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) which may be funded in part or in whole by the TRS surcharge. PMASP is a reading service for persons with certain vision-related physical disabilities. The law is now called the “Universal Telecommunications and Print Media Access Act” or “UTPMAA.”

³ See 2022 Recalculation of the Pennsylvania Telecommunications Relay Service Surcharge Order at Docket No. M-2022-3030272.

Background

The TRS surcharge recovers anticipated costs to provide calling services and equipment to individuals that are deaf, hard of hearing, deaf-blind or have difficulty speaking to make and receive telephone calls. The surcharge funds three individual programs: the Relay service itself, the Telecommunications Device Distribution Program (TDDP),⁴ and the Print Media Access System Program (PMASP).⁵ The surcharge is assessed upon the customers of wireline Incumbent Local Exchange Carriers (ILECs) and Competitive Local Exchange Carriers (CLECs) (collectively, LECs).

The annual TRS surcharge recalculation is dependent on data from several sources. LECs are required to submit annual wireline access line counts to the Commission pursuant to 52 Pa. Code § 63.37. The traditional relay provider, Hamilton Relay, Inc. (Hamilton Relay),⁶ submitted the estimated minutes of use and charges for the fiscal year July 1, 2025, through June 30, 2026. Hamilton Telephone Company d/b/a Hamilton Telecommunications submitted the estimated minutes-of-use report for the Captioned Telephone Relay Service⁷ (CTRS). Pursuant to Sections 6701.3(b)(3) and 6701.4(c) of the UTMCAA, 35 P.S. § 6701.3(b)(3) and 6701.4(c), The Office of Vocational Rehabilitation (OVR), Department of Labor and Industry, submitted the 2025-2026 TDDP budget and the 2025-2026 PMASP budget.

Forecasted Operations Costs for 2025 – 2026

The Commission shall continue its active oversight of the operations of the Pennsylvania Telecommunications Relay Service. In doing so, the Commission believes it is necessary to continue to collaborate with OVR and its TDDP administrator⁸ to ensure adequate funding for

⁴ This program provides specialized telecommunications devices, such as text telephones and amplifiers, at no charge to qualifying persons who are deaf or hard of hearing, or with speech and language disorders, or with a physical disability that prevents them from using standard telecommunication equipment. As per 35 P.S. § 6701.4, the Pennsylvania Department of Labor and Industry – Office of Vocational Rehabilitation is required to provide the Commission with an annual budget for the TDDP for the upcoming fiscal year. We note that our action on the TRS surcharge should not be construed as an approval of the TDDP annual budget.

⁵ This program is a reading service for persons with certain vision-related physical disabilities.

⁶ Hamilton Relay holds the TRS Certificate of Public Convenience to provide TRS throughout the Commonwealth of Pennsylvania. The Commission approved Hamilton Relay's Application by order entered December 4, 2014, at Docket No. A-2014-2447601.

⁷ Hamilton Telecommunications, an affiliate of Hamilton Relay, is contracted to provide CTRS services.

⁸ As of January 1, 2007, the TDDP is administered by Pennsylvania's Initiative on Assistive Technology, Institute on Disabilities, Temple University.

distribution of TDDP equipment to qualified Pennsylvanians.⁹ Further, we shall continue to assist OVR in its mission to ensure adequate funding for the PMASP. We acknowledge that OVR is statutorily obligated to ensure that there is adequate funding for the TDDP and the PMASP in Pennsylvania and we are willing to assist OVR to fulfill this mission.

Calculation of TRS surcharge for 2025 – 2026 Fiscal Year

As explained above, the monthly surcharge recalculation is based principally on the anticipated costs of three individual programs, Relay (TTY style, Speech-to-Speech, Spanish Relay, and CTRS), TDDP and the PMASP, and an accounting of access lines in service. The combined residential and business wireline access lines reported by LECs for 2024 and adjusted for Centrex lines are estimated to be 2,600,000. Accordingly, based upon the number of access lines, the anticipated Pennsylvania TRS Advisory Board¹⁰ expenses, the TRS Fund administration costs, the projected TRS program costs from Hamilton (Relay and CTRS), the projected TDDP and PMASP budgets from OVR and the financial status of the TRS Fund, the 2025-2026 TRS surcharge rate for residential and business access lines will remain set at the current rate of \$0.00 per month per access line.

Since the set rate will not change, LECs are not required to file tariff supplements. Additionally, LECs will not have to file any monthly remittance forms with US Bank since the TRS surcharge rate will continue at zero for the period beginning July 1, 2025, through June 30, 2026.

Audits

The Bureau of Audits' report on the TDDP and the PMASP for the 12-month periods ended June 30, 2022, June 30, 2021, and June 30, 2020, at Docket No. D-2023-3043989, was released to the public by the Commission at its Public Meeting held on December 5, 2024.

⁹ 35 P.S. §§ 6701.3 and 6701.4.

¹⁰ The Pennsylvania TRS Advisory Board was established pursuant to Commission Order entered May 29, 1990. The TRS Advisory Board's By-Laws and quarterly meeting schedule can be found at: http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service/trs_advisory_board.aspx

In January 2025, the Bureau of Audits initiated an audit of the Telecommunications Relay Service Program Administration and Fund Activity for the 12-month periods ended February 29, 2024, February 28, 2023, and February 28, 2022, at Docket No. D-2025-3052945. The audit report is expected to be released in late 2025.

Service of Order

In the past, our practice has been to serve the annual TRS surcharge recalculation order on every LEC in the Commonwealth in addition to each Relay service provider, OVR, the Office of Consumer Advocate, the Office of Small Business Advocate, the Pennsylvania Telephone Association, and the Fund Administrator. Consistent with the TRS surcharge recalculation order entered May 23, 2013, at Docket No. M-2013-2341301, we now serve paper copies of the annual TRS surcharge recalculation order only when there is a change in the TRS surcharge rate or other provision in the order requiring that the LECs file a tariff supplement or take other action. As this order does not change the TRS surcharge rate, paper copies of the order will not be served. We will continue to publish the order in the *Pennsylvania Bulletin* and on the Commission's website.

Conclusion

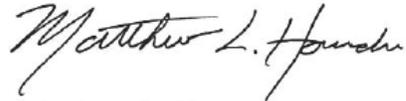
The Commission has completed the annual recalculation of the TRS surcharge rate. The TRS surcharge rate for residential and business access lines will remain set at \$0.00 per month for the time period beginning July 1, 2025, through June 30, 2026; **THEREFORE,**

IT IS ORDERED:

1. That for the period of July 1, 2025, through June 30, 2026, the TRS surcharge rate for residential and business access lines shall be set at \$0.00 per month, unless the Commission takes further action to revise the TRS surcharge rate prior to June 30, 2026.
2. That a copy of this Order be published in the *Pennsylvania Bulletin*.

3. That a copy of this Order be posted to the Commission's website.

BY THE COMMISSION,



Matthew L. Homsher
Secretary

(SEAL)

ORDER ADOPTED: May 22, 2025

ORDER ENTERED: May 22, 2025

March 18, 2025

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

RE: **Docket Number M-2025-3052794**

OVR Submission of 2025-2026 program budgets

- Telecommunication Devices Distribution Program (TDDP)
- Print Media Access System Program (PMASP)

Dear Secretary Chiavetta:

Attached is the TDDP and PMASP 2025-2026 budget information. This information is a required annual submission to the Pennsylvania Public Utility Commission (PUC) from the Office of Vocational Rehabilitation (OVR).

If you have any questions, please do not hesitate to contact Rebecca Gardner at rebgardner@pa.gov or 814.533.9052.

Sincerely,



Ryan Hyde, M.Ed., CRC
Executive Director
PA Office of Vocational Rehabilitation

Attachments: Temple University TDDP Budget 2025-2026
NFB Annual Newsline Report 2025-2026

Cc: Melissa Derr, PA PUC
Eric Jeschke, PA PUC
Monique Chabot, Temple University TDDP
Sandy McNally, Temple University TDDP
Scott White, NFB
Dawn Sokol, BBVS
Karen Walsh-Emma, BBVS
Doug Rand, BCO
Rebecca Gardner, BCO
File

TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM

Budget Filing Information Requirement: File Items 1-3

Docket Number: M-2025-3052794

FILE ITEMS:

1-2 BUDGET ESTIMATE – JULY 1, 2025 TO JUNE 30, 2026 BREAKDOWN OF THE TYPES OF UNITS, THE PRICE OF EACH TYPE OF UNIT, AND THE NUMBER OF EACH TYPE OF UNIT PROJECTED TO BE DISTRIBUTED IN THE PROSPECTIVE BUDGET YEAR.

Telecommunication Device Name (Wireline and Wireless)	Projected Units	Unit Price	Projected Total
Clarity Alto, Corded Amplified Telephone	5	\$98.95	\$494.75
Clarity Alto Plus, Corded Amplified Telephone	15	\$104.95	\$1,574.25
Clarity JV35, Corded Amplified Telephone	20	\$92.95	\$1,859.00
Clarity JV35W, Corded Amplified Telephone	15	\$92.95	\$1,394.25
Serene Innovations HD-40P, Corded Amplified Phone Telephone	5	\$62.95	\$314.75
Clarity HA-40, In-Line Handset Amplified	5	\$20.95	\$104.75
Clarity BT914, Amplified/Cordless/Bluetooth/Ans. Machine	20	\$100.00	\$2,000.00
Clarity XLC8, Amplified/Cordless/Bluetooth/Ans. Machine	20	\$134.95	\$2,699.00
CapTel 840 Plus, Captioned Telephone	15	\$90.25	\$1,353.75
CapTel 840i, IP Captioned Telephone	20	\$90.25	\$1,805.00
CapTel 880i, IP Captioned Telephone	20	\$90.25	\$1,805.00
CapTel 2400i, Touch Screen, IP Captioned Telephone w/Speakerphone	20	\$90.25	\$1,805.00
Ultratec SuperPrint 4424A, TTY with ASCII	5	\$380.00	\$1,900.00
Clarity XLC8-Google Live Transcribe (VCO)	15	\$375.00	\$5,625.00
Reizen, Big Button Speaker Phone	10	\$28.00	\$280.00
ClearSounds CR200, Loud Ring Signaler	15	\$41.95	\$629.25
Apple iPhone SE, 128GB Smart Phone	50	\$734.00	\$36,700.00
Apple iPhone 14, 128GB Smart Phone	175	\$1,239.00	\$216,825.00
Samsung Galaxy S24FE 5G, 128GB Smart Phone	60	\$949.00	\$56,940.00
Google Pixel 8, 128GB Smart Phone	20	\$1,089.00	\$21,780.00
MiniVision2+ Mobile Phone	40	\$489.00	\$19,560.00
BlindShell Classic 2 Mobile Phone	75	\$559.00	\$41,925.00
SmartVision3-Omni Package-Hybrid Mobile/Smart Phone	30	\$768.00	\$23,040.00
Apple iPad 4G 10 th gen., 64GB Tablet	65	\$889.00	\$57,785.00
Samsung Galaxy Tab S9FE 5G 64GB Tablet	25	\$1,058.00	\$26,450.00
Serene Innovations SA-40 HearAll Bluetooth Cell Phone Amplifier	10	\$74.95	\$749.50

Serene Innovations RF-200, Ringer Flasher Alerting Device	75	\$51.95	\$3,896.25
Bellman & Symfon Vibio Bed Shaker	75	\$68.00	\$5,100.00
Equipment approved through exceptional equipment process (est.)			\$30,000.00
Grand Total	925		\$566,394.50

1. – 2. BUDGET ESTIMATE FOR CONSUMER EDUCATION: JULY 1, 2025 – JUNE 30, 2026

TDDP Equipment (Wireline & Wireless)	\$566,394.50
TDDP Consumer Education and Outreach	\$373,275.50
Total of Budget Estimate (2025-2026)	\$939,670.00

FILE ITEMS:

3. OVERVIEW OF THE TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM

1. ELIGIBILITY

- Resident of Commonwealth of Pennsylvania
- Certification of a qualified disability
- Financial eligibility – annual gross income must be at or below 200% of poverty, based on the US Department of Health and Human Services Federal Poverty Guidelines
- Phone service in home for wireline device
- Acknowledgement that they have, or will have access to wireless services for wireless device
- Age of person (six or older)
- Ability to use or learn how to use telecommunication device

2. SCOPE OF PROGRAM

Pre-approved equipment available:

- Clarity Alto, Corded Amplified Telephone
- Clarity Alto Plus, Corded Amplified Telephone
- Clarity JV35, Corded Amplified Telephone
- Clarity JV35W, Corded Amplified Telephone
- Serene Innovations HD-40P, Corded Amplified Phone Telephone
- Clarity HA-40, In-Line Handset Amplified
- Clarity BT914, Amplified/Cordless/Bluetooth/Ans. Machine
- Clarity XLC8, Amplified/Cordless/Bluetooth/Ans. Machine
- CapTel 840 Plus, Captioned Telephone
- CapTel 840i, IP Captioned Telephone
- CapTel 880i, IP Captioned Telephone
- CapTel 2400i, Touch Screen, IP Captioned Telephone w/Speakerphone
- UltraTec SuperPrint 4424A, TTY with ASCII
- Clarity XLC8-Google Live Transcribe (VCO)
- Reizen, Big Button Speaker Phone

- ClearSounds CR200, Loud Ring Signaler
- Apple iPhone SE, 128GB Smart Phone
- Apple iPhone 14, 128GB Smart Phone
- Samsung Galaxy S24FE 5G, 128GB Smart Phone
- Google Pixel 8, 128GB Smart Phone
- MiniVision2+ Mobile Phone
- SmartVision3-Omni, Hybrid Mobile/Smart Phone
- Apple iPad 4G, 64GB Tablet
- Samsung Galaxy Tab S9FE 5G, 64GB Tablet
- Serene Innovations SA-40 HearAll Bluetooth Cell Phone Amplifier
- Serene Innovations RF-200, Ringer Flasher Alerting Device
- Bellman & Symfon Vibio Bed Shaker

Exceptions to pre-approved equipment list

- Limited to equipment serving the same purposes as equipment on the pre-approved list. Exceptions process must be followed.

Ownership / Maintenance:

- Customer owns equipment, which includes a one-year manufacturer defect warranty; customer is responsible for maintenance.

Delivery Method:

- Equipment is sent directly to customer from manufacturer/vendor.

Equipment Limits:

- Based on certification of the individual's need.
- One item from each "category" (e.g., no more than one telephone although individual may ALSO receive one signaler), unless approved through the Exceptions Process.
- Eligible applicant may receive both wireline and wireless equipment from TDDP.

3. ACTIVITIES ACCOMPLISHED

Activity report for the period of 1/1/24 through 12/31/24:

- Total number of eligible wireline and wireless applications: **375**
- Total number of equipment devices issued: **380**
- Total number of device recipients: **355 unduplicated recipients (7 recipients received both wireline and wireless devices)**
- Total dollar value of devices issued: **\$330,861.10**
- Total number of program inquiry responses: **1,296**

Age categories of device recipients for the period of 1/1/24-12/31/24:

- Under 65: **147 unduplicated (41%)**
- 65 and over: **208 unduplicated (59%)**

Race categories of applicants for the period of 1/1/24-12/31/24:

- African American: **57**
- American Indian: **4**
- Asian: **6**

- Caucasian: **243**
- More Than One Race: **1**
- Unreported: **44**

Ethnicity of applicants for the period of **1/1/24-12/31/24**:

- Hispanic: **19**
- Non-Hispanic: **309**
- Unreported: **26**

(59 / 67) Counties (88% of the Commonwealth) of device recipients for the period of **1/1/2024 to 12/31/2024**

County	Recipients	County	Recipients
Adams	3	Lackawanna	9
Allegheny	49	Lancaster	13
Armstrong	5	Lawrence	10
Beaver	6	Lebanon	1
Bedford	2	Lehigh	8
Berks	10	Luzerne	10
Blair	5	Lycoming	9
Bradford	0	McKean	2
Bucks	1	Mercer	7
Butler	6	Mifflin	3
Cambria	2	Monroe	2
Cameron	0	Montgomery	7
Carbon	4	Montour	0
Centre	2	Northampton	5
Chester	3	Northumberland	2
Clarion	3	Perry	0
Clearfield	5	Philadelphia	40
Clinton	1	Pike	2
Columbia	3	Potter	0
Crawford	1	Schuylkill	7
Cumberland	10	Snyder	1
Dauphin	2	Somerset	2
Delaware	9	Sullivan	0
Elk	3	Susquehanna	2
Erie	20	Tioga	1
Fayette	5	Union	1
Forest	0	Venango	4
Franklin	4	Warren	1
Fulton	0	Washington	6
Greene	1	Wayne	2
Huntingdon	2	Westmoreland	8
Indiana	1	Wyoming	2
Jefferson	4	York	12

Budget Filing Information Requirements: File Items 4 – 19**Docket Number # M-2025-3052794****FILE ITEMS:****4. Actual Number of Units Distributed & the Actual Cost of Units Distributed:**

During the period of January 1, 2024 to December 31, 2024, **380** pieces of equipment were distributed. (See Attachment A for itemized listing of equipment.)

Actual cost of equipment distributed: **\$330,861.10**

5. Designated Administrator:

Temple University's College of Education and Human Development

Institute of Disabilities: TechOWL

1301 Cecil B. Moore Avenue

Ritter Annex, RA430

Philadelphia, PA 19122

(800) 204-7428 (voice)

711 (TTY)

(215) 204-6336 (fax)

TDDP@temple.edu (email)

<https://techowlpa.org/tddp>

Contact Person: Laura M. Grassia, Program Manager or Sandra McNally, Assistant Director of Assistive Technology Programs

6. Distributors:

The following companies have been selected through Temple University's non-competitive bidding process to supply equipment to the TDDP:

Teltex, Inc.

1081 West Innovation Drive, Kearney, MO 64060

(888) 515-8120 (Voice/TTY); (816) 635-4043 (Fax)

Weitbrecht Communications Incorporated (WCI)

2801 Ocean Park Boulevard, #413, Santa Monica, CA 90405

(800) 233-9130 (Voice/TTY); (310) 450-9918 (Fax)

Raz Mobility

1934 Old Gallows Road, Suite 350, Tysons Corner, VA 22182

(800) 729-0083 (Voice/Text)

Distributors for equipment approved through the exceptional equipment process are selected in accordance with Temple University's procurement policies and procedures.

7. Description: (See Attachment B: TDDP Application)

- Residency: Applicant will provide proof of residency by attaching one of the following to the application: a current driver's license, non- driver photo I.D., utility receipts, dated Social Security correspondence, local, state, or Federal tax returns with preprinted name and address, etc.
- Person with a Disability: A licensed physician, licensed audiologist, licensed speech pathologist or other recognized state agency (e.g. Office of Vocational Rehabilitation Counselor, Department of Public Welfare or Social Security Administration Case Worker, Department of Aging, Department of Education, Department of Health, Office for the Deaf and Hard of Hearing) must certify on the application that the applicant has a disability and is capable of learning how to use the telecommunication device selected. We interpret that a "representative of a qualified state agency" includes relevant Pennsylvania-licensed professionals, employees of a Center for Independent Living, or credentialed Assistive Technology Professionals (ATP).
- Telephone Service: Applicants for wireline equipment must attach a copy of their phone bill.
- Wireless Carrier Service: Applicants for wireless equipment acknowledge that they have, or will have, access to wireless services.
- Six Years of Age or Older: The age of the applicant is part of the application.
- Income: Applicant must indicate their gross current income and attach evidence to verify that amount.
- Additional documentation is required for eligible applicants seeking alternate equipment through the exceptions process, in accordance with the exceptions policy.

8. Applicant Tracking:

Applicants are tracked by name and a unique application number assigned by the administrators at the time of application.

9. Delivery of Equipment:

The vendor(s) directly ship the equipment to the applicant's residence.

10. Ownership of Equipment:

The recipient owns the equipment and agrees that they may not sell the equipment they receive from TDDP.

11. Maintenance of Equipment:

Recipient is responsible for maintaining equipment. Vendors will repair or replace equipment under the manufacturer's warranty, if applicable.

12. Insurance of Equipment:

Recipient is responsible for insuring the equipment.

13. More Than One Eligible Person in a Household:

There are no household restrictions; eligibility is based on an individual's qualification.

14. Use of Equipment at Job Site:

The recipient owns the equipment and can use it anywhere he or she wishes. The law did not address this issue.

15. Useful Life of Equipment:

Vendors have agreed to provide a one year or manufacturer's warranty, whichever is longer. If equipment breaks after expiration of the warranty, the recipient is responsible for repair or replacement. The useful life varies for each device, but industry representatives report the equipment should last 3-6 years and possibly longer.

16. Replacement Equipment:

Recipients may re-apply for replacement equipment after three years if the device is no longer working. A new application must be filed, and the eligibility criteria in effect at the time of re-application must be met. If a recipient's disability changes and the original equipment no longer addresses the recipient's needs, the recipient may file a new application for different equipment at any time (e.g., even sooner than three years). The replacement policy also allows replacement in the event of theft or loss due to fire and other disaster. Eligible applicants may receive both wireline and wireless equipment, if needed.

17. Any Procedural Changes or Updates:

The 2025 Poverty Guidelines were published in the Federal Register on January 15, 2025, and posted on the HHS website: <https://aspe.hhs.gov/poverty-guidelines>. The TDDP application was revised to reflect this change, and beginning January 15, 2025, these guidelines are used to determine TDDP financial eligibility.

18. A Copy of Any Audit:

On October 30, 2024 a draft audit report was release for program years July 1, 2019 through June 30, 2022.

19. Any Additional Pertinent Information or Comments:

Work Items to be addressed through June 30, 2025:

- Continue to provide program updates and other relevant information to the Information Centers through e-mail.
- Continue outreach activities, including statewide events and underserved populations.
- Revise and distribute updated applications, reflecting current federal poverty guidelines and changes to the equipment list.
- Update website to reflect current financial eligibility, new equipment, and listing of Information Centers.
- Continue consumer education activities, including but not limited to provision of support to device recipients who need additional assistance to use their equipment.
- Continue to recruit Information Centers.

Items accomplished by TechOWL, Institute on Disabilities from July 1, 2024 to December 31, 2024:

- Contracted with 8 Assistive Technology Resource Centers, responsible for the provision of outreach, consumer education, and consumer support in their respective regions.
- Promoted TDDP at a total of 56 in person or virtual outreach events, reaching approximately 5,880 people including 1 underserved community and 3 statewide events.

- Sent mailings and published articles in newsletters containing TDDP information to organizations and professionals, including but not limited to: state legislators, senior centers, veterans' organizations, community organizations, and churches. These mailings and newsletters reached approximately 2,463 people. Press releases containing TDDP information reached an estimated 19,000 people.
- Thirty-four (34) TDDP consumers requested and received assistance with equipment they received from the program totaling 38.75 hours.
- Prepared and submitted annual report to OVR, for submission to the General Assembly.
- Attended Assistive Technology Advisory Committee meeting, Telecommunication Relay Service Advisory Board meetings and the Telecommunication Equipment Distribution Programs Association's annual virtual meeting. Staff also participated in the conference planning committee and attended the Telecommunication Equipment Distribution Programs Association's biennial conference in September 2024. The Program Manager was elected to the Telecommunication Equipment Distribution Program Association Board of Directors as Treasurer.

TDDP Equipment Distributed

Wireless Device Name	Unit Price	Quantity Ordered	Value of Equipment Ordered
Apple iPhone SE 128GB	\$ 734.00	31	\$ 22,754.00
*Apple iPhone 14 128GB	\$ 1,239.00	103	\$ 127,617.00
Apple iPhone 13 128GB	\$ 1,129.00	85	\$ 95,965.00
*Samsung Galaxy S23FE 128GB 5G Smart Phone	\$ 949.00	14	\$ 13,286.00
Samsung Galaxy S21FE 128GB 5G Smart Phone	\$ 988.00	12	\$ 11,856.00
*Google Pixel 8 128GB Smart Phone	\$ 1,089.00	3	\$ 3,267.00
Google Pixel 7 128GB Smart Phone	\$ 968.00	6	\$ 5,808.00
MiniVision2+ Mobile Phone	\$ 489.00	7	\$ 3,423.00
*BlindShell Classic 2 Mobile Phone	\$ 559.00	1	\$ 559.00
SmartVision3-Omni Package	\$ 768.00	4	\$ 3,072.00
Apple iPad 4G 32GB	\$ 749.00	18	\$ 13,482.00
*Apple iPad 4G 64GB	\$ 889.00	14	\$ 12,446.00
Samsung Galaxy S7 FE Tablet	\$ 1,058.00	1	\$ 1,058.00
*Samsung Galaxy Tab S9 FE Tablet	\$ 1,058.00	1	\$ 1,058.00
Serene Innovations SA-40 HearAll Cellphone Amplifier	\$ 74.95	0	\$ -
Smart Signaler: Serene Innovations RF200 Alerting Device	\$ 51.95	8	\$ 415.60
Smart Signaler: Symfon & Bellman Vibio Bed Shaker	\$ 68.00	6	\$ 408.00
Exceptional Equipment: Memory Cell Phone	\$ 559.00	2	\$ 1,118.00
Exceptional Equipment: Apple iPad 4G Tablet 64GB, Application: GRID for iPad VPP, Adaptive Tech Solutions Case with Strap	\$ 1,299.00		
Exceptional Equipment: Apple iPhone 14 128GB, Permobil RAM X-Grip Phone Holder Mount	\$ 1,389.00	1	\$ 1,389.00
Exceptional Equipment: Apple iPhone 13 128GB, Application: TouchChat HD-AAC	\$ 1,429.00	1	\$ 1,429.00
Exceptional Equipment: Apple iPhone 14 128GB, Application: TouchChat HD w/ WordPower	\$ 1,539.00	1	\$ 1,539.00
Exceptional Equipment: Apple iPhone 15 Pro Max, 256GB, Application: Predictable AAC	\$ 1,958.00	1	\$ 1,958.00
TOTALS		321	\$ 325,206.60
FINAL TOTAL		380	\$ 330,861.10
*New for FY25			
**Discontinued			

Attachment B – TDDP Application and Equipment Selection Sheet



Application for Free Special Phones from TechOWL

Return completed application to:

**TechOWL Free Special Phone Program
Institute on Disabilities at Temple University
Ritter Annex 4, Room 430
1301 Cecil B. Moore Avenue
Philadelphia, PA 19122**

Email: TDDP@temple.edu

Fax: 215-204-6336

Tel: 800-204-7428

TTY: 711

**Please keep this page in case you need to contact us.
Tell us if you change your phone number, email, or address
after you send your application.**

7/24

What will happen after you send in your completed application:

- We look at your application.
- We send you a letter saying your application is eligible, incomplete or not eligible.
- The letter comes from Temple University. It is NOT a bill or junk mail.
- Please be patient with us.

The Free Special Phone Program (Pennsylvania's Telecommunication Device Distribution Program) is implemented by TechOWL, a program of the Institute on Disabilities at Temple University, in conjunction with the PA Public Utility Commission (PUC).

Before you send in your application, read this list and check the boxes to make sure your application is complete. Failure to submit all the items will result in a delay. Keep a copy of your entire completed application for your records.

- Completed application** with all questions answered and all blanks filled in.
- Completed Disability Certification** (filled out by a certifying professional listed on the form).
- Completed Equipment Selection Sheet** with one piece of equipment and/or one signaler that will work for you.

Submit photocopies of documents with the following information:

- Proof of PA residency** with the applicant's name and current street address—this includes one of the following:
 - current driver's license *or*
 - non-driver ID *or*
 - utility bill *or*
 - dated Social Security correspondence *or*
 - copies of W-2s *or*
 - school report card *or*
 - other documentation pre-printed with applicant's name and current street address.
- Proof of applicant's income** (Examples of proof of income include W-2's, 1099s or award letters from retirement and/or Social Security income. If you need a copy of your Social Security income statement, please call 1-800-772-1213). Your most **recent information** is required. We cannot accept bank statements or the 1040 tax form.
- For a free home phone only: Proof of most recent** telephone service bill (e.g. If you sign your application in May, include the April bill.) Send the entire bill. We must know what type of services you have in your home to make sure the requested device will work for you.
- For free wireless devices only. Proof of wireless service**—this includes one of the following:
 - a receipt of activation from your cell phone plan *or*
 - a copy of current monthly cell phone bill *or*
 - receipt from a data plan card purchase *or*
 - redacted bank statement with the monthly charge noted *or*
 - annual renewal letter or email for a government phone plan *or*
 - screen shot from your cell phone plan's mobile app

If you currently do not have a cell phone plan, you will be required to submit one type of cell phone plan proof from the above list. You will have 30 days to submit proof of a cell phone plan after you receive your cell phone or tablet. This applies to both cell phones or tablets.

Application for Free Special Phones from TechOWL 7/24 p.1

We highly recommend a device demonstration or loan since there is a no exchange policy. Call 800-204-7428 to schedule.

- I will call to schedule an equipment demonstration or loan before sending my application.
- I do not want an equipment demonstration or loan. I understand there are no exchanges after I receive my device.

Do you already own equipment like what you are requesting from TechOWL (i.e. smartphone, tablet, captioned or amplified phone)? Yes No

If yes, what? _____

If yes, please check one answer below:

My equipment is:

- is broken or only works sometimes
- is borrowed
- does not work for me because _____

I will use this device at: (check one):

- Home
- School
- Work

I want to be contacted by:

- mail
- email

Applicant Information—to be completed by applicant (PLEASE PRINT)

Name (Last) _____ (First) _____ (MI) _____

Address (P.O. Box not accepted) _____

City _____ Zip _____ County _____

Area Code/Tel _____ Date of Birth _____

Email _____

Person assisting you with application, if any

Name _____ Relationship _____

Area Code/Tel _____ Email _____

Parent or guardian for applicants under 18 years old

Name (Last) _____ (First) _____ (MI) _____

Area Code/Tel _____ Email _____

Applicant Annual Income and Family Members

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You must attach the **applicant's** most current proof of income. Examples of proof of income include W-2's, 1099s or award letters from retirement and/or Social Security income. If you need a copy of your Social Security income statement, please call 1-800-772-1213. We cannot accept bank statements or the 1040 tax form.

Number of people living at this (applicant's) address including applicant: _____

Other Applicant Information (required)**Reason for using the Free Special Phone Program**

- I cannot afford equipment
- This equipment is only available through the Free Special Phone Program
- I could use other programs, but the system is too complex and/or the wait is too long

How did you hear about us?

- friend/relative
- support person
- web
- brochure/flyer
- presentation/exhibit by _____
- other (specify) _____

If applying for a cell phone or tablet, please complete the following questions:

Do you currently have a cell phone plan? Yes No

If you checked "yes", what is the company's name? _____

Do you get a bill? Yes No

(Attach a copy of your current cell phone bill, receipt for data card purchase or other proof of service)

If you checked "no", are you able to get a cell phone plan? Yes No

Have you ever used a cell phone or tablet? Yes No

Do you currently use any of the following types of technology? (Check all that apply):

- Hearing aid
- Cochlear implant
- Speech generating device
- Relay (IP, VRS, TTY, STS, VCO, HCO, Captioned telephone)
- Other (List) _____
- Not applicable

Please note: You must get and keep a cell phone plan with a cell phone company if you are applying for a free cell phone or tablet.

OPTIONAL**Race:**

- Black or African American
- Asian or Asian-American
- White or Caucasian
- American-Indian or Alaska Native
- Other (specify) _____
- Prefer not to answer

Ethnicity:

- Hispanic
- Non-Hispanic

Gender:

- Male
- Female
- Other
- Prefer not to answer

REQUIRED: Applicant's Statement and Signature

IMPORTANT: Submit application no later than 30 days after you have signed and dated it.

- I certify that all information provided on this application and supporting documents is true, complete and correct.
- I understand that if I purposely provide false information, I may be subject to legal action and application denial.
- 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 selected.
- I understand that I may not sell, give, or lend to another person any equipment provided to me by the program.
- **For free cell phones or tablets only: This program gives only the equipment. I will be responsible for all services related to the equipment,** including activation fee, monthly service plan, software and app updates, and will use the device to access phone and telecommunications-related services, such as video relay, email and texting. **I will activate the device on a cell phone plan within 30 days of receipt.** If I fail to submit proof of a cell phone plan, I may not be able to access services from TechOWL in the future.

Applicant signature _____ Date _____

For applicant is under 18

Parent/legal guardian/signature

_____ Date _____

NOTE: If you are having trouble making a decision about which equipment might work for you, please contact or visit one of the Assistive Technology Regional Centers (ATRCs). You can also request a device to try out from our Lending Library. **We cannot lend cell phones.*

Certification of Disability

7/24 p.4

Please print legibly or type. All information must be completed by a professional. (Return to: TDDP@temple.edu OR fax: 215-204-6336)

Applicant Name

(Last) _____ (First) _____ (MI) _____

Please check one. I am a(n):

- | | |
|---|---|
| <input type="radio"/> Audiologist | <input type="radio"/> Optometrist |
| <input type="radio"/> Physician | <input type="radio"/> Ophthalmologist |
| <input type="radio"/> Speech-Language Pathologist | <input type="radio"/> Service Professional (public or private agency that serves deaf, hard of hearing and deafblind, Center for Independent Living employee, credentialed Assistive Technology Professional) |
| <input type="radio"/> Physician's Assistant | |
| <input type="radio"/> Vocational Rehabilitation Counselor | |
| <input type="radio"/> Registered Nurse Practitioner | |

Please check the disability(ies) being certified:

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> cognitive* | <input type="checkbox"/> low vision |
| <input type="checkbox"/> deaf | <input type="checkbox"/> hard of hearing |
| <input type="checkbox"/> blind | <input type="checkbox"/> physical* |
| <input type="checkbox"/> deafblind | <input type="checkbox"/> speech |

*If you marked cognitive or physical disability, please explain why the applicant needs a specialized phone and/or wireless device and /or identify accessibility features that can be helpful (i.e. voice access for limited dexterity, photo labeled memory buttons for impaired cognition) _____

Certifying Professional

Full Name _____

Title _____ Agency _____

PA Professional License Number, if applicable _____

Area Code/Tel _____ Fax _____

Email _____

I certify that the applicant named above has the disability indicated, and that they require this technology to independently access telecommunication services.

Signature of Certifier _____ Date _____

Free Special Phones Equipment Selection Sheet

Eligibility Criteria

Person with a disability

- This disability prevents a person from making or receiving telephone calls independently. A qualified professional must complete the certification of disability.

Income limits

- We only use the applicant's proof of income. This does not include family/ household income.

FINANCIAL ELIGIBILITY CRITERIA GUIDELINES

(as of January 15, 2025):

size of family unit	GROSS INCOME (200% of federal poverty guidelines)
1	\$31,300
2	\$42,300
3	\$53,300
4	\$64,300
5	\$75,300
6	\$86,300
7	\$97,300
8	\$108,300

Age

- Six (6) years or older.

Residence

- Resident of Pennsylvania.

Resources

- Must have an existing landline telephone service
- Must certify to obtain a wireless service agreement to use with the wireless device
- Must be able to learn how to use requested equipment.

Equipment ownership and responsibility

- Your selection is FINAL and CANNOT BE EXCHANGED. It is your property and responsibility. A durable, protective case and/or screen protector for your wireless device is NOT included with your equipment. It is highly recommended that you purchase one. Your device comes with a one-year manufacturer's warranty. Please consider extending that warranty through either the manufacturer or your cell phone service company.

- Information will be kept confidential except as required by law.
- All equipment is covered by a limited manufacturer defect warranty. If it is defective or stops working, the recipient contacts the vendor for repairs. Repairs for damages due to abuse or neglect are not covered.
- Stolen equipment can be replaced only when a police report of theft is provided.

**If you need help completing this application, or need it in an alternate form, please contact us: **

tel: 800-204-7428 / TTY: 711

email: TDDP@temple.edu

web: TechOWLpa.org

The Free Special Phone Program (Pennsylvania's Telecommunication Device Distribution Program) is implemented by TechOWL, a program of the Institute on Disabilities at Temple University, in conjunction with the PA Public Utility Commission (PUC).

Free Special Phone Equipment Selection

You must submit your equipment selection with your application.

Category A: Select only ONE device from any row below that best fits your needs.

AMPLIFIED



Clarity Alto
Pearl White



Clarity Alto
Plus



Clarity JV35
 Clarity JV35W
(white buttons)



Serene
Innovations
HD-40P



Clarity HA40
In-line Handset
Amplifier

AMPLIFIED CORDLESS



Clarity BT914



Clarity XLC8

CAPTIONED, TTYS AND OTHER PHONES



CapTel 840 PLUS
(analog or DSL service
compatible)



CapTel 840i



CapTel 880i



CapTel 2400iSP
(touchscreen
display)



Ultratec SuperPrint
4425 TTY with ASCII



Clarity XLC8-GLT
(VCO)



Reizen Big Button
Speakerphone

Category B: Select a signaler, if needed.



ClearSounds
Loud Ring
Signaler

NONE (No device
from Category B
needed.)

For details go to TDDP webpage (<https://techowlpa.org/tddp>)
List revised January 2025. If none of the listed equipment will meet your
needs, please contact TechOWL.

Free Wireless Devices and Equipment Selection
 You must submit your equipment selection with your application.

Category A: Select only ONE device from any row below that best fits your needs.

PHONES



- Apple iPhone SE 128GB OR
- Apple iPhone 14 128GB



- Samsung Galaxy S23 FE 5G 128GB



- Google Pixel 8 128GB



- Mini Vision 2+ 4G Mobile Phone



- BlindShell Classic 2 Mobile Phone

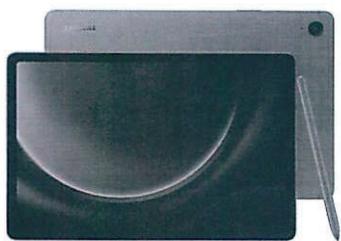


- Smart Vision 3 Smart Phone

TABLET



- Apple iPad 4G 64GB



- Samsung Galaxy Tab S9 FE 64GB
- Verizon T-Mobile AT&T

CELL PHONE AMPLIFIER



- Serene Innovations SA-40 HearAll Cellphone Amplifier

Category B: Select only ONE signaler



- Serene Innovations Ringer Flasher RF200 Alerting Device



- Smart Signaler: Bellman & Symfon Vibio Bed Shaker

- NONE (No device from Category B needed.)

For details go to [TDDP webpage \(https://techowlpa.org/tddp\)](https://techowlpa.org/tddp)
 List revised January 2025.

If none of the listed equipment will meet your needs, please contact TechOWL.

Attachment C – Policy & Procedure Updates

- Description of Procedures and Controls
- TDDP Policy 1: Frequency of Replacement
- TDDP Policy 2: Equipment Reuse
- TDDP Policy 3: Establishing a Second Equipment Release Within
One Month
- TDDP Policy 4: Exceptions Process
- TDDP Policy 5: Obtaining Additional Equipment after Initial
Application
- TDDP Policy 6: Proof of Income and Income Exceptions Process
- TDDP Policy 7: Installation of Internet-Based Equipment



TechOWLpa.org

Voice: 800-204-7428 TTY: 866-268-0579

Fax: 215-204-6336 Email: TechOWL@temple.edu



Institute on Disabilities

College of Education
and Human Development

disabilities.temple.edu

College of Education and Human Development

Institute on Disabilities at Temple University

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Description of Procedures and Controls

RFP and Contract Awarding Processes for Program-related Equipment and Device Vendors:

As of July 2024, the following vendors have contracts to supply equipment to the Pennsylvania Telecommunication Device Distribution Program (TDDP) (***Effective July 1, 2022, the Wireless Expansion Initiative is combined with TDDP Wirelines and will be inclusively labeled as TDDP**):

- Teltex, Inc.
- WCI - Weitbrecht Communications Inc.
- Raz Mobility, LLC

These contracts are a result of a competitive Request for Proposal (RFP) issued in April 2020 by the Institute on Disabilities, with guidance from Temple University's Purchasing Department. The RFP was issued to identify vendors who would supply equipment for the TDDP. Selection criteria were developed, including customer service, scope of equipment available from each vendor, and competitive pricing. The contracts awarded are year-to-year for a period of 5 years.

Vendors are required to inform the TDDP any time there is a change in availability of equipment on the approved equipment list. This usually happens when a manufacturer decides to discontinue a piece of equipment. Vendors also send an annual extension letter with changes to equipment and pricing by the end of each fiscal year for years 1 thru 4.

Qualification of Program Participants:

In order to be eligible for equipment through the TDDP, applicants must satisfy the following requirements:

- Be a resident of Pennsylvania.
- Qualify as a person with a disability or disabilities that prevents them from making or receiving telephone calls independently. A licensed physician, audiologist, speech pathologist, Physician's Assistant, Registered Nurse Practitioner, Optometrist, Ophthalmologist, a representative of a qualified state agency (e.g., Office of Vocational Rehabilitation [OVR] Counselor), or a Service Professional (a public or private agency that serves low vision, blind, deaf, hard of hearing and deafblind, Center for Independent Living employee, credentialed Assistive Technology Professional) must certify the disability.

- Currently have landline telephone service¹ and be capable of using the requested device(s) and or currently have a wireless service agreement and or certify to get a wireless service agreement to use with the wireless device.²
- Be six years of age or older.
- Have an individual (not including family/household) gross income of 200% or less of the Federal Poverty level in effect at the time of the application.

Individuals who currently have telecommunication equipment that is in working order and meets their needs related to their disability are ineligible to receive equipment from the TDDP. People can apply for equipment once every three years. The Program Manager checks the TDDP secure database to verify that an applicant is not requesting replacement equipment PRIOR to the expiration of the three-year period. An exception to the three-year period is granted if the applicant can document they had a change in disability resulting in the inability to use the equipment they previously received. Also, TDDP equipment lost due to theft, fire, flood, power outage, or similar emergency or disaster may be replaced if documentation is provided (e.g., police report, insurance report or notarized statement from landlord or facility operator).

When an application is received by the TDDP staff, the applicant's information is entered in a secure database, which generates a unique application number. A file is created under the applicant's name and application number. Next, the application is reviewed against the eligibility requirements. If any information (i.e., necessary data not filled in on the application, Certification of Disability not signed or signed by a person unauthorized to do so), or supporting documentation (proof of income, residency, home phone service, and or mobile service plan or promise thereof) is missing, the applicant is notified, either by phone or in writing, of the information needed to complete the application process. As soon as an application is complete, that is, all information and supporting documents are submitted, a determination of eligibility is made, and eligible applicants are notified in writing that their equipment request has been approved. Applicants with missing documentation receive an incomplete letter with a checklist of which missing information is required. If a response to this letter is not received after 30 days, a

¹ On November 15, 2021, the Infrastructure Investment and Jobs Act (IIJA) was signed into law. This act includes funding for broadband access for all. By the year 2027, all Americans will have access to affordable, robust broadband services in their homes. Starting on August 2, 2022, traditional copper-wire landlines are being phased out and replaced by digital service lines or fiber optics. Telecommunications companies (i.e., Xfinity, Verizon, AT&T, etc.) are offering wireless landline phone services. This service allows a regular wired telephone to connect to a cellular network. Telecommunication companies provide the consumer with a wireless hub that connects to a cell phone tower in their area. Certain phones that TDDP offers (SuperPrint 4425 and CapTel 840Plus) will not operate on this type of service. Landline phone bills will determine which type of service is in the home. If a consumer requests a type of phone that doesn't work on their home phone service, an alternative solution will be offered. The Pennsylvania General Assembly voted to abolish the Telecommunication Relay Services surcharge due to the fund having a surplus of funding for the TDD Program.

² In the event that a consumer is unable to provide proof of service before or after receipt of device due to the nature of their service plan (i.e., they are on a friend or family member's plan and they do not wish to share that information, prepaid plan that automatically renews with no confirmation, or their finances may be handled by an outside party who is unable or unwilling to share a statement) they will be required to sign a Proof of Wireless Service Plan Waiver form that states that they have a wireless service plan and will activate their wireless device on said plan.

reminder postcard is sent to the applicant. If no response to that postcard is received, the application is marked inactive. Applicants deemed ineligible receive a letter detailing the reason(s) why they are not eligible for the program.

From an approved list, each eligible applicant can request one telecommunication device (i.e., TTY, amplified phone, etc.) and one signaler (loud ring signaler, flashing light signaler or vibrating signaler). Eligible applicants are considered the OWNERS of the equipment they receive. Devices and other equipment not on the approved equipment list may be available to eligible TDDP applicants on a case-by-case basis, through the Exceptions Process. The Exceptions Process covers any device or group of devices not on the approved equipment list.

Approval and Payment Process for Invoices Associated with TDDP-Related Equipment and Devices

Invoices received from equipment vendors are reviewed by the TDDP Program Manager. The Program Manager checks the invoices to make sure they are accurate regarding the equipment ordered and ensures that the price charged for the equipment corresponds with the current contracted bid price. The Program Manager verifies the signature delivery receipt for each item. The Program Manager scans and enters each invoice into the secure database including each invoice number and amount on the bank's payment request letter. The Program Manager sends the reviewed invoices along to the Assistant Director of Assistive Technology Programs, who reviews, signs, and dates each invoice. The Program Manager submits the signed invoices, along with a payment request letter, to the Bureau of Technical Utility Services Telecommunication Group staff member at the Pennsylvania Public Utility Commission. This staff member forwards along the payment request to the TDDP Fund Administrator at US Bank Institutional Trust & Custody. The Fund Administrator at the US Bank pays the submitted invoices. When the monthly statement from US Bank is received, the Program Manager checks the bank statement to see which invoices were paid and on what date and records this information in the secure database. Payment amounts for each vendor are recorded on a spreadsheet and kept in paper form and scanned in an accessible folder on a secure drive.

Development and Implementation of the Consumer Education Associated with the TDDP

Staff of the Institute on Disabilities develops, coordinates, and implements consumer education and outreach efforts. The primary staff person responsible is designated as the TDDP "Consumer Educator". The Consumer Educator coordinates TDDP outreach activities locally, regionally, and statewide and maintains a listing of agencies, organizations, and individuals who refer people to the TDDP and sends program updates. Eight organizations have subcontracts with Temple University to serve as "Assistive Technology Resource Centers" (ATRCs). These ATRCs, along with Institute on Disabilities staff, are responsible for Consumer Education and Outreach in their respective regions.

Education and Outreach activities include providing exhibits, presentations, demonstrations, displays, and other public events; meeting with relevant groups representing target populations (e.g., seniors, veterans, underserved populations); including sharing articles about the TDDP in newsletters; distributing press releases and (e)mailings; and assisting individuals with the equipment received from the TDDP so they can successfully operate the equipment. In addition, each ATRC is responsible for recruiting organizations and agencies in their region to become Information Centers that will disburse information about the program to their consumers and, in some cases, the general public. The ATRCs provide orientation to the Information Centers in their region. Information Centers are provided with materials and with program updates via an email or anyway that the ATRCs deem fit.

The Assistive Technology Advisory Committee of the Institute on Disabilities provides input to

the TDDP staff regarding the program's activities. Consumer Education and Outreach goals and objectives are outlined in the work plan that is submitted annually to OVR.

Effective: July 1, 2007

Revised: November 4, 2024

Reviewed: November 4, 2024



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TDDP Policy 1: Frequency of Replacement

Purpose: The purpose of this policy is to describe the frequency with which individuals who have received equipment through Pennsylvania's Telecommunication Device Distribution Program (***Effective July 1, 2022, the Wireless Expansion Initiative is combined with TDDP Wirelines and will be inclusively labeled as TDDP**) may request another device.

Effective: July 1, 2007

Reviewed: November 4, 2024

General: Industry sources report the general useful life for the kinds of equipment available through TDDP ranges from three to six years. After three years from the month they became eligible, a person with a disability who received equipment through the TDDP ("the Recipient") may re-apply for equipment, if his/her equipment is no longer functioning. If all program eligibility requirements are met at that time, new equipment will be provided.

Repair/replacement: Equipment provided through Pennsylvania's TDDP has a one-year manufacturer's warranty. During the warranty period, the Recipient will be responsible for contacting the company from which they received the equipment ("the Provider") for repair or replacement information and service, under the terms of the Provider's warranty as per the Provider's bid.

After the first year, the Recipient is responsible for repair. The Recipient will contact the Provider for information on repair or replacement costs and will be responsible for the cost of repair or replacement.

Replacement due to worsening disability: In the case of a worsening/changing disability that requires the use of a different device available through the program, a Recipient may apply for equipment that will meet his/her current needs earlier than three years. The Recipient must obtain documentation of worsening disability from a professional who also signs the Certification of Disability. Documentation should state why the Recipient is no longer able to use the original device received from TDDP, describing the Recipient's worsening/changing disability. The Recipient may not request a duplicate of equipment already received from TDDP. All eligibility requirements must be met.

Replacement due to theft/fire/flood loss: In the case of loss or destruction of TDDP-provided equipment due to theft, fire, flood or similar event, a Recipient may apply for replacement of the same device(s), or in the event the device is no longer in the program, an equivalent device, sooner than three years. Proof of the event accounting

for the loss or destruction of the device must be provided (e.g., police report, insurance report, or notarized statement by the Recipient or their designee). A new application must be completed, except for the Certificate of Disability and submitted along with proof of Pennsylvania residence and proof of telephone/cellular service. The date the replacement equipment is approved becomes the new eligibility date, for the purposes of establishing the three-year replacement period.



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TDDP Policy 2: Equipment Reuse

Purpose: At some point, an individual or their family may no longer need or want equipment provided through Pennsylvania's Telecommunication Device Distribution Program (***Effective July 1, 2022, the Wireless Expansion Initiative is combined with TDDP Wirelines and will be inclusively labeled as TDDP**) e.g., upon the passing of the family member or a desire to upgrade to equipment not available through the program. TechOWL, a program of the Institute on Disabilities at Temple University and its subcontracted Assistive Technology Resource Centers [ATRCs], encourages TDDP device recipients to donate equipment they no longer need to programs that can help people who are ineligible for the TDDP receive the equipment they need.

Effective: September 1, 2008

Reviewed: November 4, 2024

General: When device recipients, family members or support service providers contact Institute of Disabilities' staff or staff at subcontracted Assistive Technology Resource Centers [ATRCs] to donate equipment, staff responding to the call will describe their options (e.g., list for donation on the TechOWL Used Equipment Program; contact the nearest ATRC with a "reuse" program; send or deliver to the Institute of Disabilities). The Institute of Disabilities will not pay for costs associated with donation the item. Equipment received through TDDP may not be sold.

For equipment returned to an ATRC (or the Institute on Disabilities):

1. Inspect and clean equipment according to in-house procedures. Check working condition of equipment. Contact designated staff at the Institute on Disabilities if assistance is needed in this regard.
 - a. If equipment is not working, contact Institute of Disabilities staff to discuss the possibility of returning equipment to the vendor (for parts). Also, if the name of the original equipment recipient is known, contact TDDP to find out if the equipment is still under warranty (distributed less than one year ago) and therefore covered for repair under warranty.
 - b. In the case of wireless devices, the Institute on Disabilities staff or ATRC will delete files from the SD card (if any), restore to factory settings, and remove the SIM card (if present).
 - c. If equipment is working and a current product in the TDDP, the Institute on Disabilities staff or ATRC may choose to use the equipment for demonstrations or on-site loans. On-site loan equipment will be entered into the inventory section of the database.

Because they cannot be used with a service plan, wireless devices may not be used for on-site loans.

- d. If equipment is working and will not be used for demonstration or loan, it will become available for reuse:
 - i. Enter equipment information into inventory section of the database.
 - ii. Post an announcement on the TechOWL Regional Centers MS Teams channel stating that the equipment is available. If equipment is distributed to another ATRC location, the ATRC will follow applicable reuse procedures regarding distribution, paperwork, obtaining performance outcomes, and database entry.

If equipment is not claimed by an ATRC within five working days of announcement of its availability, the ATRC will include the item in its reuse program, in accordance with policies and procedures.

2. If equipment is returned to an Information Center, the Information Center is responsible for notifying the ATRC serving its county. The ATRC will obtain the equipment from the Information Center and follow the above procedures.



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Policy 3: Establishing a Second Equipment Release Within One Month

Purpose: The purpose of this policy is to describe the conditions under which there will be two equipment releases within one month.

Effective: January 5, 2009

Reviewed: November 4, 2024

Background: A “release” is the notification to Telecommunication Device Distribution Program (*Effective July 1, 2022, the Wireless Expansion Initiative is combined with TDDP Wirelines and will be inclusively labeled as TDDP) vendors of the equipment authorized for shipment to eligible consumers. Generally, there is one equipment release per month, occurring on or about the 15th of the month and reflecting all eligible applications received and processed between the previous month’s release and up until the 1st of the next month.

This frequency promotes efficiency in administering the program while maintaining a reasonable level of customer service. However, there may be certain circumstances that indicate the need for a second equipment release.

Policy: There will be at least one equipment release per month. There will be two equipment releases each month, on or about the 15th and 30th of the month. This will provide a reasonable level of customer service for the consumer who does not have a device they can successfully use for distance communication.

This policy does not apply to the exceptional equipment requested through the Exceptions Process. That equipment will be ordered on or about the day the recipient is eligible for TDDP.



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TDDP Policy 4: Exceptions Process

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 (***Effective July 1, 2022, the Wireless Expansion Initiative is combined with TDDP Wirelines and will be inclusively labeled as TDDP**) 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 required exception.

Effective: July 1, 2010

Reviewed: November 4, 2024

General:

1. The TDDP Program Manager will determine the Applicant's eligibility based on disability, income, age, PA residency, residential telephone service or wireless service provider plan, 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 to Applicants who meet these basic eligibility criteria.
2. Exceptions are possible for cellular or internet technologies as of July 1, 2019.
3. On a case-by-case basis, the need for exceptional equipment necessary for telecommunication access for an *eligible Applicant shall be considered. This includes consideration of devices or categories of devices that are not on the pre-approved list, including but not limited to devices that directly support or connect to the telecommunication device or related product.
4. The TDDP Program Manager will prepare a written summary of the *eligible Applicant's request for an exception, documenting the circumstances necessitating the exception, and provide a recommendation to the Senior Director of Assistive Technology Programs at the Institute on Disabilities. The Senior Director will approve or disapprove the request for the exception. Upon denial, the *eligible Applicant will be provided with written information regarding the appeals process.
5. 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 Procedure" section of this policy.

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 equipment list will not meet the *eligible Applicant's needs, or why additional equipment is needed **for telecommunication access**;
2. provides a recommendation and rationale for appropriate alternative or additional equipment; addressing why this equipment is necessary and the *eligible applicant's only alternative for obtaining telecommunication access;
3. describes all other reasonable equipment options considered;
4. substantiates the *eligible Applicant's ability to learn how to use the equipment for telecommunication;
5. includes specific information on the item requested, including manufacturer/vendor, make/model, cost, and
6. describes the service provider's qualification to recommend assistive devices. Include a statement of the service provider's credentials (e.g., Assistive Technology Professional [ATP]), education and experience with the kind of assistive technology that is being recommended (a resume may be attached). For *eligible Applicants whose primary barrier to telecommunication access is speech, the "qualified service provider" *must* be a licensed speech-language pathologist. **The service provider may NOT be an individual who has financial interest in the provision of the requested equipment.**

For devices (or a "package" of devices and /or accessories) exceeding \$3,000:

Steps 1. through 6. above must be completed, PLUS:

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

Appeals Procedure:

1. Any *eligible Applicant whose request for exceptional equipment 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 Senior Director of Assistive Technology Programs, who shall reconsider the initial decision. The outcome of this reconsideration shall be provided to the *eligible Applicant, in writing, within 30 days of the receipt of the appeal.
4. The *eligible Applicant shall be advised that they may continue the appeal process by requesting a review by the Executive Director of the Office of Vocational Rehabilitation (OVR),

who shall review the appeal and render their decision in a timely way. The *eligible Applicant shall be informed of the OVR Executive Director's decision in writing, with a copy sent to the Senior Director of Assistive Technology Programs.

*The use of "eligible" denotes that an Applicant is eligible for the TDDP and doesn't assume eligibility for the Exceptions Process.



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TDDP Policy 5: Obtaining Additional Equipment after Initial Application

Purpose: The purpose of this policy is to clarify the ability of eligible Pennsylvanians with disabilities to receive a device from the Telecommunication Device Distribution Program (***Effective July 1, 2022, the Wireless Expansion Initiative is combined with TDDP Wirelines and will be inclusively labeled as TDDP**) for EACH of the available categories of devices, as well as equipment accessories, after the approval of the initial application.

Effective: March 15, 2011

Reviewed: November 4, 2024

Background: Pennsylvania's TDDP provides telecommunication devices to eligible Pennsylvanians no more than once every three years. Applicant may select equipment from each of the two categories. Category A reflects the telephone device options, and Category B contains options for signalers that indicate an incoming call. Where devices are needed from both categories, they are typically both selected at the time of application. However, there are instances where an individual does not select a device from one of the categories. For example, the individual who has a working TTY at the time of application may request only a signaler (Category B) but when the TTY ceases to function, they wish to return to the program for a new TTY (Category A) even though that is within three years of their initial application to TDDP. Also there may be instances where an individual may have forgotten to request headphones or a switch to enable independent use of the telephone but doesn't discover that they need it until after the telecommunication device has been received.

Policies and Procedures:

Eligible applications may select one product from Category A and one product from Category B, and or applicable accessories or switches at the time of initial application. If an applicant only selected for one category and has a new need for equipment from the other category or approved accessories, they may be eligible to receive additional equipment under the following conditions:

1. The initial application was approved no more than 90 days previous to the request for additional equipment. In this case the individual's eligibility for the program will be considered "current" and supporting documentation will not be required (proof of income, proof of residency, certification of disability). However, the individual will be asked to complete a new application and new equipment selection form with the desired item checked.
2. If the initial application approval occurred more than 90 days prior to the request for additional equipment, a new application must be completed, including all supporting documentation and certifications.
3. In the case of switches needed to access equipment, the applicant will submit documentation as required by the Exceptions Process.

4. All eligibility criteria remain in effect (e.g., income eligibility; must not have working equipment in the category of device that is requested; equipment in the category of device that is requested cannot have been obtained through the TDDP less than three years prior; etc.).



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TDDP Policy 6: Proof of Income and Income Exceptions Process

Background: “Low income” (200% of the federal poverty level) is one of the requirements for the Telecommunication Device Distribution Program (***Effective July 1, 2022, the Wireless Expansion Initiative is combined with TDDP Wirelines and will be inclusively labeled as TDDP**). The TDDP Program Manager carefully reviews applications for all aspects of eligibility, in order to conform to the statute without creating undue bureaucratic barriers for the applicant in need.

Purpose: The purpose of this policy is to provide the process by which the TDDP Program Manager determines acceptable documentation of proof of income for a TDDP Applicant. This policy also includes a provision for an exceptions process, by which alternate forms of documentation for proof of income will be deemed acceptable.

Effective Date: July 1, 2012

Reviewed: November 4, 2024

General:

1. The TDDP Program Manager will review the Applicant’s eligibility based on the information submitted on the application (age, Certification of Disability, overall completeness of the application), as well as the supporting documentation for PA residency and residential (landline) telephone service and/or proof of cellular service or promise of an agreement with a mobile phone service provider.
2. Copies of the following documentation may be submitted as proof of income. Applicant must submit the most recent documentation available.
 - a. Social Security statement of benefits
 - b. Veterans Administration statement of benefits
 - c. W-2s, 1099, other pre-printed federal wage statements that are used for submission with federal tax forms
 - d. Unemployment/Worker’s Compensation statement of benefits
3. Each applicant signs the application, attesting that all provided information is “true and correct”. This refers to a declaration of income, whether substantiated as above, a statement that the individual has no income (the applicant entered “NONE” in response to the question about annual income on the application), or other documentation submitted to the program as per the exceptions process.

Exceptions: The Applicant will make every effort to obtain valid proof of income as outlined. Where the Applicant reports specified documentation is not available, the TDDP Program Manager, in consultation with the Assistant Director of Assistive Technology Programs, will determine if an alternative document is an acceptable proof of income using the following standards:

1. Applicant has attempted but is unable to obtain a copy of specified documentation AND
2. Applicant has other documentation with income amount listed, and this document has been notarized or otherwise attested to in an accompanying letter written by an attorney, designated Power of Attorney, social worker of a long-term care facility, case manager, or other staff working with the applicant.

Procedure: After the application has been reviewed by the TDDP Program Manager and the Applicant is determined to meet all requirements for eligibility EXCEPT for the documentation of income, the TDDP Program Manager will prepare a written summary of the need for an exception, in accordance with the standards above, and will provide a recommendation to the Assistant Director of Assistive Technology Programs. The Assistant Director of Assistive Technology Programs will approve or disapprove the exception, in writing.



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TDDP Policy 7: Installation of Internet-Based Equipment

Effective Date: October 1, 2014

Revised: September 30, 2015

Reviewed: November 4, 2024

General: Pennsylvania's Telecommunication Device Distribution Program (TDDP) began distributing internet-based equipment on October 1, 2014, Recipients of this equipment may require assistance in connecting their new equipment to their household internet. Because of variation in the complexity of such installation, it is beyond the scope of the TDDP to supply staff to provide this assistance. However, the TDDP Consumer Educator, TDDP Program Manager, as well as the subcontracted Assistive Technology Resource Centers (ATRCs) should follow procedures set forth in this policy to assure recipients obtain the support they need to be able to connect and use their equipment.

Purpose: The purpose of this policy is to describe installation protocols for individuals who receive internet-based equipment through Pennsylvania's TDDP. ATRCs should familiarize themselves with these procedures so they can provide accurate information to TDDP recipients of such equipment.

Individuals approved for an internet-based captioned telephone through the TDDP (including, but not limited to the CapTel 840i, CapTel 880i, and CapTel 2400i) will receive as an enclosure with their TDDP approval letter an informational letter from the manufacturer with instructions regarding set up.

1. Individuals receiving TDDP internet-based phones (CapTel 840i, CapTel 880i, and CapTel 2400i) must first attempt to install equipment received through TDDP on their own or with help from a friend or family member; however, if installation assistance is required, Hamilton Relay's Outreach, Education, and Installation (OEI) team can be contacted to install internet-based equipment received through TDDP.
2. After installation, if additional device support is needed, individuals receiving TDDP internet-based phone may contact the subcontracted ATRC for their region.
3. ATRCs can provide up to two hours of device support for individuals who receive internet-based equipment through TDDP. After that, ATRCs can refer recipients to CapTel Customer Service or OEI for further support.

NFB-NEWSLINE® Pennsylvania Budget

Updated: 03/03/25

I. INTRODUCTION

This Agreement provides for the activation, operation, and maintenance of an automated, interactive audio-information news services known as NFB-NEWSLINE, which supplies text-to-speech newspapers, periodicals, and various other information sources to blind, visually impaired, and other individuals with print disabilities. NFB-NEWSLINE subscribers have access to national newspapers, breaking news sources, international newspapers, magazines, state newspapers, emergency weather alerts, and seven-day forecasts localized to the subscriber's zip code or GPS location, more than 100,000 job listings, TV listings localized to the subscriber's zip code and provider, and retail ads.

Anyone who cannot read printed publications due to vision loss or a print disability is eligible to receive NFB-NEWSLINE free-of-charge.

Once signed up for NFB-NEWSLINE, a subscriber may access the service using a touchtone telephone; the Amazon Alexa; an iOS mobile app for iPhone, iPod or iPad; a secure, text-only website; email; National Library Service Digital Talking Book player; and the Victor Reader Stream portable player.

II. TERM

This Agreement has a one-year term and will commence on July 1, 2025 ("**Effective Date**"), and terminate at 11:59 p.m. on June 30, 2026 ("**Expiration Date**").

III.

A. Compensation

This is a fixed price contract. As consideration for the services set forth in this Agreement, the Pennsylvania Office of Vocational Rehabilitation will compensate the NFB in accordance with the fee schedule below. Any modification to this fee schedule must be in writing, signed by both parties, and include an effective date.

The fees for the NFB-NEWSLINE service consist of the following:

- (1) an annual service fee in the amount of \$44,000.00, payable in quarterly installments of \$11,000.00

The eleven Newspapers included with the annual service fee are:

1. *Centre Daily Times*
2. *Hanover Evening Sun*
3. *Intelligencer*

4. *Lebanon Daily News*
5. *LNP Lancaster Always Online*
6. *Patriot News*
7. *Philadelphia Daily News*
8. *Philadelphia Inquirer*
9. *Sharon Herald*
10. *Wilkes-Barre Times Leader*
11. *York Dispatch*

Each one of the seventeen publications listed below will incur a charge of \$5,000 each per year, (\$85,000.00.00 annually) for maintenance and distribution, payable in quarterly installments of \$21,250.00.

- (1) *Allentown Morning Call*
- (2) *Altoona Mirror*
- (3) *Beaver County Times*
- (4) *Bucks County Courier Times*
- (5) *Butler Eagle*
- (6) *Citizens Voice*
- (7) *Daily American*
- (8) *Erie Times News*
- (9) *Harrisburg Magazine*
- (10) *Pittsburgh Post-Gazette*
- (11) *Pittsburgh Tribune Review*
- (12) *Pocono Record*
- (13) *Reading Eagle*
- (14) *Republican Herald*
- (15) *Standard Speaker*

(16) *Times Tribune*

(17) *Williamsport Sun Gazette*

an annual telecommunications fee in the amount of \$4,000.00 to provide unlimited, nationwide Direct Inward Dial access to NFB-NEWSLINE, payable in quarterly installments of \$1,000.00

an annual marketing and outreach fee in the amount of \$50,000.00, payable in quarterly installments of \$12,500.

Marketing and Outreach tasks will consist of the following:
subscriber registration and follow-up, including the distribution of materials needed for instruction for new subscribers in print, Braille, or audio format; distribution of brochures and other promotional materials at community events and exhibits; and the staffing of a help desk to answer calls from subscribers and those requesting NFB-NEWSLINE® information and materials. Additionally, administration of the state specific channel for Pennsylvania and posting of items of interest to the blindness community in the commonwealth will be included in this fee.

B. Additional Publications

If during the Agreement, Sponsor requests that an Additional Paper be carried on NFB-NEWSLINE, the fees for each Additional Publication will be:

a one-time, initial \$5,000.00 setup fee

an annual \$5,000.00 fee for the maintenance and distribution of the Additional Publication

Annual setup, maintenance, and distribution of new newspapers fee: \$20,000

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

Total budget: \$203,000 (July 1, 2025 - June 30, 2026)

September 10, 2025

Matthew Homsher, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: **Docket Number M-2025-3052798**

2024 Annual Legislative Report to the General Assembly

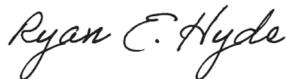
- Telecommunication Devices Distribution Program (TDDP)
- Print Media Access System Program (PMASP)

Dear Mr. Homsher:

Attached is the information requested by the Pennsylvania Utility Commission (PUC) from the Office of Vocational Rehabilitation (OVR) for inclusion in the Annual Report to the Governor and Pennsylvania Legislature.

If you have any questions, please do not hesitate to contact Zulqarnain Nasir at znasir@pa.gov or 717.783.6382.

Sincerely,



Ryan Hyde, M.Ed., CRC
Executive Director
PA Office of Vocational Rehabilitation

LJP

Attachments: Temple University Annual TDDP Report 2024-2025
NFB Annual Newslite Report 2024-2025

Cc: Sandra McNally, Temple University TDDP
Monique Chabot, Temple University TDDP
Melissa Derr, PA PUC
Derek Sharp, PA PUC
Eric Jeschke, PA PUC
Dawn Sokol, BBVS
Zulqarnain Nasir, BCO
Rebecca Gardner, BCO
File

ANNUAL REPORT TO THE GENERAL ASSEMBLY
ACT 181-2002:

TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM

Docket Number M-2025-3052798

IN OVERSEEING THE TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM (TDDP), THE OFFICE OF VOCATIONAL REHABILITATION (OVR) REPORTS THE FOLLOWING FISCAL YEAR ACTIVITIES BEGINNING JULY 1, 2024 TO JUNE 30, 2025:

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 (PUC) on an annual basis in order to pay for telecommunication equipment for eligible applicants. The Act identifies 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.

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. An Audiologist, Licensed Physician, Speech Language Pathologist, Physician's Assistant, Vocational Rehabilitation Counselor, Registered Nurse Practitioner, Optometrist, Ophthalmologist, or a Service Professional (public or private agency that serves deaf, hard of hearing and deafblind, Center for Independent Living employee, credentialed Assistive Technology Professional) must certify the disability.
- Have current landline telephone service and be capable of using the requested device(s).
- If applying for wireless equipment: have a current mobile plan or be able to obtain a mobile plan after the equipment is received and provide proof of service/activation.
- Be six years of age or older.
- Have an individual (not including family/household income) gross income of 200% of the Federal Poverty Level (FPL) or less (previously \$30,120 per year for a single individual ending January 14, 2025; currently \$31,300 per year for a single individual).

OPERATION OF THE PROGRAM:

- During the fiscal year July 1, 2024 through June 30, 2025, 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 (TechOWL, formerly known as Pennsylvania's Initiative on Assistive Technology) and since 2012, as the certifying entity in Pennsylvania for the National Deaf-Blind Equipment Distribution Program, funded through the 21st Century Telecommunications Act. The Institute also serves as OVR's contractor for the implementation of the state-funded program, Pennsylvania's Assistive Technology Lending Library.
- On February 27, 2019, PUC published an Order approving the Wireless Expansion Initiative (WEI) allowing TDDP to fulfill requests for wireless devices. The WEI launched on July 1, 2019. The eligibility requirements are stated above. On July 1, 2022, wireless equipment became a permanent part of TDDP. Eligible applicants may receive a wireline device and a wireless device, and signalers.
- TechOWL's cross-disability Assistive Technology Advisory Committee (ATAC) serves in an advisory capacity for the TDDP program. The ATAC is established by statute under the federal Assistive Technology Act.

APPLICATION FORMS:

- Applications are distributed by request through the US Mail, as well as through email and in person. Applications can also be completed on or downloaded from the TechOWL website: <https://techowipa.org/tddp/>. Applications are also distributed through the statewide network of Assistive Technology Resource Centers (ATRCs) and TDDP Information Centers. During this program year, TechOWL received and reviewed a total of 477 individual applications. Of these, 357 were determined eligible, and 32 were determined ineligible. As of June 30, 2025, eligibility determinations were still in process on approximately 16 incomplete applications. In addition, 43 applicants who submitted incomplete applications and did not respond to repeated requests for information were marked inactive; this number included people from the end of the previous program year. An application is deemed inactive when the applicant does not respond to repeated contact attempts from TDDP to provide missing documentation or other information. Ten (10) applications were withdrawn for various reasons including, but not limited to: getting equipment elsewhere, having equipment already, non-compliance with the application process, being more appropriate for iCanConnect, or death of the consumer.

EQUIPMENT DISTRIBUTED TO APPLICANTS:

- Equipment distributed to 369 eligible, unduplicated applicants between July 1, 2024 – June 30, 2025 is detailed in TDDP Attachment 1-TDDP Devices Distributed FY2025.

FUNDING:

- The market value of the PA Relay Fund as of June 30, 2025 is \$1,449,122.33. The US-Bank Account Summary for the period ending June 30, 2025 is attached and referenced as Attachment 2-TDDP Activity Summary Report-USBank Statement_Redacted.

VENDORS:

- From July 1, 2024 to June 30, 2025, the program used the following 3 vendors to supply equipment for the TDDP:
 - Teltex, Inc. -- Kearney, MO
 - WCI -- Weitbrecht Communications, Inc., Santa Monica, CA
 - Raz Mobility, LLC – Tysons Corner, VA
- The vendors supplied equipment from the pre-approved list as well as devices approved through the Exceptions Process, as applicable. The agreements with these vendors extend until June 30, 2025. An equipment price list is included in this report as TDDP Attachment 3-Equipment Price List FY2025.

Fund disbursements to vendors during the period July 1, 2024 through June 30, 2025 are as follows:

Teltex for Wireline Equipment	\$4,612.85
WCI for Wireline Equipment	\$992.75
Subtotal for Wireline Equipment	\$5,605.60
Teltex for Wireless Equipment	\$301,065.80
Raz Mobility for Wireless Equipment	\$50,893.00
Subtotal for Wireless Equipment	\$351,958.80
Total vendor disbursements:	\$357,564.40

These disbursements also include payments for equipment ordered toward the end of the previous program year (July 1, 2023 -June 30, 2024).

CONSUMER EDUCATION AND OUTREACH:

Subcontracts with eight (8) regional Assistive Technology Resource Centers (ATRCs) to provide consumer outreach, education and training in their region began on July 1, 2024. In addition to coordinating statewide consumer education and outreach efforts, TechOWL serves as an ATRC for southeastern Pennsylvania. Between July 1, 2024 to June 30, 2025 TechOWL staff (including but not limited to, the Consumer Educator), and ATRCs participated in 97 outreach activities, including 5 statewide events and 3 events reaching underserved communities, held in 43 counties, and reaching over 9,754 Pennsylvanians. The list of activities is included in this report as TDDP Attachment 4-TDDP Consumer Education & Outreach Events FY2025.

Total fund disbursements (July 1, 2024 to June 30, 2025) to Temple University for Consumer Education and Outreach activities for TDDP was \$84,630.12. These figures include remaining amounts due for July 2023 to June 2024.

CONTINUING AND EMERGING BARRIERS TO ACCESS TO TELECOMMUNICATIONS FOR PEOPLE WITH DISABILITIES:

- Equipment offered through TDDP was either discontinued or placed on manufacturer backorder due to the broken supply chain or manufacturers not continuing to invest in the development or manufacture of landline equipment. The vendor kept the program informed of the disposition of items on the TDDP equipment list throughout the program year. In June 2025 the program received word that one of two amplified, cordless phones would be permanently discontinued. As of June 30, 2025, there are no alternatives for another amplified, cordless phone with answering machine. The program manager periodically contacts the vendor to inquire about replacement or substitutions.
- Analog telephone lines are being replaced by digital service lines, fiber optic or broadband, leaving traditional TTY users without telecommunication access. In some areas of the state, broadband service is not as reliable as in the metro areas. People with disabilities who need telecommunication access via phone line and internet access are placed in an inequitable situation even with the passage of the Digital Equity Act Programs. Additionally, due to the lack of additional funding from Congress, the Affordable Connectivity Program (ACP) has ended. As of June 1, 2024, households are unable to receive the ACP discount for internet. The Lifeline program continues to give small monthly discounts on wireless service, telephone or home internet service. If someone else in the household has applied and is eligible for the Lifeline discount, another household member is not deemed eligible. This continues to be a barrier for people in congregate living situations.

ACCOMPLISHMENTS (July 1, 2024 to June 30, 2025):

- During this program year, 54 recipients who requested assistance with their TDDP equipment received support from ATRCs. Altogether, 66.25 hours of device support were provided via telephone support or in person. Eighty-three percent (83%) of consumers were highly satisfied with the support they received.
- Eleven (11) new Information Centers were added this program year. There is now a total of 74 active Information Centers in the commonwealth. Satisfaction surveys were mailed, emailed, or contacted via telephone to equipment recipients with a response rate of 77%. Overall satisfaction rate for TDDP consumers is 92% (highly satisfied).
- Newsletter articles reached 7,027 people and press releases reached 22,000 people. Targeted mailings containing TDDP information were sent to organizations and professionals, including but not limited to senior centers, behavioral health agencies, Area Agencies on Aging, senior citizen groups, community service providers, home health agencies, hearing loss professionals, state representative offices, local municipalities, and churches. These mailings and publications reached at least 2,223 Pennsylvanians, and social media posts reached over 13,126 people based on number of views.
- All policies and procedures were reviewed and updated as needed during this program year.

- The program manager volunteered to participate in the Telecommunication Equipment Distribution Programs Association (TEDPA) policy committee and conference planning committee. The policy committee met virtually when interested FCC announcements needed a response from the national organization. The conference planning committee met on a biweekly basis to plan the 2024 TEDPA conference. In September 2024, the TEDPA conference occurred. Board elections were held and the program manager was elected as Board Treasurer. The term commences on January 1, 2025. The program manager attended monthly TEDPA board meetings and bimonthly NASRA/TEDPA task force meetings to plan a joint conference in 2026 for both organizations.

ATTACHMENTS:

- Attachment 1-TDDP Devices Distributed-FY2025
- Attachment 2-TDDP Activity Summary Report-USBank Statement_Redacted
- Attachment 3-TDDP Equipment Price List-FY2025
- Attachment 4-TDDP Consumer Education Outreach Events-FY2025
- Referenced Attachment-TDDP Application-FY2025

TDDP Devices Distributed FY2025

Wireless Device Name	Unit Price	Quantity Ordered	Value of Equipment Ordered
Apple iPhone SE (Discontinued 3/3/25)	\$ 734.00	13	\$ 9,542.00
Apple iPhone 14 (Discontinued 3/3/25)	\$ 1,239.00	129	\$ 159,831.00
Apple iPhone 16e	\$ 1,239.00	76	\$ 94,164.00
Samsung Galaxy S23FE 5G Smart Phone (Discontinued 12/1/24)	\$ 949.00	15	\$ 14,235.00
Samsung Galaxy S24FE 5G Smart Phone	\$ 949.00	17	\$ 16,133.00
Google Pixel 8 Smart Phone	\$ 1,089.00	5	\$ 5,445.00
Kapsys MiniVision2+ Mobile Phone	\$ 489.00	4	\$ 1,956.00
BlindShell Classic 2	\$ 559.00	8	\$ 4,472.00
Kapsys SmartVision3-Omni	\$ 768.00	2	\$ 1,536.00
Apple iPad 4G Tablet 10th gen (Discontinued 3/3/25)	\$ 889.00	27	\$ 24,003.00
Apple iPad 5G Tablet 11th gen	\$ 889.00	17	\$ 15,113.00
Samsung Galaxy S9FE 5G Tablet	\$ 1,058.00	1	\$ 1,058.00
Serene Innovations SA-40 HearAll Cellphone Amplifier	\$ 74.95	0	\$ -
Smart Signaler: Serene Innovations RF200 Alerting Device	\$ 51.95	4	\$ 207.80
Smart Signaler: Bellman & Symfon Vibio Bed Shaker	\$ 68.00	7	\$ 476.00
*Raz Mobility Memory Cell Phone with Wireless Charging Stand	\$ 559.00	4	\$ 2,236.00
*Apple iPad 4G Tablet 10th gen, App: GRID for iPad, Adaptive Technology Solutions Case with Strap	\$ 1,299.00	1	\$ 1,299.00
*Apple iPhone 14, App: TouchChat HD with Word Power	\$ 1,539.00	1	\$ 1,539.00
*Apple iPhone 14, PerMobil RAM X-Grip Phone Holder Mount	\$ 1,389.00	1	\$ 1,389.00
*Apple iPhone 16e, ModularHose.com Phone Holder with Mini Clamp 14-inch Arm	\$ 1,314.00	2	\$ 2,628.00
TOTALS		395	\$ 363,067.90

*Exceptional Equipment

369 unduplicated consumers received 395 pieces of equipment
11 consumers received both home and mobile devices



RECEIVED
 AUG 13 2025

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 0247129-00-04863-04 Page 1 of 7

ACCOUNT NUMBER: [REDACTED]
 PA RELAY TDD FD PUBLIC UTILITY COM
 DOCKET NO. M-00900239

This statement is for the period from
 June 1, 2025 to June 30, 2025

000003318 02 SP 000638996701401 S

PA PUBLIC UTILITY COMMISSION
 400 NORTH STREET
 HARRISBURG, PA 17120

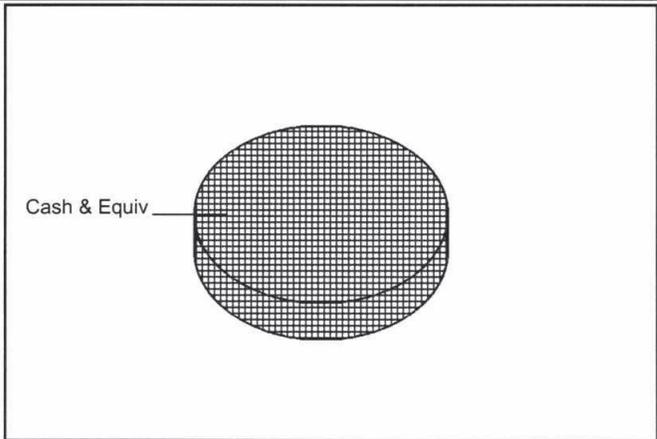
QUESTIONS?

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

MATTHEW MOSER
 EP-MN-S3CL
 60 LIVINGSTON AVE.
 ST PAUL MN 55107
 Phone 651-466-5127
 E-mail matthew.moser@usbank.com

ASSET SUMMARY AS OF 06/30/25

Assets	Current Period Market Value	% of Total	Est Annual Income
Cash & Equivalents	1,446,463.11	99.80	61,355.18
Accrued Income	2,659.22	.20	.00
Total Market Value	\$1,449,122.33	100.00	\$61,355.18



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					
1,446,463.110	First American Treasury Oblig Fd Cl X #5387 31846V328	1,446,463.11 1.0000	1,446,463.11 0.00	4.24	61,355.18 2,659.22
Total Cash/Money Market		\$1,446,463.11	\$1,446,463.11 \$.00		\$61,355.18 \$2,659.22
Total Cash & Equivalents		\$1,446,463.11	\$1,446,463.11 \$.00		\$61,355.18 \$2,659.22



ACCOUNT NUMBER: [REDACTED]
PA RELAY TDD FD PUBLIC UTILITY COM
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2025 to June 30, 2025

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
Total Assets		\$1,446,463.11	\$1,446,463.11 \$.00		\$61,355.18 \$2,659.22
Accrued Income		\$2,659.22	\$2,659.22		
Grand Total		\$1,449,122.33	\$1,449,122.33		

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.

Yield at Market, Estimated Annual Income, and Accrued Income are estimates provided for informational purposes only and should not be relied on for making investment, trading, or tax decisions. The estimates may not represent the actual value earned by your investments and they provide no guarantee of what your investments may earn in the future.

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





ACCOUNT NUMBER: [REDACTED]
PA RELAY TDD FD PUBLIC UTILITY COM
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2025 to June 30, 2025

MARKET VALUE SUMMARY

	Current Period 06/01/25 to 06/30/25	Year-to-Date 01/01/25 to 06/30/25
Beginning Market Value	\$598,362.67	\$717,595.76
Taxable Interest	2,234.90	14,908.28
Paid To/For Beneficiaries		- 53,002.80
Fees and Expenses	- 1,899.56	- 2,600.44
Cash Receipts	850,000.00	850,000.00
Cash Disbursements		- 77,469.55
Change in Accrued Income	424.32	- 308.92
Ending Market Value	\$1,449,122.33	\$1,449,122.33



ACCOUNT NUMBER: [REDACTED]
PA RELAY TDD FD PUBLIC UTILITY COM
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2025 to June 30, 2025

CASH SUMMARY

	Cash
Beginning Cash 06/01/2025	\$0.00
Taxable Interest	2,234.90
Fees and Expenses	- 1,899.56
Cash Receipts	850,000.00
Net Money Market Activity	- 850,335.34
Ending Cash 06/30/2025	\$0.00





ACCOUNT NUMBER: [REDACTED]
PA RELAY TDD FD PUBLIC UTILITY COM
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2025 to June 30, 2025

CASH TRANSACTION DETAIL

Date Posted	Description	Cash
Taxable Interest		
	First American Treasury Oblig Fd CI X #5387 31846V328	
06/02/25	Interest From 5/1/25 To 5/31/25	2,234.90
Total Taxable Interest		\$2,234.90
Fees and Expenses		
Investment Counsel Fee Exempt		
06/10/25	Cash Disbursement Paid To Raz Mobility Tdd Puc Wireless Inv 3569	- 949.00
06/10/25	Cash Disbursement Paid To Teltex Inc Inv 377416, 377512, 377636, 377637, 378195, 378196	- 738.75
06/10/25	Cash Disbursement Paid To Weitbrecht Communications Inc Inv 4057363	- 90.25
Total Investment Counsel Fee Exempt		- \$1,778.00
Trust Fees		
06/26/25	Collected Charged For Period 05/01/2025 Thru 05/31/2025	- 121.56
Total Fees and Expenses		- \$1,899.56
Cash Receipts		
Transfer From Another Account		
06/25/25	Cash Receipt Transfer From 1525026933 Per Ins Dtd 06/25/2025	850,000.00
Total Cash Receipts		\$850,000.00



ACCOUNT NUMBER: [REDACTED]
PA RELAY TDD FD PUBLIC UTILITY COM
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2025 to June 30, 2025

PURCHASE SUMMARY

Settlement Date	Description	Cash	Tax Cost
Cash and Equivalents			
	First American Treasury Oblig Fd Cl X #5387 31846V328		
	Combined Purchases For The Period 6/ 1/25 - 6/30/25	- 852,234.90	852,234.90
	Total Cash and Equivalents	- \$852,234.90	\$852,234.90
	Total Purchases	- \$852,234.90	\$852,234.90





ACCOUNT NUMBER: [REDACTED]
PA RELAY TDD FD PUBLIC UTILITY COM
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2025 to June 30, 2025

SALE/MATURITY SUMMARY

Settlement Date	Description	Tax Cost	Proceeds	Estimated Gain/Loss
Cash and Equivalents				
	First American Treasury Oblig Fd CI X #5387 31846V328			
	Combined Sales For The Period 6/ 1/25 - 6/30/25	- 1,899.56	1,899.56	
	Total Cash and Equivalents	- \$1,899.56	\$1,899.56	\$0.00
	Total Sales & Maturities	- \$1,899.56	\$1,899.56	\$0.00

SALE/MATURITY SUMMARY MESSAGES

For information only. Not intended for tax purposes

Glossary

Accretion - The accumulation of the value of a discounted bond until maturity.

Adjusted Prior Market Realized Gain/Loss - The difference between the proceeds and the Prior Market Value of the transaction.

Adjusted Prior Market Unrealized Gain/Loss - The difference between the Market Value and the Adjusted Prior Market Value.

Adjusted Prior Market Value - A figure calculated using the beginning Market Value for the fiscal year, adjusted for all asset related transactions during the period, employing an average cost methodology.

Amortization - The decrease in value of a premium bond until maturity.

Asset - Anything owned that has commercial exchange value. Assets may consist of specific property or of claims against others, in contrast to obligations due to others (liabilities).

Bond Rating - A measurement of a bond's quality based upon the issuer's financial condition. Ratings are assigned by independent rating services, such as Moody's, or S&P, and reflect their opinion of the issuer's ability to meet the scheduled interest and principal repayments for the bond.

Cash - Cash activity that includes both income and principal cash categories.

Change in Unrealized Gain/Loss - Also reported as Gain/Loss in Period in the Asset Detail section. This figure shows the market appreciation (depreciation) for the current period.

Cost Basis (Book Value) - The original price of an asset, normally the purchase price or appraised value at the time of acquisition. Book Value method maintains an average cost for each asset.

Cost Basis (Tax Basis) - The original price of an asset, normally the purchase price or appraised value at the time of acquisition. Tax Basis uses client determined methods such as Last-In-First-Out (LIFO), First-In-First-Out (FIFO), Average, Minimum Gain, and Maximum Gain.

Ending Accrual - (Also reported as Accrued Income) Income earned but not yet received, or expenses incurred but not yet paid, as of the end of the reporting period.

Estimated Annual Income - The amount of income a particular asset is anticipated to earn over the next year. The shares multiplied by annual income rate.

Estimated Current Yield - The annual rate of return on an investment expressed as a percentage. For stocks, yield is calculated by taking the annual dividend payments divided by the stock's current share price. For bonds, yield is calculated by the coupon rate divided by the bond's market price.

Ex-Dividend Date - (Also reported as Ex-Date) For stock trades, the person who owns the security on the ex-dividend date will earn the dividend, regardless of who currently owns the stock.

Income Cash - A category of cash comprised of ordinary earnings derived from investments, usually dividends and interest.

Market Value - The price per unit multiplied by the number of units.

Maturity Date - The date on which an obligation or note matures.

Payable Date - The date on which a dividend, mutual fund distribution, or interest on a bond will be made.

Principal Cash - A category of cash comprised of cash, deposits, cash withdrawals and the cash flows generated from purchases or sales of investments.

Realized Gain/Loss Calculation - The Proceeds less the Cost Basis of a transaction.

Settlement Date - The date on which a trade settles and cash or securities are credited or debited to the account.

Trade Date - The date a trade is legally entered into.

Unrealized Gain/Loss - The difference between the Market Value and Cost Basis at the end of the current period.

Yield on/at Market - The annual rate of return on an investment expressed as a percentage. For stocks, yield is calculated by the annual dividend payments divided by the stock's current share price. For bonds, yield is calculated by the coupon rate divided by the bond's market price.

The terms defined in this glossary are only for use when reviewing your account statement. Please contact your Relationship Manager with any questions.



004192
-TG-184

Custodian
1555 N Rivercenter Dr STE 300
Milwaukee, WI 53212

000003318 02 SP 000638996701401 S

PA PUBLIC UTILITY COMMISSION
400 NORTH STREET
HARRISBURG, PA 17120



Attachment 3
TDDP Equipment List FY2025

WireLine Equipment		Unit Price	Vendor
Clarity Alto, Amplified Phone		\$98.95	Teltex
Clarity Alto Plus, Amplified Phone		\$104.95	Teltex
Clarity JV35, Talking Amplified Phone		\$92.95	Teltex
Clarity J35W, Talking Amplified Phone		\$92.95	Teltex
Clarity HD-40, In-Line Handset Amplifier		\$20.95	Teltex
Serene Innovations HD-40P, Amplified Photo Phone		\$62.95	Teltex
Clarity XLC2+, Amplified Cordless Phone	D/C 1/8/25	\$93.95	Teltex
Clarity XLC8, Amplified Cordless BT Phone with Ans Mach		\$134.95	Teltex
Clarity BT914, Amplified Cordless BT Phone with Ans Mach		\$100.00	Teltex
CapTel 840 Plus, Captioned Telephone		\$90.25	WCI
CapTel 840i, Captioned Telephone		\$90.25	WCI
CapTel 880i, Captioned Telephone		\$90.25	WCI
CapTel 2400i, Captioned Telephone		\$90.25	WCI
Ultratec Superprint 4425A with ASCII, TTY		\$380.00	Teltex
Clarity P300-HCO (HD-40P-tab-qwerty keyboard-speakers-interface box)	Exception	\$365.00	Teltex
Clarity XLC8-GLT (Google Live Transcribe) (VCO)		\$375.00	Teltex
Reizen Big Button Speakerphone		\$28.00	Teltex
WireLine Signalers			
ClearSounds CR200, Loud Ring Signaler		\$41.95	Teltex
Wireless Equipment			
iPhone SE 128GB (4.7 inch)	D/C 3/3/25	\$734.00	Teltex
iPhone 14 128GB (6.1 inch)	D/C 3/3/25	\$1,239.00	Teltex
iPhone 16e 128GB (6.1 inch)	Replacement	\$1,239.00	Teltex
Samsung Galaxy S23 FE 5G 128GB (6.4 inch)	D/C 12/1/24	\$949.00	Raz Mobility
Samsung Galaxy S24 FE 5G 128GB (6.7 inch)	Replacement	\$949.00	Raz Mobility
Google Pixel 8 128GB (6.2 inch)		\$1,089.00	Raz Mobility
SmartVision 3 - Omni Package		\$768.00	Raz Mobility
BlindShell Classic 2 (\$150- 1yr extended warranty)	New	\$559.00	Teltex
MiniVision2+ Mobile Phone		\$489.00	Raz Mobility
iPad 4G Tablet 64GB 10th gen. (10.9 inch)	D/C 3/3/25	\$889.00	Teltex
iPad 5G Tablet 128GB 11th gen. (11 inch)		\$889.00	Teltex
Samsung Galaxy Tab S9 FE 64GB (10.9 inch)		\$1,058.00	Raz Mobility
Serene Innovations SA-40 HearAll Cell Phone Amplifier		\$74.95	Teltex
Memory Cell Phone (6.3 inch)--GSM unlocked (managed by a CG)	Exception	\$559.00	Raz Mobility
*Apple iPad 4G Tablet 10th gen, App: GRID for iPad, Adaptive Technology Solutions Case with Strap	Exception	#####	Teltex
*Apple iPhone 14, App: TouchChat HD with Word Power	Exception	#####	Teltex
*Apple iPhone 14, PerMobil RAM X-Grip Phone Holder Mount	Exception	#####	Teltex
*Apple iPhone 16e, ModularHose.com Phone Holder with Mini Clamp 14-inch Arm	Exception	#####	Teltex
Wireless Signalers			
Smart Signaler: Serene Innovations RF200 Cell Phone Signaler		\$51.95	Teltex
Smart Signaler: Bellman & Symfon Vibio BT Bed Shaker		\$68.00	Teltex

D/C-Discontinued

Attachment 4

July 1, 2024 to June 30, 2025

TDDP Consumer Education Outreach Events FY2025

Type of Consumer Outreach Event	ATRC	Date(s) Held	Event Name/Sponsor	Estimated Attendance	County of Event
Presentation	CRI	7/19/24	Juniper Assited Living: Seniors	4	Crawford
Presentation	UCPCP	7/19/24	Kreider Commons Apartments: Seniors	4	Lebanon
Presentation	LVCIL	7/19/24	Fred Rooney HUD Building: Seniors	13	Northampton
Expo	LVCIL	7/20/24	Disability Pride: Lehigh Valley: Adults w/ Disabilities	50	Lehigh
Expo	LIFT	7/23/24	LIFT Resource Fair: General Public	350	Cameron, Clearfield, Elk, Jefferson, McKean, Potter
Expo	UCPCP	8/1/24	Senator Ward Senior Expo: Seniors	250	Mifflin
Expo	LIFT	8/2/24	Rep. Causer Senior Expo (Bradford): General Public	400	McKean
Presentation	CLASS	8/6/24	Butler AAA: Seniors	16	Bulter
Expo	CRI	8/6/24	National Night Out Community Resource Fair: General Public	20	Erie
Presentation	CLASS	8/8/24	Winifred AAA: Seniors	9	Bulter
Presentation	TRPIL	8/12/24	Universal Design in the Classroom with Hearing Devices: Professionals	40	Fayette, Greene, Washington
Presentation	CLASS	8/14/24	Chicora AAA: Seniors	13	Bulter
Presentation	LVCIL	8/14/24	Office of Vocational Admin: Professionals	20	Lehigh
Expo	CRI	8/19/24	Rep Bizzarro Senior Resource Fair: Seniors	850	Erie
Expo	UCPNEP	8/20/24	Elder Justice Day: Seniors	300	Pike
Expo	LIFT	8/21/24	LIFT Open House: General Public	40	Cameron, Clearfield, Elk, Jefferson, McKean, Potter
Expo	CLASS	8/28/24	Transition Event at CLASS, Professionals, General Public	12	Allegheny
Presentation	LIFT	8/28/24	Smethport Senior Center: Seniors	7	McKean
Expo	CRI	9/3/24	Senior Vaccine Fair: Seniors	250	Erie
Presentation	CLASS	9/10/24	Parkinson's Support Group: Adult with Disabilities	16	Beaver
Presentation	TECHOWL	9/10/24	OVR-BVRS: Professionals	18	Statewide
Presentation	CLASS	9/12/24	Veteran's Place: General Public *underserved comm.	9	Allegheny
Expo	CRI	9/12/24	Albion Fair: Seniors	250	Erie
Expo	LIFT	9/13/24	Rep. Causer Senior Expo (Kane): General Public	200	McKean
Expo	UCPCP	9/16/24	Red Land Senior Center Expo: Seniors	125	York
Presentation	TRPIL	9/18/24	TDDP and Demonstrations of Phone Equipment: Professionals	40	Fayette, Greene, Washington
Expo	TRPIL	9/25/24	IU1 Resource Fair: Professionals, General Public	150	Fayette, Greene, Washington

Attachment 4

July 1, 2024 to June 30, 2025

TDDP Consumer Education Outreach Events FY2025

Presentation	LVCIL	9/26/24	Sights for Hope: Professionals	15	Lehigh
Expo	UCPCP	9/26/24	Rep Stambaugh's Senior Expo: Seniors	225	Perry
Presentation	CLASS	10/1/24	Cranberry Senior Center: Seniors	12	Butler
Expo	CRI	10/8/24	Columbus PA, Show on the Road Resource Fair	25	Warren
Expo	LVCIL	10/15/24	Daikon Senior Expo: Seniors	100	Schuylkill
Expo	CRI	10/15/24	Garland PA Show on the Road Resource Fair	30	Warren
Presentation	TRPIL	10/17/24	Washington County Transition Council Meeting with OVR and local school districts: Professionals	30	Washington
Presentation	CLASS	10/18/24	Cranberry Senior Center: Seniors	26	Butler
Expo	TechOWL	10/20/24	HLAA's Walk4Hearing	350	Statewide
Presentation	LIFT	10/22/24	Elk County Rotary Club Event: General Public	18	Elk
Expo	CRI	10/22/24	Tideoute PA Show on the Road Resource Fair	25	Warren
Expo	CILNCP	10/24/24	National Disability Employment Awareness Month Event	50	Lycoming
Expo	CRI	10/25/24	Warren County Experience Inc. Senior Expo	500	Warren
Presentation	TechOWL	10/26/24	Keynote at Trinity Baptist Church: Seniors	150	Philadelphia
Expo	CRI	10/29/24	Sheffield PA Show on the Road Resource Fair	100	Warren
Expo	LVCIL	11/4/24	Northampton County Transition Fair	100	Northampton
Expo	UCPNE	11/6/24	Elan Skilled Nursing and Rehabilitation: General Public	112	Lackawanna
Expo	LVCIL	11/7/24	Berks IU Parent Resource Fair	100	Berks
Presentation	LIFT	11/14/24	DuBois OVR Services: Professionals	30	Cameron, Clearfield, Elk, Jefferson, McKean
Expo	LIFT	11/14/24	Elk County Chapter-Cub Scout Outreach: Classroom Students	7	Elk
Expo	LVCIL	11/14/24	Digital Navigator Forum: Professionals	20	Northampton
Expo	LVCIL	11/16/24	Rep. Flood Special Needs Expo: Adults with Disabilities	100	Northampton
Presentation	TechOWL	11/18/24	Guest Lecture on Telephone access: Temple Students	8	Philadelphia
Presentation	LIFT	11/25/24	Smethport Senior Center, Adults with Disabilities	6	McKean
Presentation	CLASS	12/3/24	Slippery Rock Senior Center: Seniors	15	Butler
Presentation	TechOWL	12/4/24	Penn's Village: Seniors	35	Philadelphia
Presentation	TechOWL	12/5/24	Center for Advocacy for the Rights & Interests of the Elderly: Professionals	11	Philadelphia
Presentation	UCPNE	12/9/24	Winola View Senior Housing: Adults with Disabilities	24	Wyoming
Presentation	CLASS	1/24/25	CLASS New Hires: Professionals	4	Allegheny
Expo	LVCIL	1/25/25	Camelot for Children: Child with Disabilities	60	Lehigh
Presentation	TECHOWL	2/9/25	Society Hill Synagogue: General Public	20	Philadelphia
Presentation	CLASS	2/17/25	CLASS New Hires: Professionals	5	Allegheny
Presentation	CLASS	2/18/25	Library of Accessible Media for PA: Professionals	15	Allegheny
Presentation	TECHOWL	2/18/25	Better Tomorrows Atkinson Senior Apt: General Public	12	Delaware

Attachment 4

July 1, 2024 to June 30, 2025

TDDP Consumer Education Outreach Events FY2025

Presentation	LIFT	2/19/25	Cameron County Chamber of Commerce: Professionals	13	Cameron
Presentation	TRPIL	2/19/25	SWPA, Parkinsons Support Group: Adults with Disabilities	30	Washington
Expo	UCPCPA	2/25/25	Fulton County Food Bank: *Underserved Community	40	Fulton
Presentation	TRPIL	3/6/25	SWPA, Parkinsons Foundation Regional Directors: Professionals	4	Bedford, Blair, Fayette, Somerset
Expo	TECHOWL	3/6/25	Tech Summit: General Public	150	Statewide
Expo	CLASS	3/11/25	Next Steps Post-Secondary Resource Fair	66	Allegheny
Presentation	CLASS	3/14/25	Western PA School for Blind Children: Children with Disabilities	20	Allegheny
Presentation	TECHOWL	3/18/25	Phone Accessibility Workshop: Classroom Students	5	Philadelphia
Expo	TECHOWL	3/22/25	University of Penn: Mind Your Brain Symposium	150	Statewide
Presentation	LIFT	3/24/25	Brookville Senior Center: Adults with Disabilities	6	Jefferson
Presentation	LIFT	3/25/25	Smethport Senior Center: Adults with Disabilities	4	McKean
Presentation	TECHOWL	3/26/25	Phone Accessibility Workshop: Adults w/ Disabilities	7	Philadelphia
Expo	UCPCPA	3/28/25	Parkinsons & Movement Disorder Alliance Renew Retreat: Caregivers	115	Lancaster
Expo	CLASS	3/29/25	Center for Hearing and Deaf Services Sign-a-thon	300	Allegheny
Presentation	LVCIL	4/2/25	*Underseved Deaf and Hard of Hearing community		
Presentation	UCNEPA	4/8/25	Keystone Autism Services: Professionals	6	Lehigh
Expo	LVCIL	4/10/25	Hamlin Center for Independence: Adults with Disabilities	46	Wayne
Presentation	TRPIL	4/10/25	Berks County Transition Coordinating Council Transition Expo: Students with Disabilities	114	Berks
Expo	LVCIL	4/10/25	Encompass Health Rehab Hospital: Professionals	60	Blair
Expo	TRPIL	4/10/25	Widener Memorial School Transition Fair: Children with Disabilities	150	Philadelphia
Expo	LVCIL	4/12/25	Mental Wellness: A Parkinson's Journey to a Better You: General Public	100	Lehigh, Northampton
Expo	CRIL	4/16/25	Penn West Edinboro 23rd Annual Health & Wellness	1160	Erie
Presentation	TECHOWL	4/25/25	VisionLink Speaker Series: Adults with Disabilities	33	Philadelphia, Delaware
Expo	TECHOWL	4/26/25	Christ the King Deaf Church Vendor Fair: Adults with Disabilities	120	Chester
Expo	LIFT	4/30/25	Happy Healthy You Day Expo: General Public	60	Jefferson
Expo	CRIL	5/1/25	CHAPS' 20th Annual Mental Health & Wellness Fair: General Public	350	Crawford, Mercer, Venango
Expo	LVCIL	5/3/25	Allentown Bilingual Disability Resource Fair: Adults with Disabilities	70	Lehigh
Presentation	UCPCPA	5/5/25	McAlisterville Senior Center: Seniors	13	Juniata
Expo	CLASS	5/14/25	Beaver Mall Expo: Seniors	115	Beaver
Expo	CLASS	5/22/25	Carnival of Opportunities Resource Fair: General Public	120	Armstrong

Attachment 4

July 1, 2024 to June 30, 2025

TDDP Consumer Education Outreach Events FY2025

Presentation	TRPIL	5/27/25	Parkinsons Foundation Support Group Meeting: Family/Caregivers	15	Fayette
Expo	CRI	6/6/25	JFK Senior Center Health Fair: Seniors	82	Erie
Expo	LVCIL	6/11/25	Empowerment Expo: General Public	130	Schuylkill
Presentation	TECHOWL	6/17/25	Community Services for Sight: Adults with Disabilities	12	Carbon, Monroe, Schuylkill
Presentation	CLASS	6/19/25	St. Therese Senior Care Center: Seniors	12	Allegheny
Expo	LVCIL	6/20/25	World Refugee Day: General Public	80	Lehigh
Expo	CRI	9/28/24-	PA's OT Association 2024 Annual Conference: Professionals	200	Statewide
			Total Attendance (estimated)	9754	
			Number of Events	97	
			Counties Reached	43	
			Statewide Events	5	
			*Events reaching underserved populations: Veterans & Deaf/HOH, Rural Area	3	
			Legend: Assistive Technology Resource Centers		
			CILNCPA=Center for Independent Living of North Central PA		
			CRI=Community Resources for Independence		
			CLASS=Community Living and Support Services		
			LIFT=Life and Independence for Today		
			LVPIL=Lehigh Valley Center for Independent Living		
			TechOWL=Main Office		
			TRPIL=Transitional Paths to Independent Living		
			UCPC=United Cerebral Palsy of Central PA		
			UCPNE=United Cerebral Palsy of Northeastern PA		



Application for Free Special Phones from TechOWL

Return completed application to:

**TechOWL Free Special Phone Program
Institute on Disabilities at Temple University
Ritter Annex 4, Room 430
1301 Cecil B. Moore Avenue
Philadelphia, PA 19122**

Email: TDDP@temple.edu

Fax: 215-204-6336

Tel: 800-204-7428

TTY: 711

**Please keep this page in case you need to contact us.
Tell us if you change your phone number, email, or address
after you send your application.**

What will happen after you send in your completed application:

- We look at your application.
- We send you a letter saying your application is eligible, incomplete or not eligible.
- The letter comes from Temple University. It is NOT a bill or junk mail.
- Please be patient with us.

The Free Special Phone Program (Pennsylvania's Telecommunication Device Distribution Program) is implemented by TechOWL, a program of the Institute on Disabilities at Temple University, in conjunction with the PA Public Utility Commission (PUC). (Application revised January 2025)

Checklist

Before you send in your application, read this list and check the boxes to make sure your application is complete. Failure to submit all the items will result in a delay. Keep a copy of your entire completed application for your records.

- Completed application** with all questions answered and all blanks filled in.
- Completed Disability Certification** (filled out by a certifying professional listed on the form).
- Completed Equipment Selection Sheet** with one piece of equipment and/or one signaler that will work for you.

Submit photocopies of documents with the following information:

- Proof of PA residency** with the applicant's name and current street address—this includes one of the following:
 - current driver's license *or*
 - non-driver ID *or*
 - utility bill *or*
 - dated Social Security correspondence *or*
 - copies of W-2s *or*
 - school report card *or*
 - other documentation pre-printed with applicant's name and current street address.
- Proof of applicant's income** (Examples of proof of income include W-2's, 1099s or award letters from retirement and/or Social Security income. If you need a copy of your Social Security income statement, please call 1-800-772-1213). Your most **recent information** is required. We cannot accept bank statements or the 1040 tax form.
- For a free home phone only: Proof of most recent** telephone service bill (e.g. If you sign your application in May, include the April bill.) Send the entire bill. We must know what type of services you have in your home to make sure the requested device will work for you.
- For free wireless devices only. Proof of wireless service**—this includes one of the following:
 - a receipt of activation from your cell phone plan *or*
 - a copy of current monthly cell phone bill *or*
 - receipt from a data plan card purchase *or*
 - redacted bank statement with the monthly charge noted *or*
 - annual renewal letter or email for a government phone plan *or*
 - screen shot from your cell phone plan's mobile app

If you currently do not have a cell phone plan, you will be required to submit one type of cell phone plan proof from the above list. You will have 30 days to submit proof of a cell phone plan after you receive your cell phone or tablet. This applies to both cell phones or tablets.

Application for Free Special Phones from TechOWL

We highly recommend a device demonstration or loan since there is a no exchange policy. Call 800-204-7428 to schedule.

- I will call to schedule an equipment demonstration or loan before sending my application.
- I do not want an equipment demonstration or loan. I understand there are no exchanges after I receive my device.

Do you already own equipment like what you are requesting from TechOWL (i.e. smartphone, tablet, captioned or amplified phone)? Yes No

If yes, what? _____

If yes, please check one answer below:

My equipment is:

- is broken or only works sometimes
- is borrowed
- does not work for me because _____

I will use this device at: (check one):

- Home
- School
- Work

I want to be contacted by:

- mail
- email

Applicant Information—to be completed by applicant (PLEASE PRINT)

Name (Last) _____ (First) _____ (MI) _____

Address (P.O. Box not accepted) _____

City _____ Zip _____ County _____

Area Code/Tel _____ Date of Birth _____

Email _____

Person assisting you with application, if any

Name _____ Relationship _____

Area Code/Tel _____ Email _____

Parent or guardian for applicants under 18 years old

Name (Last) _____ (First) _____ (MI) _____

Area Code/Tel _____ Email _____

Applicant Annual Income and Family Members

You must attach the **applicant's** most current proof of income. Examples of proof of income include W-2's, 1099s or award letters from retirement and/or Social Security income. If you need a copy of your Social Security income statement, please call 1-800-772-1213. We cannot accept bank statements or the 1040 tax form.

Number of people living at this (applicant's) address including applicant: _____

Other Applicant Information (required)

Reason for using the Free Special Phone Program

- I cannot afford equipment
- This equipment is only available through the Free Special Phone Program
- I could use other programs, but the system is too complex and/or the wait is too long

How did you hear about us?

- friend/relative
- support person
- web
- brochure/flyer
- presentation/exhibit by _____
- other (specify) _____

If applying for a cell phone or tablet, please complete the following questions:

Do you currently have a cell phone plan? Yes No

If you checked "yes", what is the company's name? _____

Do you get a bill? Yes No

(Attach a copy of your current cell phone bill, receipt for data card purchase or other proof of service)

If you checked "no", are you able to get a cell phone plan? Yes No

Have you ever used a cell phone or tablet? Yes No

Do you currently use any of the following types of technology? (Check all that apply):

- Hearing aid
- Cochlear implant
- Speech generating device
- Relay (IP, VRS, TTY, STS, VCO, HCO, Captioned telephone)
- Other (List) _____
- Not applicable

Please note: You must get and keep a cell phone plan with a cell phone company if you are applying for a free cell phone or tablet.

OPTIONAL

Race:

- Black or African American
 Asian or Asian-American
 White or Caucasian
 American-Indian or Alaska Native
 Other (specify) _____
 Prefer not to answer

Ethnicity:

- Hispanic
 Non-Hispanic

Gender:

- Male
 Female
 Other
 Prefer not to answer

REQUIRED: Applicant's Statement and Signature

IMPORTANT: Submit application no later than 30 days after you have signed and dated it.

- I certify that all information provided on this application and supporting documents is true, complete and correct.
- I understand that if I purposely provide false information, I may be subject to legal action and application denial.
- 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 selected.
- I understand that I may not sell, give, or lend to another person any equipment provided to me by the program.
- **For free cell phones or tablets only: This program gives only the equipment. I will be responsible for all services related to the equipment**, including activation fee, monthly service plan, software and app updates, and will use the device to access phone and telecommunications-related services, such as video relay, email and texting. **I will activate the device on a cell phone plan within 30 days of receipt.** If I fail to submit proof of a cell phone plan, I may not be able to access services from TechOWL in the future.

Applicant signature _____ Date _____

For applicant is under 18

Parent/legal guardian/signature

_____ Date _____

NOTE: If you are having trouble making a decision about which equipment might work for you, please contact or visit one of the Assistive Technology Regional Centers (ATRCs). You can also request a device to try out from our Lending Library. **We cannot lend cell phones.*

Certification of Disability

Please print legibly or type. All information must be completed by a professional.
(Return to TDDP- email: TDDP@temple.edu OR fax: 215-204-6336)

Applicant Name

(Last) _____ (First) _____ (MI) _____

Please check one. I am a(n):

- | | |
|---|--|
| <p><input type="radio"/> Audiologist</p> <p><input type="radio"/> Physician</p> <p><input type="radio"/> Speech-Language Pathologist</p> <p><input type="radio"/> Physician's Assistant</p> <p><input type="radio"/> Vocational Rehabilitation Counselor</p> <p><input type="radio"/> Registered Nurse Practitioner</p> | <p><input type="radio"/> Optometrist</p> <p><input type="radio"/> Ophthalmologist</p> <p><input type="radio"/> Service Professional (public or private agency that serves deaf, hard of hearing and deafblind, Center for Independent Living employee, credentialed Assistive Technology Professional)</p> |
|---|--|

Please check the disability(ies) being certified:

- | | |
|---|---|
| <p><input type="checkbox"/> cognitive*</p> <p><input type="checkbox"/> deaf</p> <p><input type="checkbox"/> blind</p> <p><input type="checkbox"/> deafblind</p> | <p><input type="checkbox"/> low vision</p> <p><input type="checkbox"/> hard of hearing</p> <p><input type="checkbox"/> physical*</p> <p><input type="checkbox"/> speech</p> |
|---|---|

*If you marked cognitive or physical disability, please explain why the applicant needs a specialized phone and/or wireless device and /or identify accessibility features that can be helpful (i.e. voice access for limited dexterity, photo labeled memory buttons for impaired cognition) _____

Certifying Professional

Full Name _____

Title _____ Agency _____

PA Professional License Number, if applicable _____

Area Code/Tel _____ Fax _____

Email _____

I certify that the applicant named above has the disability indicated, and that they require this technology to independently access telecommunication services.

Signature of Certifier _____ **Date** _____

Free Special Phones Equipment Selection Sheet

Eligibility Criteria

Person with a disability

- This disability prevents a person from making or receiving telephone calls independently. A qualified professional must complete the certification of disability.

Income limits

- We only use the applicant's proof of income. This does not include family/ household income.

FINANCIAL ELIGIBILITY CRITERIA GUIDELINES

(as of January 15, 2025):

size of family unit	GROSS INCOME (200% of federal poverty guidelines)
1	\$31,300
2	\$42,300
3	\$53,300
4	\$64,300
5	\$75,300
6	\$86,300
7	\$97,300
8	\$108,300

Age

- Six (6) years or older.

Residence

- Resident of Pennsylvania.

Resources

- Must have an existing landline telephone service
- Must certify to obtain a wireless service agreement to use with the wireless device
- Must be able to learn how to use requested equipment.

Equipment ownership and responsibility

- Your selection is FINAL and CANNOT BE EXCHANGED. It is your property and responsibility. A durable, protective case and/or screen protector for your wireless device is NOT included with your equipment. It is highly recommended that you purchase one. Your device comes with a one-year manufacturer's warranty. Please consider extending that warranty through either the manufacturer or your cell phone service company.

- Information will be kept confidential except as required by law.
- All equipment is covered by a limited manufacturer defect warranty. If it is defective or stops working, the recipient contacts the vendor for repairs. Repairs for damages due to abuse or neglect are not covered.
- Stolen equipment can be replaced only when a police report of theft is provided.

**If you need help completing this application, or need it in an alternate form, please contact us: **

tel: 800-204-7428 / TTY: 711
 email: TDDP@temple.edu
 web: TechOWLpa.org

The Free Special Phone Program (Pennsylvania's Telecommunication Device Distribution Program) is implemented by TechOWL, a program of the Institute on Disabilities at Temple University, in conjunction with the PA Public Utility Commission (PUC).

Free Special Phone Equipment Selection

You must submit your equipment selection with your application.

Category A: Select only ONE device from any row below that best fits your needs.

AMPLIFIED



Clarity Alto
Pearl White



Clarity Alto
Plus



Clarity JV35
 Clarity JV35W
(white buttons)



Serene
Innovations
HD-40P



Clarity HA40
In-line Handset
Amplifier

AMPLIFIED CORDLESS



Clarity BT914



Clarity XLC8

CAPTIONED, TTYS AND OTHER PHONES



CapTel 840 PLUS
(analog or DSL service
compatible)



CapTel 840i



CapTel 880i



CapTel 2400iSP
(touchscreen
display)



Ultratec SuperPrint
4425 TTY with ASCII



Clarity XLC8-GLT
(VCO)



Reizen Big Button
Speakerphone

Category B: Select a signaler, if needed.



ClearSounds
Loud Ring
Signaler

NONE (No device
from Category B
needed.)

For details go to TDDP webpage (<https://techowlpa.org/tddp>)
List revised April 2025. If none of the listed equipment will meet your
needs, please contact TechOWL.

Free Wireless Devices and Equipment Selection
 You must submit your equipment selection with your application.

Category A: Select only ONE device from any row below that best fits your needs.

PHONES



Apple iPhone 16e 128GB



Samsung Galaxy S24 FE 5G 128GB



Google Pixel 8 128GB



Mini Vision 2+ 4G Mobile Phone

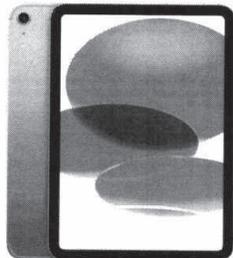


BlindShell Classic 2 Mobile Phone

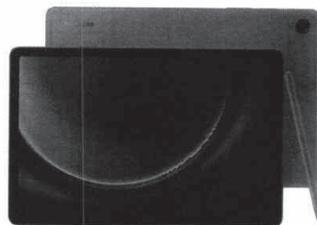


Smart Vision 3 Smart Phone

TABLET



Apple iPad 4G 128GB



Samsung Galaxy Tab S9 FE 64GB
 Verizon T-Mobile AT&T

CELL PHONE AMPLIFIER



Serene Innovations SA-40 HearAll Cellphone Amplifier

Category B: Select only ONE signaler



Serene Innovations Ringer Flasher RF200 Alerting Device



Smart Signaler: Bellman & Symfon Vibio Bed Shaker

NONE (No device from Category B needed.)

For details go to [TDDP webpage \(https://techowlpa.org/tddp\)](https://techowlpa.org/tddp)

List revised April 2025.

If none of the listed equipment will meet your needs, please contact TechOWL.

Print Media Access System Program (PMASP)

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 that is free to its subscribers.

This service is available in forty-seven states and the District of Columbia, providing:

- six hundred local and national newspapers
- Spanish-language newspapers available to all subscribers
- over eighty magazines including *AARP The Magazine*
- Associated Press (national and state) and United Press newswire service updated every hour
- the capability of delivering a newspaper via email directly to a subscriber's inbox
- local TV listings
- jobs listings (USAJOBS in 2016)
- retail ads (Target added in 2011)
- emergency weather alerts, including weather forecast
- availability twenty-four hours a day, seven days a week with local as well as toll-free access

Service is available on NFB-NEWSLINE Mobile, iPhone app, an Amazon Alexa skill added in November 2019, and Android added in June 2025.

Through the Commonwealth's partnership with NFB-NEWSLINE, a subscriber can choose that day's, the previous day's, 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.

Get NFB-NEWSLINE Using Amazon Alexa:

Now you can access NFB-NEWSLINE hands-free on any product that is Alexa capable. This even includes the Windows 11 app and the Alexa smartphone app that can function without the use of an Echo or an Echo Dot.

Enable the skill by saying, "Alexa, open National Federation" and log in to NFB-NEWSLINE with your voice. Use Alexa to help guide you through the steps and navigate your favorite publications. Many of the same options that are available through web and telephone are available as commands for Alexa as well. Alexa can store your favorites, email you articles, alter the reading voice, volume, or speed, and much more. Simply say, "Alexa, ask National Federation" and then the desired command to use the service.

NFB-NEWSLINE Pennsylvania Participating Newspapers:

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- *The Morning Call* – Allentown
- *Altoona Mirror*
- *Associated Press Pennsylvania*
- *Beaver County Times*
- *Bucks County Courier Times*
- *Butler Eagle*
- *Centre Daily Times* – State College
- *The Citizens' Voice*
- *Daily American*
- *Erie Times News*
- *The Evening Sun* – Hanover
- *Harrisburg Magazine*
- *The Intelligencer*
- *LNP Lancaster Online*
- *Lebanon Daily News*
- *Patriot News*
- *Philadelphia Daily News*
- *The Philadelphia Inquirer*
- *Pittsburgh Post-Gazette*
- *Pittsburgh Tribune Review*
- *Pocono Record*
- *Republican Herald*
- *Sharon Herald*
- *Standard Speaker*
- *Reading Eagle*
- *The Times Tribune*
- *The Times Leader* – Wilkes-Barre
- *Williamsport Sun-Gazette*
- *York Dispatch*

New Content:

Several new items were added to NFB-NEWSLINE including all of the convention materials for the National Federation of the Blind's annual convention and the American Council of the Blind's convention. Convention materials include the full agenda and registration information.

Twenty-two new publications have been added to the service as well:

- *All Politics Now* – Breaking News Online
- *Baltimore Banner* – Maryland
- *Bedford Gazette* – Pennsylvania
- *Corvallis Gazette-Times* – Oregon
- *Courthouse News Service* – Breaking News Online
- *Daily Montanan* – Montana
- *Danville Register and Bee* – Virginia
- *Gettysburg Times* – Pennsylvania

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- *Indiana Capital Chronicle* – Indiana
- *Nevada Current* – Nevada
- *New Hampshire Bulletin* – New Hampshire
- *Oregon Capital Chronicle* – Oregon
- *Safe Living 101* – Breaking News Online
- *Salem News* – Massachusetts
- *Santa Fe New Mexican* – New Mexico
- *Science News Explorers* – Kids Reading Corner
- *Source Weekly* – Oregon
- *Tennessee Lookout* – Tennessee
- *Utah News Dispatch* - Utah
- *Virginia Mercury* – Virginia
- *We-Ha* – Connecticut
- *West Hartford Life Magazine* – Connecticut

Activity Detail during the Period: July 1, 2024, to June 30, 2025

As of June 30, 2025, there were 4,892 subscribers to this service throughout the Commonwealth. All customers of the Office of Vocational Rehabilitation, Bureau of Blindness and 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 Print Disabled Program, administered by the Library of Congress and cooperating network libraries.

Content Access Frequency: 49.2 seconds

Our statistics indicate that a subscriber from Pennsylvania accessed NFB-NEWSLINE to obtain a piece of information every 49.2 seconds during the year.

Category	First Quarter FY2024 July 1, 2024, to September 30, 2024	Second Quarter FY2024 October 1, 2024, to December 31, 2024	Third Quarter FY2024 January 1, 2025, to March 31, 2025	Fourth Quarter FY2024 April 1, 2025, to June 30, 2025	Year to Date July 1, 2024, to present
Users	4,797	4,841	4,875	4,892	4,892
New Applications	39	42	40	14	136
Email Newspapers Delivered	7,026	7,780	6,829	6,506	28,141
Calls Received	19,929	17,177	17,472	17,986	72,564
State Newspapers Accessed	96,929	69,463	56,225	58,003	280,620
Television Listings Accessed	3,396	3,967	3,368	3,436	14,167
Number of Minutes	189,571	184,399	192,591	178,866	745,433
Local Call Percentage	51.10	52.88	54.75	53.89	53.14

Local Weather and Emergency Alerts	5,408	4,842	5,002	5,960	21,212
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Newspaper Usage Report

The chart below contains the names of the Pennsylvania publications along with the number of times that they were accessed between July 1, 2024, and June 30, 2025.

Content Name	First Quarter FY2024 July 1, 2024, to September 30, 2024	Second Quarter FY2024 October 1, 2024, to December 31, 2024	Third Quarter FY2024 January 1, 2025, to March 31, 2025	Fourth Quarter FY2024 April 1, 2025, to June 30, 2025	Year to Date July 1, 2024, to present
<i>Allentown Morning Call</i>	2,878	2,362	2,458	3,275	10,973
<i>Altoona Mirror</i>	1,881	1,793	2,563	2,566	8,803
<i>Associated Press Pennsylvania</i>	9,168	7,432	5,343	5,861	27,804
<i>Beaver County Times</i>	2,128	664	572	673	4,037
<i>Bucks County Courier Times</i>	2,456	1,329	986	1,070	5,841
<i>The Butler Eagle</i>	2,054	775	833	1,034	4,696
<i>Centre Daily Times</i>	2,304	477	481	618	3,880
<i>Citizens' Voice</i>	4,185	678	1,012	1,088	6,963
<i>Daily American</i>	3,239	2,238	944	947	7,368
<i>Erie Times News</i>	6,174	5,655	4,943	5,005	21,777
<i>Harrisburg Magazine</i>	1,648	208	256	305	2,906
<i>Hanover Evening Sun</i>	1,644	470	487	500	2,612
<i>Intelligencer</i>	5,779	3,155	1,281	1,362	11,577
<i>LNP: Always Lancaster Online</i>	5,670	3,637	2,968	2,391	14,666
<i>Lebanon Daily News</i>	1,774	623	776	876	4,049
<i>Pennsylvania Local Channel</i>	290	260	199	290	1,039
<i>Patriot-News</i>	1,858	847	881	1,077	4,663
<i>Philadelphia Daily News</i>	4,289	4,196	1,932	2,023	12,440
<i>Philadelphia Inquirer</i>	7,024	6,995	5,933	5,184	25,136
<i>Pittsburgh Post-Gazette</i>	8,837	8,200	5,914	6,088	29,039
<i>Pittsburgh Tribune Review</i>	11,125	12,079	9,984	8,743	41,931
<i>Pocono Record</i>	645	747	764	921	3,077
<i>Reading Eagle</i>	1,488	1,443	1,528	2,063	6,522
<i>Republican Herald</i>	255	302	315	418	1,290
<i>Sharon Herald</i>	359	425	387	544	1,715
<i>Standard Speaker</i>	1,860	380	363	520	3,123

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<i>Times Tribune</i>	806	562	912	921	3,201
<i>Wilkes-Barre Times Leader</i>	1,769	438	353	324	2,884
<i>Williamsport Sun Gazette</i>	2,232	1,011	879	1,052	5,174
<i>York Dispatch</i>	2,337	550	433	796	4,116

Actual Costs Incurred During the Period (July 1, 2024, to June 30, 2025)

Please refer to the four quarterly invoices for detail.

NFB-NEWSLINE annual service **OPERATIONAL** service fee: \$44,000 (July 1, 2024, to June 30, 2025)

The newspapers included with the annual service fee are:

- *Centre Daily Times* – State College
- *The Evening Sun* – Hanover
- *The Intelligencer*
- *Lebanon Daily News*
- *LNP Lancaster Online*
- *Patriot News*
- *The Philadelphia Inquirer*
- *Philadelphia Daily News*
- *Sharon Herald*
- *The Times Leader* – Wilkes-Barre
- *York Dispatch*

Annual newspaper service **AND DISTRIBUTION** fee: \$85,000 (July 1, 2024, to June 30, 2025)

This includes seventeen newspapers at \$5,000 each:

- *The Morning Call* – Allentown
- *Altoona Mirror*
- *Beaver County Times*
- *Bucks County Courier Times*
- *Butler Eagle*
- *The Citizens' Voice*
- *Daily American*
- *Erie Times News*
- *Harrisburg Magazine*
- *Pittsburgh Post-Gazette*
- *Pittsburgh Tribune Review*
- *Pocono Record*
- *Reading Eagle*
- *Republican Herald*
- *Standard Speaker*
- *The Times Tribune*
- *Williamsport Sun-Gazette*

Marketing and outreach: \$50,000 (July 1, 2024, to June 30, 2025)

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Marketing and outreach tasks will consist of the following: subscriber registration and follow-up, including the distribution of materials needed for instruction for new subscribers in print, Braille, or audio format; the distribution of brochures and other promotional materials at community events and exhibits; and the staffing of a help desk to answer calls from subscribers and those requesting NFB-NEWSLINE information and materials. Additionally, administration of the state specific channel for Pennsylvania and posting of items of interest to the blindness community in the commonwealth will be included in this fee.

Annual Unlimited Nationwide Direct Inward Dial Telecommunications Access fee: \$4,000 (July 1, 2024, to June 30, 2025)

A pro-rated fee assessed to each state for NFB-NEWSLINE telecommunications service.

One time setup for *Bedford Gazette*: \$5,000 (June 24, 2025)

One time setup for *Gettysburg Times*: \$5,000 (June 24, 2025)

Total invoice: \$193,000 (July 1, 2024 - June 30, 2025)

Submitted by:

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