



**California Phones**  
Keeping you connected.



**CRS**  
California Relay Service  
The power to connect us all



**California Telephone  
Access Program**



**Speech  
To  
Speech**  
California Relay Service

[www.ddtp.org](http://www.ddtp.org)

Programs of the California Public Utilities Commission  
Deaf and Disabled Telecommunications Program

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***CTAP Wireless Equipment  
Distribution Program Factsheet***

***The purpose of this factsheet is to provide CTAP customers with information about cell phones offered by CTAP, service plans, and wireless industry terminology.***

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***February 6, 2013***

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## Cell Phones Offered by the California Telephone Access Program

California Telephone Access Program (CTAP) cell phones are available to eligible customers at no cost; however, customers are responsible for monthly service plans and other charges, including activation fees. [See **page 4** for Jitterbug-associated costs and **page 6** for Blackberry-associated costs] CTAP currently offers the Jitterbug by GreatCall and the Blackberry on the Sprint Network to CTAP customers who are eligible for a cell phone.

**The Jitterbug** is beneficial to customers who are blind, low vision, hard of hearing, mobility disabled, or cognitively disabled.

**The Blackberry** is beneficial to customers who are deaf, late deafened, hard of hearing, or speech disabled.

### Jitterbug

Available to Californians who are CTAP-certified as **blind, low vision, hard of hearing, mobility disabled, or cognitively disabled.**



## Rate Plans for the Jitterbug (Voice Plans)

<b>Plan</b>	<b>Monthly Rate</b>	<b>Monthly Anytime Minutes</b>	<b>Free Services &amp; Apps Included</b>
Basic 14	\$14.99	50	Daily Health Tips Calendar  Live Nurse
Basic 19	\$19.99	200	Daily Health Tips Calendar  Live Nurse  Voicemail
Premium 29	\$29.99	700	Daily Health Tips Calendar  Live Nurse  Voicemail
Premium 39	\$39.99	1500	Daily Health Tips Calendar  Live Nurse  Voicemail  The Wellness Call

Premium 59	\$59.99	2500	Daily Health Tips Calendar  Live Nurse  Voicemail  The Wellness Call
Simply Unlimited	\$79.99	Unlimited Minutes + Unlimited Text	Daily Health Tips Calendar  Live Nurse  Voicemail  The Wellness Call  Operator Assistance

***The monthly service plan does not include applicable taxes. The rate plans are subject to change.***

**There is no credit check, contract, or cancellation (service termination) fee for Jitterbug.**

**Services and Applications Descriptions**

**Daily Health Tips:** You will receive text messages from the American Heart Association with helpful information about exercising, eating right, and living a heart-healthy lifestyle. You can opt out to no longer receive these free text messages.

**My Calendar:** The calendar will conveniently keep track of significant dates right on the Jitterbug.

**Live Nurse:** You will have 24-hour cell phone access to live, registered nurses in English or Spanish.

**Voicemail:** You can receive password-protected messages on your cell phone.

**The Wellness Call:** You will receive motivational weekly 4-5 minute calls to improve your wellbeing with techniques to help with stress, sleeplessness, and more. You may opt out to no longer receive these messages.

**Operator Assistance:** You can dial “0” to reach 24-hour Jitterbug Operators. Operators can update your phonebook, look up residential, business, or government phone numbers, and place calls for you to anyone within the United States.

**If you have any questions about the Jitterbug cell phone or service plan you can contact GreatCall:**

Customer Care: 1-800-733-6632

Web site: [www.greatcall.com](http://www.greatcall.com)

### Blackberry Curve 9350

**Available only to Californians who are CTAP-certified as deaf, late deafened, hard of hearing, or speech disabled.**



## **Sprint Relay Unlimited Data-Only Plan for \$39.99 per month plus applicable taxes**

The plan includes

- Unlimited e-mail
- Unlimited Internet access
- Unlimited Instant Messaging (IM)
- Unlimited domestic text messaging (SMS) including Picture mail
  - Video text messages are not included
- Incoming voice calls are blocked and may be removed by contacting video customer service ([VCS@sprint.com](mailto:VCS@sprint.com)).
  - If the incoming call block is removed, you will be billed at a rate of \$0.20/min for local voice calls or \$0.40/min for long distance voice calls.
  - **NOTE: 9-1-1 will not be blocked**
- **Voice calls are not included**

**There is no activation fee or contract. Sprint requires a credit check. The data-only plan is subject to change.**

**If you have any questions about the Blackberry cell phone or service plan you can contact Sprint:**

Blackberry Service/Billing Support: [vcs@sprint.com](mailto:vcs@sprint.com) or 1-800-927-2199

For Blackberry product support, please email [vcs@sprint.com](mailto:vcs@sprint.com). Sprint Representative will respond to you via email or direct Video Phone

Web site: <http://www.sprintrelaystore.com/>

### **Calling 9-1-1 from your cell phone**

With a landline phone, the 911 dispatch center gets the caller's physical address so the response time is faster. With a cell phone, the 911 dispatch center gets latitude and longitude information from the cell phone carrier that may provide only a general indication of the caller's location. That information is not usually specific enough for rescue personnel to deliver assistance to the caller quickly unless provided with a physical address to the 911 operator.

## Tips for calling 9-1-1 from your cell phone

(From the FCC Web site)

Consumers making a 911 call from a wireless phone, please remember the following:

1. Tell the emergency operator the location of the emergency right away.
2. Provide the emergency operator with your wireless phone number, so if the call gets disconnected, the emergency operator can call you back.
3. Public Service Answering Points (PSAPs) currently lack the technical capability to receive texts, photos, and videos.
4. If your wireless phone is not “initialized” (meaning you do not have a contract for service with a wireless service provider), and your emergency call gets disconnected, you must call the emergency operator back because the operator does not have your telephone number and cannot contact you.
5. Refrain from programming your phone to automatically dial 911 when one button, such as the “9” key, is pressed. Unintentional wireless 911 calls, which often occur when auto-dial keys are inadvertently pressed, cause problems for emergency call centers.
6. If your wireless phone came pre-programmed with the auto-dial 911 feature already turned on, turn this feature off. Consult your user manual for instructions.
7. Lock your keypad when you’re not using your wireless phone. This action prevents accidental calls to 911.
8. Consider creating a contact in your wireless phone’s memory with the name “ICE” (in Case of Emergency), which lists the phone numbers of people you want to have notified in an emergency.

## How to Avoid Unwanted Telemarketing Calls

(From the California Public Utilities Commission Web site)

The California Public Utilities Commission reminds consumers to register their cell phone numbers and their home phone numbers with the **National Do Not Call Registry** if they do not wish to receive telemarketing calls. Recent improvements have been made and now telemarketers have been ordered by the FCC to update their lists every 31 days, bringing swift relief to consumers. The blocking does not apply to calls from political organizations, charities,

telephone surveys, calls from companies with which you have an existing business relationship, or those to whom you have given express agreement in writing to receive their calls.

To opt out from telemarketing calls: **Call this number from your phone 1-888-382-1222**, or use the online form: <https://www.donotcall.gov/register/reg.aspx>. By taking either action, your phone will be placed on the Do Not Call Registry for five years.

The Federal Trade Commission (FTC) manages the Do Not Call Registry and most calls from telemarketers should stop after your number has been on the registry for 31 days. If the calls do not stop after 31 days, you may file a complaint on the FTC Web site at: <https://www.donotcall.gov/default.aspx> or call: 202-326-2222 or write to: Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580

## Cell phone and service plan terminology to know before getting a CTAP cell phone

### CTAP Cell Phones

CTAP Cell Phones are specialized cell phones (wireless equipment) available to eligible California residents at no cost. However, customers are responsible for service charges related to the cell phone. The CTAP cell phone is “on loan to you” until you can no longer benefit from the cell phone.

### Air time

Air time is time spent communicating on a cell phone. The time is tracked by service providers to determine billing charges. Air time minute usage **includes both incoming and outgoing calls**. Most carriers charge for a whole minute even if only part of a minute is used.

If you frequently speak to friends and family, a landline phone would probably be more economical. Landline service plans tend to have a single flat monthly rate no matter how long you talk on the phone for local calls, any incoming calls, and toll-free numbers. Cell phones come with limited minutes and both incoming and outgoing calls utilize cell phone minutes, unless you decide to get an unlimited-minute plan, which can be expensive.

- **Anytime minutes**

Anytime minutes are minutes that can be used anytime and anywhere on Wireless Carrier's network

## Activation

Activation is making a cell phone active on a cell phone network. It is the process that links a specific cell phone to a specific customer account and phone number.

Activation requires configuration on the network side, for the network to recognize that specific phone as belonging to the customer. Activating a phone is generally specific to Code Division Multiple Access (CDMA) phones. Global System for Mobile Communications (GSM) phones do not need to be activated. [See **pages 12 & 13** for GSM and CDMA explanation]

## Service Plan

A Service Plan is the package of services offered by wireless service providers that includes the activation, monthly charges, per-minute air time charges, roaming terms, local service area, as well as additional services (such as voicemail, data, or international roaming).

Types of service plan:

- **Prepaid Service Plan**

With a prepaid service plan, cell phone minutes and additional services are purchased in advance of use. With most prepaid cell phone plans, there are no contracts to sign, no monthly bills, no long-term commitments, and no credit checks.

GreatCall and Sprint do not offer any prepaid service plans for Jitterbug and Blackberry respectively.

- **Post-Paid Plan**

With a post-paid service plan, a carrier's services are billed on a monthly basis, based on either the terms of a contract or on the amount of services used. Most cell phone subscriptions are of the post-paid type and not all post-paid customers are required to sign a service agreement. GreatCall is an example of a post-paid service provider that does not require a contract or credit check. [See **page 4** for Jitterbug service plans]

- **Data-Only Plan**

Wireless carriers offer data-only plans to people who are deaf, hard of hearing, or speech disabled and may not use voice features. Wireless carriers offer both **limited data** and **unlimited data** plans for Internet and e-mail and the prices vary depending on the data usage or the plan you select. **Sprint currently offers unlimited data usage for Internet and e-mail for the Blackberry provided by CTAP for \$39.99 plus taxes.** The data-only plan does not come with any voice minutes and the wireless carrier may block incoming voice calls. [See **page 6** for the Blackberry data-only plan]

### Coverage Area

The geographic area within which a cell phone can be used to make and receive calls using the carrier's network or partner networks is the coverage area.

The Coverage area may vary from region to region. For instance, there may be no or very little wireless coverage in communities like Humboldt Hill, Ukiah, and Chorro. You will need to check the network coverage in your area with the service provider **before** you subscribe to a service plan.

### Annual Contract

Most service carriers require customers to sign a one-year or two-year service agreement or contract.

**As a CTAP customer, you are not required to sign a contract with GreatCall or Sprint.**

### Termination/Cancellation Fees

This is a fee charged for terminating/cancelling a service agreement before the end date of the agreement.

**As a CTAP customer, you will not be charged early termination or cancellation fees with GreatCall or Sprint.**

### Phone Number Portability

You may keep your existing cell phone number when you change service providers. If you wish to keep your existing wireless number for the Jitterbug or the Blackberry from CTAP, here's what to do:

1. Do not terminate your service with your existing service provider before initiating service with GreatCall or Sprint.
2. Be prepared to provide GreatCall or Sprint with your 10-digit phone number, customer account number, and zip code.
3. If you have a contract/service agreement, you may be required to pay an early termination fee under your existing service provider. Please check your service agreement terms before porting your cell phone number. Under the FCC's "local number portability" rules, your old company may not refuse to port your number, even if you owe money for an outstanding balance or termination fee.
4. It can take 1 – 4 business days to port your existing cell phone number to the new service provider.

### **Hearing Aid Compatibility**

A cell phone is hearing aid compatible if it provides *internal* means for effective use with hearing aids that are designed to be compatible with cell phones that meet the FCC's technical standard for hearing aid compatibility.

M-Ratings: cell phones rated M3 or M4 meet the FCC technical standard for hearing aid compatibility and are likely to generate less interference to hearing devices than cell phones that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Wireless devices rated T3 or T4 meet the FCC technical standards for T-switch compatibility and are likely to be more usable with a cell phone's telecoil ("T Switch" or "Telephone Switch") than unrated wireless devices. T4 is the better/higher of the two ratings.

Most phones that are rated T3 also have an M3 rating. Similarly, most phones rated T4 also have an M4 rating.

### **Bluetooth**

Bluetooth technology allows you to pair your cell phone with a wireless headset and communicate via the headset, not requiring you to bring your cell phone near your mouth.

### **Voice Dialing**

The voice-dial feature lets you dial a number from your cell phone's phone book without entering numbers manually or manually choosing it from your phone book. There are two types of voice dialing: **speaker-dependent**, where you have

to record a name for the phone number when entered in your phone book and **speaker independent or voice recognition** where you don't have to record a name. You can say a name stored in your phone book and the phone will automatically match the number and dial. **Jitterbug offers the voice-recognition feature.**

## **Applications**

Applications or Apps are software programs (like the ones installed in a computer) that are preinstalled in smartphones like Blackberry or can be downloaded from mobile app stores. Applications allow you to do things like check e-mail, listen to the radio, and play games other than just using the cell phone to make phone calls. There are thousands of applications that can be downloaded for free or a fee.

Blackberry users can download applications like Instant Messaging, Facebook, and GPS from Blackberry App World. Please contact **Sprint** if you need help downloading applications to your Blackberry from CTAP.

Jitterbug users please note that Jitterbug is not a smartphone and you cannot download any applications, except the ones available through GreatCall. If you have any questions about Jitterbug applications, please contact GreatCall.

## **Global System for Mobile Communications (GSM)**

AT&T and T-Mobile operate on GSM technology. The most visible feature of GSM is a SIM card. SIM cards are removable, stamp-sized smart cards that identify the user on the network, and can also store information such as phone book entries. SIM cards allow users to switch phones by simply swapping their SIM card from one phone to another.

Although GSM and CDMA provide similar basic features and services to end-users (such as voice calling, text messaging, and data services) they operate very differently technically. This makes GSM phones completely incompatible with CDMA networks, and vice-versa.

### **Subscriber Identity Module (SIM) card**

A SIM card is a small, stamp-sized "smart card" used in a GSM phone. The SIM card contains a microchip that stores data that identifies the user to the carrier. The SIM can also store phone book information - phone numbers

and associated names. The SIM card, typically located under the battery, can easily be removed and placed into another phone. This will cause the new phone to instantly operate using the subscriber's existing phone number and account.

### **Code Division Multiple Access (CDMA)**

CDMA is a digital wireless technology. Sprint and Verizon Wireless operate on CDMA technology.

### **Locked Phone**

A "locked" cell phone can only be used with a specific carrier; it cannot be used with another carrier's service. Jitterbug and Blackberry cell phones provided by CTAP are examples of locked phones and can only be used with their respective wireless carriers.

### **Unlocked Phone**

An "unlocked" cell phone is a cellular telephone handset that can be used with more than one service provider making it easy for a user to switch from one cellular network to another.

## **Have More Questions?**

You may contact:

### **GreatCall for Jitterbug-related questions**

Voice: 1-800-733-6632

Web site: [www.greatcall.com](http://www.greatcall.com)

### **Sprint for Blackberry-related questions**

VRS (Before CTAP approval): 1-973-323-2839

Billing/Technical Support: 1-800-927-2199

Email: [vcs@sprint.com](mailto:vcs@sprint.com)

Web site: [www.sprintrelaystore.com](http://www.sprintrelaystore.com)

### **CTAP for Program-related questions**

Voice: 1-800-806-1191

TTY English: 1-800-806-4474

Email: [customercare@ddtpca.org](mailto:customercare@ddtpca.org)

Web site: [www.ddtp.org](http://www.ddtp.org)

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## **Other Sources**

You may also visit the **AccessWireless.Org** Web site for general questions related to cell phones and services.

Web site: [www.accesswireless.org](http://www.accesswireless.org)