

TELSTRA

IT'S HOW WE CONNECT

DISABILITY EQUIPMENT PROGRAM

D036 JAN 11

TELEPHONES

TELEPHONES AND ACCESSORIES AVAILABLE

There's a range of different phones and accessories available, so have a look through the following pages to find out more.

T1000S standard rental phone

Ideal if you have difficulty hearing the phone ring or hearing the other person on the phone.

What does it offer?

- Adjustable hearing volume control (four different settings)
- Adjustable ring volume (minimum and maximum settings)
- In-built hearing aid coupler
- 10 one-touch memory buttons
- Telstra Voice Assistant button (1#) to help you control some phone features using your voice.

Big Button/Multi Purpose Phone

Perfect if you have difficulty holding a telephone handset, reading or dialling the numbers on your telephone, or making yourself heard on the phone.

What does it offer?

- Large print and large button keypad
- Handsfree speaker that activates by touching any button on the keypad
- Three one-touch and 10 two-touch memory buttons for frequently called numbers
- Adjustable ring volume and pitch
- Adjustable volume control to help you hear the other person
- Adjustable voice aid to help your caller hear you
- In-built hearing aid coupler
- Flashing light for incoming calls
- Additional port so that you can add a single, external switch if you have difficulty dialing on the phone.

Cordless phone

If you have difficulty getting to the phone in time, this phone may suit you.

What does it offer?

- Handset range of up to 50 metres indoors and 300 metres outdoors
- Adjustable ring volume and adjustable hearing volume control with volume boost
- In-built hearing aid coupler
- Large backlit key-pad buttons
- Handsfree ability

- Backlit Liquid Crystal Display (LCD) shows dialed numbers and numbers stored in memory, also displays call timer
- 100 name and number phonebook
- SMS capable
- Calling Number Display with 20 number call list.

ACCESSORIES

Extension ringer

If you have difficulty hearing the phone, the extension ringer will amplify the ring volume of your phone.

What does it offer?

- Adjustable ring pitch and volume
- Plugs into any phone socket, no battery required
- Adjustable on/off settings
- Flashing light.

Cochlear Implant Telephone Adaptor

If you have a Cochlear Implant, the Cochlear Implant Telephone Adaptor has been designed to help you use a standard telephone handset. The adaptor gives you a direct connection from your speech processor to the telephone.

What does it offer?

- Helps to cut out background noise and interference
- Models to suit body-worn speech processors and behind-the-ear speech processors.

Please consult your audiologist or Cochlear Implant Centre for advice on which telephone adaptor will suit your Cochlear Implant.

Visual signal alert

If you are deaf or have difficulty hearing the phone ring, the visual signal alert can assist you to see when the phone is ringing. The visual signal alert is used in conjunction with incandescent or new high efficiency lamps to show you when you have an incoming call.

What does it offer?

- Flashes a lamp in sequence with incoming telephone ring (lamp not supplied by Telstra)
- Easily connected to a standard telephone socket and a standard power socket
- Adjustable on/off settings.

TELETYPEWRITERS

TELETYPEWRITERS (TTY) AVAILABLE

Teletypewriters (TTYs) allow you to send and receive text messages over the telephone voice network in 'real time'. TTYs provide you with the flexibility to conduct text to text conversations with other TTY users, or to use the National relay Service – on 133 677 – to conduct text to voice calls with people who don't have a TTY.

Our Disability Equipment Program has a range of models to suit your needs.

Superprint 4425™

The Superprint is a TTY with built-in printer and other features to make communication easier for people who are deaf.

What does it offer?

- Visual signal alerts you to incoming calls
- Turbo code communication that sends and receives as fast as you can type
- Voice announcer to tell callers to use a TTY or dial the relay service and gives the relay number
- Auto answer to answer calls while you are gone and plays back messages when you return or when you call from another TTY
- 32k memory – enough to save hundreds of memos and telephone numbers
- Normal, bold or wide print sizes.

ACCESSORIES

Uniphone 1150™

The Uniphone combines an amplified telephone with a TTY and is recommended for people with speech impairment and households with both deaf and hearing impaired members.

What does it offer?

- Telephone handset includes a hearing aid inductive coupler
- Visual signal to alert you to incoming calls
- TTY messages when you are unavailable
- Built-in memory to remember your TTY conversation
- ASCII code to enable Uniphone to communicate directly to a computer modem
- Voice Carry Over and Hearing Carry Over capability.

Braille and Large Visual Display TTYs

TTYs with a Braille display pad (a Braille TTY) or with a Large Visual Display unit (a LVD TTY), are available under our Disability Equipment Program for customers who are deaf, blind or unable to use a standard telephone or TTY.

For more information, including how to apply for a Braille or Large Visual Display TTY, please contact our Disability Enquiry Hotline on:

FREECALL™ 1800 068 424* (Voice)

FREECALL™ 1800 808 981* (TTY)

FREEFAX™ 1800 814 777* (Fax)

or by email on disability@online.telstra.com.au

Note: A separate application process applies for this equipment.

WHO CAN APPLY?

To receive equipment under our Disability Equipment Program you need to:

- have a disability or impairment that means you are unable to use a standard telephone handset
- be a Telstra retail customer that has a basic phone line service with us and rent a phone from us or be an associate of a Telstra customer who has a basic phone line with us and who rents a phone from us (for example, a household member or employee in a small business).

HOW DO I APPLY?

To participate in Telstra's Disability Equipment Program, contact our Disability Enquiry Hotline for information about how to apply on:

FREECALL™ 1800 068 424* (Voice)

FREECALL™ 1800 808 981* (TTY)

FREEFAX™ 1800 814 777* (Fax)

or by email on disability@online.telstra.com.au

For many Disability Equipment Program products, our Disability Enquiry Hotline consultants are able to process your application for equipment while you are on the phone, without the need to complete an application form. If the Disability Enquiry Hotline consultant advises you that you need to complete an application form for the equipment you need, please proceed as follows.

Step 1

Complete the attached Disability Equipment Program Application Form. This also needs to be signed by the person who is the legal account holder of the Telstra account to which the equipment relates.

Please make sure you specify the difficulty you experience in using a standard telephone so we can supply you with the equipment that suits you best.

Step 2

Have your application signed and authorised by one of the appropriately qualified professionals for your disability from the list below.

- Medical practitioner (General Practitioner (GP) or Specialist)
- Audiologist
- Audiometrist
- Speech Pathologist

- Occupational Therapist
- Ophthalmologist
- Optometrist.

Step 3

Return the completed application form. Our staff at the Disability Enquiry Hotline will contact you to confirm whether your application has been approved or if they require any additional information.

WHAT DOES IT COST?

If you have one or more products under our Disability Equipment Program, you will be charged the same annual rental fee as your standard rental telephone handset.

WHERE CAN I GO FOR MORE INFORMATION?

For more information about our Disability Equipment Program and other products and services that may suit your needs, please contact our Disability Enquiry Hotline on:

FREECALL™ 1800 068 424* (Voice)

FREECALL™ 1800 808 981* (TTY)

FREEFAX™ 1800 814 777* (Fax)

or by email on disability@online.telstra.com.au

You can also find out more by visiting our online catalogue at telstra.com.au/disability/catalogue

The Department of Immigration and Multicultural Affairs provides a Translating and Interpreting Service (TIS) for non-English speakers.

If another language is required you can call TIS on 13 1450 and request to be connected to Telstra on 1800 068 424.

* A free call from most fixed phones.

™ Trade mark of Telstra Corporation Limited ABN 33 051 775 556

<Image of the text from the following paragraph translated into the following languages: Arabic, Cantonese, Greek, Indonesian, Italian, Korean, Mandarin, Spanish, Vietnamese>

To speak to us about our Disability Equipment Program in [Italian, Greek, Cantonese, Arabic, Mandarin and Vietnamese, Indonesian, Spanish, Korean] please contact the Translating and Interpreting Service (TIS) on 13 1450 and ask to be connected to Telstra on 1800 068 424.

DISABILITY EQUIPMENT PROGRAM APPLICATION FORM

Disability Enquiry Hotline Telstra Corporation limited Reply Paid 4997, Melbourne VIC 8060

For more Information phone

FREECALL™ 1800 068 424* (Voice)

FREECALL™ 1800 808 981* (TTY)

FREEFAX™ 1800 814 777* (Fax)

or email disability@online.telstra.com.au

TELSTRA USE ONLY	
Order No.	Start Date
Processed By	
Comments/Equipment	

A. CUSTOMER/APPLICANT DETAILS (PLEASE PRINT)

Note: the customer for the telephone account to which the Disability Equipment Program's charges apply may or may not be the same person as the Applicant who is participating in the Disability Equipment Program (for example, the Applicant may be a member of the customer's household).

Applicant for Disability Equipment:

Title (Mr/Mrs/Ms/Miss)

Surname

First Name

Address

Postcode

Telephone

Home ()

Business ()

Customer responsible for charges related the Disability Equipment Program equipment, if different to Applicant (that is, the legal account holder):

Title (Mr/Mrs/Ms/Miss)

Surname

First name

Address

Postcode

Telephone

Home ()

Business ()

Where possible, we prefer to contact the Applicant/Customer – if necessary someone else can be nominated as a contact person:

Name of Contact Person

Telephone

Home ()

Business ()

B. TELSTRA CUSTOMER AGREEMENT

This section needs to be signed by the Customer who is legally responsible for the Telstra account.

If this application is accepted by Telstra, *I give permission for the provision of disability equipment for use by the Applicant and I agree to pay the standard telephone handset rental charges for that equipment, which will be advised by Telstra from time to time.*

Signature of Customer

Date

Notes:

- The Disability Enquiry Hotline staff can advise of the current rental charges payable.
- If the Applicant is under 18 years of age, a legal guardian must complete this section. If the Applicant is unable to complete the form due to a disability, an agent or attorney must complete this section.

C. APPLICANT INFORMATION (PLEASE PRINT)

To assist us to process your application please provide information regarding the difficulty you experience in using the standard telephone (for example, I have difficulty holding the telephone/I cannot hear on the telephone/I cannot get to the phone in time to answer it).

Telstra treats all applications confidentially.

We will only release the information contained in the application:

- to the Equipment Management Company for the purposes of supply and maintenance of the disability equipment;
- if we are required by law to release it; or
- if we need to release it to obtain legal or accounting advice.

D. AUTHORISING PROFESSIONAL SECTION

This section needs to be completed by one of the following appropriately qualified professionals – Medical Practitioner, Audiologist, Audiometrist, Speech Pathologist, Occupational Therapist, Ophthalmologist or Optometrist.

Name of Professional

Title

Business/Employer Name

Business Address

Postcode

Telephone ()

Facsimile ()

Registration, Certificate or Membership Number

I certify that all details above are accurate and correct, and that
requires disability equipment as he/she is unable to use a standard telephone.

(name of applicant)

Signature

Date

TO RETURN THIS FORM ONCE COMPLETED

Step 1: Tear off Application Form along perforation line.

Step 2: Moisten edges where indicated.

Step 3: Fold **C** over to meet **B** (do not staple).

Step 4: Fold **D** to meet **A** (do not staple).

Then simply return this envelope to the address marked.

No postage is required if mailed within Australia.

IF UNDELIVERED PLEASE RETURN TO: GPO BOX 4997 MELBOURNE VIC 8060

Telstra Disability Enquiry Hotline

Telstra Corporation Limited

Reply Paid 4997

MELBOURNE VIC 8060

CALL FREECALL™ 1800 068 424* (VOICE),

FREECALL™ 1800 808 981* (TTY),

FREEFAX™ 1800 814 777* (FAX)

CLICK telstra.com.au/disability

If you would like this brochure on CD or in Braille please call 13 2200. If you would like this brochure in an accessible online format, please go to telstra.com.au/abouttelstra/commitments/disability-services/accessible-brochures/index.htm