



AzTEDP is a FREE program that provides a telephone device and an alerting device for ARIZONA RESIDENTS who have a:

**Combined
Vision and
Hearing
Loss**

AzTEDP
100 N. 15th Avenue, Ste. 104
Phoenix, AZ 85007
Phone: 602-542-3365
Toll free: 1-866-223-3412
Fax: 602-542-3488
aztedp@acdhh.az.gov

This packet contains:

- 1) EQUIPMENT CATALOG for CVHL.**
- 2) APPLICATION REQUIREMENTS**
- 3) REQUIRED FORMS**

Demonstrations available by appointment.

Home visits can be set up on a case-by-case basis.

Please contact our office to obtain the expanded catalog for Deaf, Speech-Impaired, and DeafBlind.

Demonstrations available by appointment.

This form helps our staff understand what your phone needs are. Please submit this FORM with your application materials.

Things to Consider Before Choosing Your Equipment

Model Features – Circle all preferences:

Caller ID screen

Speakerphone

BIG BUTTONS

Captions

Remote answering

Speed Dial

Voice-activated dialing

All phones have EXTRA LOUD adjustable built-in, ringers. If you need an extra alerting device such as a flasher or ringer, please contact us for consultation on alerting devices listed in this packet.

Available Equipment for the Hard of Hearing



Corded - Clarity Alto

Plus: The Alto Plus amplified corded telephone is for those with mild to severe hearing loss. It has up to 53 decibels of extra

volume when the AMPLIFIER IS TURNED ON. It also has a speakerphone option. It is capable of Caller ID if you are a Caller ID subscriber. There is a LOUD soft adjustable ringer with an optional visual indicator. It measures 10.4" x 8" x 4.4". It has three "One Touch Memory" buttons. It has a 4" backlit screen. Optional talking keypad.

This is NOT a captioned phone.



Cordless - Clarity XLC 3.4+: includes Caller ID screen The XLC3.4+ has up to 50 decibels of extra amplification when the AMPLIFIER IS TURNED ON. It has a loud and clear **speakerphone**, illuminated dial pad with large buttons that CAN speak the number dialed,

typically to assist visually impaired. It is capable of Talking Caller ID and has a Caller ID screen if you are a Caller ID subscriber. "Find" feature allows you to find misplaced cordless handset.

This is NOT a captioned phone.



Cordless - Clarity XLC2: no Caller ID

The XLC3.4+ is a loud amplified cordless phone featuring up to 50 decibels of extra amplification when the amplifier is **TURNTD ON**. It has a **LOUD and CLEAR speakerphone**. Illuminated dial pad with large buttons that can speak the number dialed, typically to assist visually impaired. It has Talking Caller ID capability if you are a Caller ID subscriber. "Find" feature allows you to find misplaced cordless handset.

Serene Innovations HD Amplified Telephone (HD-40P):



This phone boosts amplification up to 26+dB. It has High-Definition Sound and Digital Sound Processing technology. Use with state-of-the-art speakerphone or hearing aid-compatible handset. Nine convenient photo memory buttons for quick, one-touch dialing. Super-loud ringer and dual flashers for incoming call notification. Powered by the telephone line, no AC adapter required.

ClearSounds A1600BT:



Amplified Talking Cordless Phone with Answering Machine and Bluetooth Bundle: The A1600 Amplified Cordless Phone with Bluetooth allows

individuals who depend on their mobile phones to benefit from the full range of amplification and frequency control. If you pair and connect your cell phone to the A1600BT Amplified Cordless Phone, you can use the phones together, in these ways:

- No searching for the cell phone to place or receive a cell call on the ClearSounds phone. The cellphone must simply be within Bluetooth range of the ClearSounds base.
- Switch cell phone calls between your cell phone and Clearsounds phone.

- . Talk on the ClearSounds phone while your cell phone charges.
- . Dial cell using ClearSounds phone inbound calls list, redial list or phonebook.
- . Enjoy the ClearSounds phone enhanced volume (including ringtone volume), enhanced visual ring notification and enlarged keys.
- . Talk hands-free using ClearSounds speakerphone.
- . Headset or neckloop port included.
- . Talk on ClearSounds phone with no concern about cell phone signal dropout.
- . Use ClearSounds mute and hold features.
- . While using the ClearSounds phone to talk on a cell phone line, receive or place a landline call at the same time.
- . Land line service not required when used with Bluetooth® pairing.

Clarity XLC7BT: Amplified cordless phone with Bluetooth® capability.



The XLC7BT can pair with your cell phone to make calls in addition to plugging into your land line jack.

Connectivity to two (2) Bluetooth-enabled cellphones, or one cellphone and one Bluetooth-enabled headset. Amplification up to 50 decibels and four tone

settings. Loud and clear speakerphone in the handset. Synchronized phonebook up to 1000 records. Talking Caller ID and Talking Numeric Keypad. High contrast screen with large font. Backlit dial pad with large buttons. Extra loud, flashing ringer with adjustable ringer tones and voicemail indicator. Programmable memory button.

Panasonic KX-TGM450s: Amplified cordless phone with digital answering machine

Loud and clear with Volume Boost control for amplified caller voice volume up to 50 dB, plus six-level voice Tone Settings and a loud base unit Ringer. Understand more clearly with Slow Talk to slow the speed of speech in real-time and when checking voice messages. Big white backlit LCD, enlarged Memory Dial Buttons plus bright red LED visual ringers on base unit and handset enhance visibility and calling convenience. Hear calls from noisy places with Noise Reduction to suppress background noise interference for clearer, more comfortable conversation. Includes Power Backup, Talking Caller ID, Talking Keypad, Phonebook, 9 Speed-Dials, 250-number Call Block, and is expandable to 6 handsets (sold separately).



Panasonic KX-TGM430b: Link2Cell Bluetooth®
Amplified Cordless Phone With Digital Answering
Machine KX-TGM 430b



Loud and clear with Volume Boost control for amplified caller voice volume up to 40 dB, includes six voice Tone Settings and a loud base unit Ringer. Understand more clearly with Slow Talk to slow the speed of speech in real-time and when checking voice messages. Big

white backlit LCD, enlarged Memory Dial Buttons plus bright red LED visual ringers on base unit and handset enhance visibility and calling convenience. Sync up to two cell or smartphones to make and take amplified cell calls and receive text alerts through Panasonic Link2Cell handsets, anywhere in the house. Includes Power Backup, Talking Caller ID, Talking Keypad and Phonebook, 9 Speed Dials, 250-number Call Block, Accessories, and Expandable to 6 handsets (sold separately).

Activocal Vocally Infinity Voice-Activated Phone Number Dialer

This Voice Activated Infinity Phone Dialer is an assistive device perfect for individuals with vision impairment or diminished motion control to use the phone. Dialer works with all types of phones, including remote control speakerphones. Dialing takes place by saying the name of the person whom you are calling. It can be used by lifting the telephone receiver or via speakerphone. Throughout the process, there is no need to enter numbers or touch any other button.

Features

- Easily connects between your phone and the phone line
- Doesn't interfere with regular line & phone use. Works with any landline phone.
- High quality name recording and playback
- Missing-line detection and audio warning
- During a call, voice dialing can be activated again for use with online banking services, customer service calls, etc.
- Microphone sensitivity setting (headset/speakerphone)
- 45 digits per number allows for international calls
- Vocally responds in nine different and optional languages
- Remote online support





BLUETOOTH OPTIONS TO CONNECT WITH YOUR OWN PERSONAL CELL PHONE ARE NOT RECOMMENDED FOR THE TECHNOLOGICALLY TIMID

BeHear Now Personalizeable headset:
Assistive Hearing Bluetooth® cell phone
Headset/Personal Amplifier



- The BeHearR NOW assistive hearing headset combines the functionality of two devices into one;
- Bluetooth stereo headset for wireless mobile phone call and media playback
- Assistive hearing device for enhanced intelligibility of speech for personalized sound amplification face to face
- Out of range notification

Clarity AH200: Amplified Bluetooth® headphones

Amplifies any Bluetooth-enabled audio device, including cell phones, TVs and MP3 players.

- . High quality, amplified sound.
- . Tone control defines and enhances sound quality.



Switch to Telecoil



If you are not sure if your hearing aids have a **MANUAL T-Coil setting**, please check with your Hearing Health Professional.

Quattro PRO



- Wear hearing aids with **MANUAL** T- coils.
(Change to T-Coil mode)
- Wear hearing aids without **MANUAL** T-coils (you would take them out, use ear buds)
- Wear hearing aids with **AUTOMATIC** T-coils (you would take them out, use ear buds)
- Do not wear hearing aids (you would use included earbuds)

ClearSounds CLA7v2 Amplified Powered Neckloop

- . 30dB amplification
- . User-friendly controls and cables
- . 4 connection cables included: 3.5mm to 2.5mm mono hands-free, 2.5mm to 2.5mm stereo adapter, 3.5mm to 3.5mm mono audio, 3.5mm to 3.5mm stereo audio
- . One device for multiple applications (cellular phones, home/office phones, laptops, portable gaming devices, iPods and MP3s, personal/TV listening)
- . Approximately 200 hours of use on 2 AAA batteries (included)
- . Binaural design
- . Volume control
- . Built-in microphone
- . Quick release feature



CapTel: What About an AzTEDP land line CapTel?

Things to Consider Before Choosing a Captioned Phone

In our experience:

- MOST PEOPLE sense that “getting the phone with the words on the screen” is an umbrella solution to solve frustration on the phone. Sometimes yes, sometimes no.
- In reality, the captioned telephone is suited for a **small segment** of the population with severe to profound hearing loss.
- There is a learning curve: Three skills: Reading, talking, and strained listening. There is a variable time delay in waiting for captions.
- MOST PEOPLE, after understanding the differences, choose an amplified

- phone from AzTEDP, at least for starters.
- MOST people wish to **HEAR BETTER.** Therefore, the tendency is to resort to old habits of “huh, what, could you repeat that?” Many struggle with the idea of just **WAITING FOR THE CAPTIONS.** New habits are hard to form. If the old habits remain, the captioned phone is useless.
- The most successful users are typically those with a such poor speech understanding that they are forced to embrace waiting to READ.
- Though captioned phones are “FREE”, the captions are provided by the Arizona Relay Service and paid for by the minute by the ACDHH.
- We can help you decide if AMPLIFICATION or CAPTIONED RELAY SERVICE is the most effective fit for YOU. Call for a demo appointment.

- Please contact us for further information on what the differences are and guidance on decision making.
aztedp@acdhh.az.gov
- Proper usage means relying on, and effectively reading the captions.
- Again, amplified is a good starting point for a lot of people.

Note: It is important to be aware that some **landline** CapTel users do experience data (captioning) connection problems. This is happening as a result of industry-wide telephone service companies retiring copper lines and, overall, the evolving telephone environment. Please contact us for guidance:

aztedp@acdhh.az.gov



Usage of the ARIZONA RELAY SERVICE is unique. Please email, snail mail, or have someone on your behalf contact us, if possible, to ensure that CapTel is a reasonably good choice for you and your situation. Considerations such as vision, cognition, desire to learn new skills, desire to READ, and coping with CHANGE are all factors that impact the varying degrees of success.

Alerting Devices are for people who don't hear or notice the phone ringing, or need a visual light or vibration to access some environmental sounds.

MODEL CHOICES:

Alertmaster AL 10 (does NOT include body-worn pager)

- .Land line **phone** or videophone rings
- .Visitors ring the wireless **doorbell**
- .**Alarm clock** with snooze and vibrating alert features are set to wake the deepest of sleepers
- .Large, brightly lit icons and lights
- .Flashes a connected lamp with a built in lamp flasher for added notification
- .A powerful corded vibrating alert shakes your bed or pillow to alert you when asleep
- .Distinct flashing patterns and icons on unit help you distinguish between events

- .Large, lit button to easily turn nearby lighting On or Off
- .Large 3.5” clock display (measured diagonal)
- .Adjustable display brightness
- .Dual power backup keeps the system running when the power is out.



Please note that only phone/TTY/videophone, doorbell, and alarm clock functions are included. Motion, Alarm and Sound detectors, such as baby cry and smoke detector sold separately.

Serene Innovations CentralAlert CA-360 Alarm Clock with Remote Receiver (Connects to a lamp you provide):

The CentralAlert™ CA360 from Serene Innovations is an all-in-one notification system for your home. Combo includes the CA-RX Remote Receiver. It has a bright, built-in flasher and adjustable volume.

CentralAlert™ CA360



Stationary remote receiver



CA-RX

CA-PX



Please note that only phone/TTY/videophone, doorbell, and alarm clock functions are included.

Motion, Alarm and Sound detectors, such as baby cry and smoke detector sold separately.

SquareGlow Home Kit:

- . One wireless Doorbell



- . One Phone Signaler
- . Two flashing Receivers

- . 7 Customizable LED colors: White, Green, Red, Yellow, Blue, Aqua, and Purple
- . 52 Ringtones
- . Range of up to 600 feet
- . Can add additional Transmitters or Receivers
- . Multiple volume levels; up to 120 dB

Serene Innovations Central Alert CA-380 Wearable Notification System:

- . CA-CX
Phone
Signaler
- . CA-PX
Personal
Pager
- . CA-DB doorbell
- . 9V bed shaker
- . Alerts to the telephone and
cell phone
- . Output jack for bed shaker
- . Up to 200 ft operating range
- . Audible ringer, visual light &
vibration



Serene Innovations CentralAlert Mini notification System:

Features:

- Plug in your landline phone or set your cell phone to vibrate mode and place it on the CA-CX phone sensor
- Compatible with home landline phones, cell phones, VP, Skype and FaceTime
- Compatible with cell phones with vibrate mode; activated after 3 seconds of vibration
- USB port for cell phone charging
- Unique green flashing patterns and adjustable ring tones distinguish landline calls, cell phone calls and Skype
- Missed call or SMS message light
- Battery back up (batteries not included)
- Detects and alerts to WEA (Wireless Emergency Alerts if provided with cell phone service) public emergency broadcast warnings
- Audible ringer, visual light & vibration



SR200 Super Phone Ringer

- .Extra loud ringer up to +95 decibels
- .Four selectable ringing patterns/tunes
- .Adjustable ring volume and tone
- .Dual modular phone jacks for easy plug in connections
- .Visual indicator
- .Electrical adaptor included



Are you uncertain about what to choose ?

Contact Vicki at V.Thompson@acdhh.az.gov

602-542-3365 or 1-866-223-3412

or

aztedp@acdhh.az.gov

Application Steps: Just follow the steps

Step #1: Complete the Application FORM:

Part A: 1) Complete the application, sign where it says “applicant signature”

2) Write in your equipment model choice. Contact us if needed.

Part B: This can be completed as “contact only” if friend/family is helping the applicant. If someone is truly acting on behalf of the applicant, please see form.

Part C: This portion **MUST** be completed and **SIGNED** by your **PROFESSIONAL**.

Step #2. Sign the Conditions of

Acceptance FORM: Read, sign and date.

Step #3. Statement of U.S.

Citizenship/Alien Status for State Benefits FORM:

You must submit photocopied proof that you (**CURRENT NAME**) are a U.S. Citizen.



- Complete every blank on the citizenship form
- Check the box of which kind of photocopied documentation you will be submitting for citizenship.
- Sign and date page two.
- **Provide a photocopy** of the document(s) that prove you (***current name***) are a legal resident of the U.S.A. **Most common are:** U.S. Passport with current name **or** U.S. Birth Certificate. If using Birth Certificate and last name has changed, (typically for ladies upon marriage) see below.

Notice: Last name changes for women are the most common challenges in proving United States Citizenship and Identity: Women who are using their Birth Certificate with their MAIDEN name for proof of U.S

Citizenship, and have taken a spouse's last name upon marriage(s), must provide marriage certificate(s) that prove sequential name change(s). Ladies, how many times have you changed your name since your U.S.A. birth? Last name changes affect citizenship and identity. Last name at birth -----→-----→-----last name now?

Step #4: Proof of AZ residency:



Provide photocopy of any **ONE**

document of an official nature indicating the applicant's name and current **physical AZ address:**

- AZ Driver's License/State ID
- Utility bill in applicant's name
- Letter from assisted living facility stating residency
- Anything of a formal nature to verify name/address



If you do not complete the application as instructed, it will be returned to you with a pending information letter.

Applicant Information:

Last Name First Middle

Date of Birth: _____

Address Apt. # City
Arizona Zip Code _____

() ()

HOME PHONE # CELL PHONE#

Mailing Address (if different from above)

X _____

Applicant Signature Date

Adults who have a P.O.A., please include that person's contact information.

Model choice: _____ **Email:** _____



Mail ALL application materials to:
 AzTEDP, 100 N. 15th Ave. Suite 104, Phoenix, AZ 85007
 Ph: 602-542-3365 or toll free 1-866-223-3412
 Email: AzTEDP@acdhh.az.gov

APPLICANT - AzTEDP is available for demonstrations www.ACDHH.org PART A

Last Name _____ First _____ Middle _____ Maiden _____ Date of Birth: mm/dd/yyyy

 Address _____ Apt. # _____ City _____ State _____ Zip Code _____

 Home phone # _____ Cell phone # _____ American Sign Language?
 _____ yes or no

 Mailing Address (if different from above) _____ City _____ Zip Code _____

 X _____ Note: Applicants younger than 18 must have a Parent or Legal Guardian complete
 Applicant Signature _____ Date _____ and sign Part B. Adults who have a P.O.A. may choose to do the same.

Model choices: _____ **Email:** _____ @ _____

PARENT / LEGAL GUARDIAN / P.O.A./HELPER/FRIEND PART B (IF NECESSARY)

Last Name (print) _____ First _____ Middle _____ Relationship: ___ Parent ___ Legal Guardian ___ helper/friend
 _____ (please attach P.O.A. if applicable)
 Address (print) _____ Apt. # _____ City _____ State _____ Zip Code _____
 _____ @ _____
 Telephone _____ E-mail Address _____
 X _____ Note: As established in the Conditions of Acceptance, Parent or Legal Guardian listed herein is
 On behalf of applicant (IF NECESSARY) _____ responsible for all equipment provided under the terms of this agreement.

CERTIFYING PROFESSIONAL : A PROFESSIONAL must COMPLETE and SIGN this portion. PART C

I certify that the above named person has the disability marked below and a need for accessible phone. I attest to my qualification as a person authorized to certify need as defined by R9-26-203.

I am licensed to practice as a(n): (Circle one) Physician Assistant Dispensing Audiologist
Doctor Audiologist Hearing Aid Dispenser Nurse Practitioner
Speech-Language Pathologist Rehabilitation Counselor (must have CRC)

within the State of Arizona, as evidenced by my professional license #: _____

Professional **Printed** name: _____
 Business address: _____
 Telephone: _____ Email: _____

As an Arizona Professional, I certify that the above named Applicant (Part A) is:
Deaf Hard of Hearing DeafBlind Speech Challenged
therefore has a need for accessible telephone equipment to the best of my knowledge.

X _____ DATE: _____

I certify that the above named person has the disability marked below and a need for accessible phone. I attest to my qualification as a person authorized to certify need as defined by R9-26-203.

I am licensed to practice as a(n):

- **(Circle one) Physician Assistant**
- **Dispensing Audiologist**
 - **Doctor**
 - **Audiologist**
- **Hearing Aid Dispenser**
- **Nurse Practitioner**
- **Speech-Language Pathologist**
- **Rehabilitation Counselor (*with CRC*)**

within the State of Arizona, as evidenced by my professional license #: _____

Professional Printed name: _____

Business address: _____

Telephone: _____

Email: _____

As an Arizona Professional, I certify that the above named Applicant (Part A) is:

- Deaf**
- Hard of Hearing**
- DeafBlind**
- Speech-Impaired**

therefore has a need for accessible telephone equipment to the best of my knowledge.

X _____ **DATE:** _____

**Signature of Certifying PROFESSIONAL
required**

CONDITIONS OF ACCEPTANCE for the ARIZONA TELECOMMUNICATIONS EQUIPMENT DISTRIBUTION PROGRAM (AzTEDP)

Residency: I am a resident of Arizona and am providing proof in the form of an Arizona ID **OR** utility bill in my name. In the event of non-use or death during the warranty period of equipment chosen, it must be returned to ACDHH/AzTEDP. I am also enclosing proof of my United States legal presence as described on the STATEMENT OF (U.S.) CITIZENSHIP AND ALIEN STATUS FOR STATE PUBLIC BENEFITS FORM.

Property: I understand that I am to keep the box, lines, & instruction manual in the event it may need to be serviced. **VOUCHER** equipment becomes my personal property at the end of manufacturer warranty period. I will

then be able to receive another voucher device.

Voucher: I am eligible for one new VOUCHER device and/or one alerting device upon end of manufacturer warranty. I understand AzTEDP buys one telephone and one alerting device for me per warranty expiration. I understand that CAPTEL is issued directly and will NEVER become my property.

Damage, Repair, Loss, and Theft: I am financially responsible for the loss of or damage to the device. I will inform AzTEDP if my device is lost or stolen and will report any theft of the State-owned device to the police and submit a copy of the police report to AzTEDP.

Travel/ Move out of State: I may take the device out of the state for not more than ninety (90) days at a time. I must return voucher

device to AzTEDP within 90 days of moving out of the State of Arizona.

Change of Address: I must notify AzTEDP within thirty (30) days of any change in my Arizona address and phone number.

Liability: I will not hold AzTEDP and the State of Arizona liable for any damages, and/or expenses arising from the use or misuse of these device(s).

Used equipment: I MAY be issued a used loaner device at the discretion of the AzTEDP staff according to program operation, supply and demand. All devices have been cleaned and tested to ensure proper function. I will be responsible for plugging in the equipment. Demonstrations are available upon request.

Applicant Name: PRINTED

Applicant Signature: _____

Date: _____

I currently communicate best by:

**Mail all forms and supporting
documentation to:**
AzTEDP 100 N. 15th Ave. Suite 104,
Phoenix, AZ 85007
1-866-223-3412 (602) 542-1124

STATEMENT OF UNITED STATES CITIZENSHIP AND ALIEN STATUS FOR STATE PUBLIC BENEFITS



The applicant must provide photocopied document(s) to prove UNITED STATES of AMERICA Citizenship/identity.

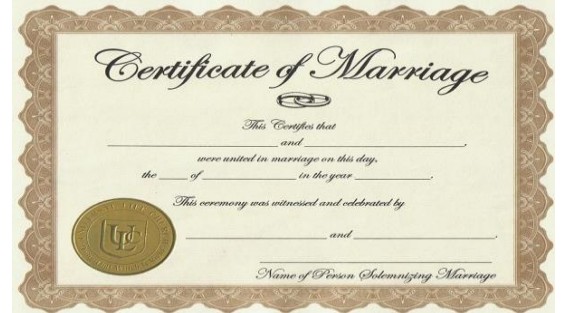
(PRINT CURRENT NAME OF APPLICANT) IS IN THE UNITED STATES LEGALLY. CITIZENSHIP OR NATIONAL STATUS IN THE CURRENT NAME OF THE APPLICANT MUST BE PROVEN.

A LEGIBLE COPY OF AN APPROVED DOCUMENT DEMONSTRATING UNITED STATES CITIZENSHIP OR NATIONALITY OF THE APPLICANT (WITH APPLICABLE NAME CHANGE DOCUMENTATION) MUST BE SUBMITTED WITH APPLICATION.

First time AzTEDP applicant OR
 Continuing AzTEDP client

Please CHECK below which PHOTOCOPIED document you will be submitting.

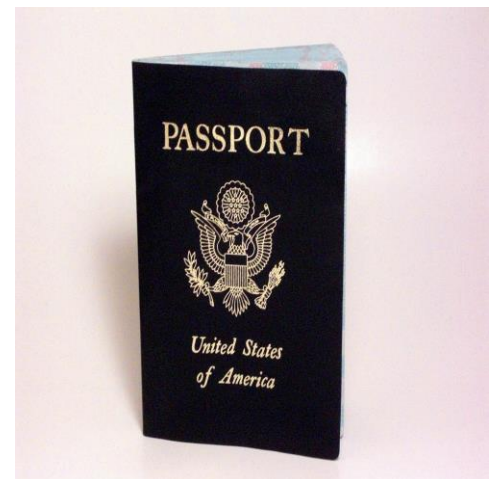
- 1. BIRTH CERTIFICATE showing birth in one of the 50 states, or its territories;



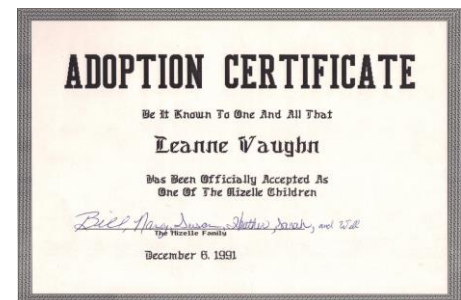
Look at the BIRTH CERTIFICATE: If your name has changed (marriage, etc.), additional documentation is required to prove sequential name change(s) that lead to the applicant's **current name.**

- 2. United States Passport; current or expired is accepted;

- 3. Report of birth abroad of a United States Citizen (FS-240);



- 4. Certificate of Birth (FS-545) or Certification of Report of Birth (DS-1350);
- 5. Form N-561, Certificate of Citizenship;
- 6. Form I-872, American Indian Card with statement identifying the bearer as a United States Citizen;
- 7. Religious record recorded in one of the 50 states; (Baptism – commonly used)
- 8. Evidence of civil service employment by the United States government before June 1, 1976;
- 9. Early school records, showing the date of admission to the school, the applicant's date and United



States place of birth, United States nationality or a United States place of birth, and applicant's date of birth or age;

- 10. Adoption finalization papers showing the applicant's name and place of birth in one of the 50 states;
- 11. Any other document that establishes a United States place of birth or otherwise indicates U.S. nationality (e.g. U.S. hospital record).

A. Are you a Citizen or National of the United States? ____ Yes ____ No

B. If "Yes", what city, state and country were you born in?

CITY _____ STATE _____
COUNTRY _____

DECLARATION:

I declare under penalty of perjury under the laws of the state of Arizona that the answers I have given are true and correct to the best of my knowledge.

X _____ Date _____

Applicant signature required

Please submit ALL completed application FORMS and photocopied documentation you have gathered per instructions to:

AzTEDP

100 N. 15th Avenue, Suite 104

Phoenix, AZ 85007

Phoenix metro: 602-542-3365

Toll free: 1-866-223-3412

aztedp@acdhh.az.gov or

V.Thompson@acdhh.az.gov

Please allow 2-4 weeks for processing of **COMPLETE** applications.

INCOMPLETE applications will be sent a “Pending Information” letter.

What Happens Next?

Once the FORMS **and** relevant photocopied Citizenship **and** photocopied Arizona residency documents are submitted to AzTEDP, what can I expect?

- You will be served promptly.
- Yellow vouchers will be printed based on the model written on your application form.
- The voucher(s) instructions and alist of vendors will be mailed to you.
 - The vendor holds your MANUFACTURER WARRANTY (contact vendor for repairs).
- To redeem the voucher(s), follow the instructions included with it.
- **TURN ON THE PERMANENT AMPLIFIER FOR HOME MODELS.**
- **If you have chosen CapTel, arrangements will be made for direct issue from AzTEDP.**