

## **CTAP FAQs**

As a consumer, you may have questions about the CTAP, special telephone equipment, and how CTAP provides services to consumers. To learn more about CTAP, choose from the following frequently asked questions:

### **1. *What is the Deaf and Disabled Telecommunications Program (DDTP)?***

The Deaf and Disabled Telecommunications Program (DDTP) is a California State-mandated program administered by the California Public Utilities Commission (CPUC). The DDTP has two components: the California Telephone Access Program (CTAP) which provides assistive telephone equipment, and the California Relay Service (CRS).

### **2. *Why did the CPUC establish CTAP?***

The authority for the program rests with three different legislative statutes, SB 597, SB 244, and SB 60, which mandate that the California Public Utilities Commission (CPUC) provide equipment and services at no cost to people with disabilities to enable them to use basic telephone service.

### **3. *What is CTAP's goal or primary purpose?***

The primary goal of the program is to provide specialized telephone equipment and services to Californians who have disabilities so they have equal access to basic telephone service.

### **4. *How much do I have to pay for the specialized telephone equipment?***

The equipment is free of charge to eligible customers approved in our program.

## **5. How is the program funded?**

The program is funded by a small surcharge that appears on all monthly telephone bills in California. The surcharge is a percentage of intrastate charges. Each telephone company in California, including local, long distance, cellular and radio carriers, and resellers, assess and collect the surcharge monthly from their customers and remit the surcharge revenues to the State Treasury.

## **6. Can anyone in California get a free special telephone?**

No. To be eligible to receive free specialized telephone equipment through our program, the person **MUST**:

- Live in California
- Have telephone service at their residence
- Be certified as having one or more of the following disabilities:
  - Deaf/Deafened
  - Cognitive
  - Hard of Hearing
  - Mobility
  - Blind/Low Vision
  - Speech

## **7. Does the telephone service at my residence have to be in my name?**

No. Your residence must have telephone service, but it does not need to be in your name.

## **8. How do I get certified as having a disability?**

A certification form must be signed by an Authorized Certifying Agent verifying your disability. Authorized Certifying Agents certify only those individuals whose impairment(s) make it difficult to use the telephone.

Certifying Agents Authorized by legislation and/or the CPUC are:

- CA Licensed Physicians (MD) - can sign for people with any disability.
- CA Licensed Clinical Audiologist – may only sign for people who are deaf or hard of hearing.
- CA Licensed Hearing Aid Dispenser - must have the customer record on file, and may only sign for people who are deaf or hard of hearing.

- CA Licensed Optometrist - can sign only for people who are blind or partially-sighted.
- CA Department of Rehabilitation Counselor (VRC or RCD) – can sign for people with any disability.
- Superintendent or school audiologist at the California School for the Deaf in Riverside & Fremont – may only sign for present students who are deaf or hard of hearing
- Veterans Administration Physician – may sign for people with any disability

## 9. ***How do I get a application form?***

In order to view the application form, you must download Acrobat Reader 8.0 which includes a PDF Read Out Loud tool.

A person can get a application form in the following ways:

Print an [Application Form](#) from this website

- [Call the Call Center and request a application form](#)

Fax: (800) 889-3974

English TTY: (800) 806-4474 Voice: (800) 806-1191

Hmong Voice: (866) 880-3394

Cantonese Voice: (866) 324-8754

Mandarin Voice: (866) 324-8747

Call Center hours of operation are : Monday - Friday 7am to 9pm, Saturday 9am to 5pm

Visit any one of the seven [CTAP Service Centers](#)

- [Attend a CTAP Outreach Event](#)

Contact the CTAP [Consumer Affairs](#) department

## 10. ***What happens once my application is approved?***

Once the application form is approved, we will send a **CTAP Call Me Letter** requesting that you contact us at our CTAP Call Center . A customer's needs are then determined and matched with the appropriate equipment and services. If needed, the customer can be trained in the use of the equipment and services. Sometimes a combination of equipment

and services are needed together to enable the customer to use the telephone. (See question 17 for information regarding services available.)

### **11. *What happens at Outreach Events?***

Outreach Specialists attend various events around the state to speak to groups about CTAP. They provide training on the use of our equipment and use of the California Relay Service (CRS). A typical presentation will include a comprehensive equipment display, an overview of CRS and STS (Speech to Speech), an explanation of the eligibility and application process, and distribution of literature (CTAP, CRS, STS brochures, promotional items with Call Center information, etc.).

### **12. *What is an in-home Field Visit?***

Any customer who is unable to go to a Service Center may be eligible to receive a Field Visit at home. A Field Advisor will contact the customer to discuss options for the customer and if necessary, makes the appropriate arrangements to provide training or equipment selection.

### **13. *Who qualifies to receive a Field Visit?***

- [A customer who may be eligible for a Telebraille or a Remote Control Telephone \(RC200\)](#)
- [A customer who requires training and is not able to come into a Service Center](#)
- [A customer who has tried different types of equipment and is still not satisfied.](#)
- [First time equipment users of complicated equipment such as programmable memory](#)

### **14. *What type of equipment is available to CTAP customers?***

- [Amplifiers](#)
- [Braille TTYs](#)
- [Fax Machines](#)

### **15. *Headsets***

- [Ring Signal Devices](#)
- [Speech Devices](#)
- [Switches](#)
- [Special Telephones](#)
- [TTYs](#)
- [Accessories](#)

**16. What kind of network services does CTAP provide which assist customers with using the telephone?**

Some network services are available at no cost to certified CTAP customers with certain disabilities who need them in order to have access to regular telephone service. These services may include:

- [Speed Dial 8](#)
- [Speed Dial 30](#)
- [Three-way calling](#)

These services are actually provided by the customer's local telephone company, but CTAP directly reimburses the telephone company for the cost of the service. Your local telephone company may offer you discounts on other services, such as, Operator Assisted Dialing and Directory Assistance Exemption.

**17. Do all CTAP customers receive free network services?**

No. Only certain CTAP customers can receive Three-Way Calling, Speed Dial 8, or Speed Dial 30 free of charge through our program. Generally, only CTAP customers who have low vision, mobility, and/or cognitive certifications can receive Speed Dial 8 or Speed Dial 30. Three-way calling is available to consumers with speech and motion disabilities.

**18. Can I get specialized telephone equipment for my kitchen and one for my bedroom?**

No. A customer certified in our program is eligible to receive only one amplified telephone, TTY, or specialized telephone equipment for use at home.

**19. Do businesses qualify for CTAP equipment?**

California non-profits, state agencies and some educational institutions may be eligible to receive TTY equipment under Assembly Bill 3369 and Senate Bill 227 but would not qualify for other program equipment. However, we can provide the names of companies who sell equipment similar to what we offer that can be purchased. It is important to remember that under the 1990 Americans With Disabilities Act, many employers are responsible for providing this equipment to their employees.

Under Assembly Bill 3369 the following agencies qualify for TTY Equipment:

- [Private, non-profit](#)
- [Non-tax supported](#)

- Serving Deaf and/or Hard of Hearing customers on more than an incidental basis  
(at least 10% of the people serviced by the agency are TTY users)

Under Senate Bill 227 the following agencies qualify for TTY Equipment:

- State agencies having public contact
- Public schools/colleges/universities (eligibility to be determined on a case-by-case basis: schools must demonstrate that their requests go beyond their own obligation to meet the needs of people with disabilities under ADA guidelines).
- Schools for the Deaf
- Schools that have programs for students who are deaf or hard of hearing
- Certain organizations (as determined by the California Public Utilities Commission) under contract with the Department of Rehabilitation and Social Services

If you have further questions, please contact the CTAP Call Center:

- Fax: (800) 889-3974
- English TTY: (800) 806-4474 Voice: (800) 806-1191
- Hmong Voice: (866) 880-3394