

ATC COMMUNICATIONS

MAKING COMMUNICATIONS SIMPLE

June 2017

Nebraska Relay Makes Telecommunications Accessible for Nonstandard Phone Users

What is Nebraska Relay? Nebraska Relay is a free, completely confidential 24-hour public service that makes the use of a telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deaf-blind, speech-disabled, and hearing.

How does Nebraska Relay work? The person dials the toll free Nebraska Relay number and gives the communications assistant (often abbreviated as the CA) the area code and number of the person receiving the call. An example of Nebraska Relay service is a highly trained CA voices the typed by the TTY (text telephone) user and types the spoken comments by the other person back to the TTY user. Nebraska Relay provides several options to meet the needs of people who do not use the standard telephone.

How to connect to Nebraska Relay

Dial: 7-1-1*

TTY: 1-800-833-7352

Voice: 1-800-833-0920

ASCII: 1-888-696-0629

Voice Carry-Over: 1-877-564-2481

Hearing Carry-Over: 1-800-833-7352

Speech-to-Speech: 1-888-272-5527

Spanish-to-Spanish: 1-888-272-5528

Spanish-to-English: 1-877-564-3503

**Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. The above 800 numbers can be dialed when not able to get through to 7-1-1.*

CapTel- free captioned phone service CapTel, short for captioned telephone, users place calls in the same way when dialing with a standard telephone. Utilizing voice recognition technology that displays verbatim captions of the conversation on screen of a telephone or computer screen, the CapTel user can hear and read what the other person is saying.

How do I apply for specialized telephone equipment? The Nebraska Specialized Telecommunications Equipment Program (NSTEP) provides a qualified applicants (proof of a disability that makes using a standard telephone difficult or impossible) with vouchers to purchase assistive telephone equipment. A person can apply for a voucher by visiting www.nebraskarelay.com/nstep or calling 1-800-526-0017 voice/TTY or the Nebraska Commission for the Deaf and Hard of Hearing at 1-800-545-6244.

Learn more about Nebraska Relay

Website: www.nebraskarelay.com

Customer Service: 1-800-676-3777 (TTY/Voice/ASCII)

Spanish Customer Service: 1-800-676-4290 (TTY/Voice/ASCII)

CapTel Customer Service: 1-888-269-7477 (Voice/CapTel/TTY)

CapTel Spanish Cust. Service: 1-866-670-9134 (Voice/CapTel/TTY)

Sprint TTY Operator Service: 1-800-855-4000

Services supported by surcharge

A few cents per telephone bill surcharge makes Nebraska Relay services possible for the citizens of Nebraska. Sprint is the provider of the relay services for Nebraska.

Do-Not-Call Notification

The Federal Communication Commission (FCC) and Federal Trade Commission (FTC) share the responsibility of enforcing the National Do-Not-Call list. The FCC requires that all telecommunications carriers that provide Local Exchange Service to notify their subscribers of their rights as they relate to the Do-Not-Call rules. You have the right to give or revoke an objection to receiving telephone solicitations.

To register or revoke your registration, please visit their website at: www.donotcall.gov

Contact Us:

ATC COMMUNICATIONS

524 Nebraska Avenue
P.O. Box 300
Arapahoe, NE 68922

Technical Support: 866.222.7873
Billing Inquiries: 888.565.5422
Fax: 308.962.5373

BUSINESS HOURS:

8:30 a.m. - 5:00 p.m. Central time
Monday through Friday

Visit our website:

www.atcjet.net



Preparing for a power outage

Recent power outages due to storms may have us wondering about what more can we do to be prepared. If you were one of the few homes to be without power for nearly a week or more this certainly has crossed your mind. Similar to our customers ATC has had to review this multiple times over the years. Power outages can affect us differently depending on the time of year. Rain and snow can not only knock out power but also prevent us from traveling.

Generators and UPS units can provide temporary solutions to power outages. There are many types of UPS units and generators but not all are created equally. UPS units or uninterruptible power supplies are devices with batteries that allow some devices to remain powered up during power outages for generally an hour or two. They also protect against high and low voltage inputs which can also be a problem for electronics. UPS units come in different sizes measured in Watts. Checking to see what devices are being used will determine the correct UPS unit size. Since electronics are very susceptible to damage from varying voltage levels it is recommended to put them on computers, flat screen TV's, video players and your internet modem device. This way you will still have power for your internet device and TV if you want to keep up to date on weather or stay in contact with friends and family. The UPS unit will maintain the devices powered up but only for a short time depending on the wattage of devices, size of the UPS unit and the quality of its batteries.

If you are fortunate enough to have a generator, you will have a much longer run time than UPS units alone. However, we recommend you have a UPS unit even if you have a generator as not all generators provide clean power for all electronics. The UPS unit will protect them from the variation and some UPS units can boost or trim the voltage to get it within a safe range on the output ports for the electronics. Generators also have a variety of sizes measured in volts and watts.

We recommend contacting a licensed electrician to discuss your plans so that they could give you the best recommendation. They would likely have to do the installation of a transfer switch to safely transfer power from the generator to your household.

ATC Communications strives to provide our customers with up to date Internet, Telephone and Cable services. We appreciate your patience and understanding during the recent storms and power outages.

Nebraska Telephone Assistance Program

The Nebraska Telephone Assistance Program (NTAP) assists qualifying low-income individuals with keeping telephone services affordable by lowering monthly service rates. Individuals can qualify for NTAP by participating in Medicaid, Supplemental Nutrition Assistance Program (SNAP), Children's Health Insurance Programs (CHIP), Supplemental Security Income (SSI), Veterans Pension Benefit/Survivors Pension Benefit, Federal Public Housing, or if household income is at or below 135 percent of the poverty level.

What is NTAP?

- NTAP assists qualifying low-income individuals with obtaining and keeping telephone service by lowering monthly service.
- NTAP reduces the cost of local phone service by up to \$12.75 per month on one landline/wireless phone bill or provides minutes to your eligible cellular phone service. Some telephone companies do not participate with this program. The discount will appear as a credit on your monthly telephone bill or minutes will be uploaded to your account. No cash or checks will be distributed. The telephone bill must be in the name of, or contain the name of, the applicant.

Who is eligible for NTAP?

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) Supplemental

- Security Income (SSI)
- Federal Public Housing Assistance
- Children's Health Insurance Programs (CHIP) Veterans Pension Benefit/Survivors Pension Benefit Income at or below 135% of poverty level

How do I apply or receive an application?

Call the Nebraska Public Service Commission at:

(402) 471-3101 (Lincoln); (800) 526-0017 (Nebraska Only)

or

Mail your request to:

NTAP PO Box 94927 Lincoln, NE 68509-4927

or

Print off an application form from here:

www.psc.nebraska.gov/ntips/ntips_ntap.html

When you have filled out the application, mail COMPLETED application form to:

NTAP
PO Box 94927
Lincoln, NE 68509-4927