

## Captioned Telephone (CapTel) Services

### GENERAL OVERVIEW

The ASET-EIC GROUP partnering with the Arizona Commission for the Deaf and Hard of Hearing (ACDHH) have developed a new process to meet the ADA telecommunications needs of State of Arizona Employees. Captioned Telephone (CapTel), works like any other telephone with one important addition: It displays every word the caller says throughout the conversation. CapTel phone users can listen to the caller, and can also read the written captions in the CapTel's bright display window.

### ACDHH OVERVIEW

The Hamilton CapTel for Business, Interconnected by Tenacity solution provides users direct to phone captioning for each call made or received. The user will experience captions on the Cisco phone screen and will also have the ability to scroll up and down to browse back through the captions. Captioning will also caption voice mails received. This service will use the standard network line that each user should currently have so no new wiring will be required. In addition, if the current user is using a CapTel telephone then the 1FB (analog) line they have to run that solution can be removed which will mean a cost savings for the removal of that line.

The user will need a Cisco 8851 phone that AZNet will provide in addition to the regular seat cost for each user. This phone will cost an initial \$320 to purchase from AZNET. Cost for the different tiers is based on a certain number of user's scale.

1-10 = \$3000 annually

11-25 = \$7500 annually

26-50 = \$15000 annually

51-100 = \$20000 annually

The billing for this solution will be based on a fluctuating rate as new users are added or removed to the system. For example, if agency A has 4 users and agency B has 3 users and agency C had 7 users that is a total of 14 users which will put the costs in the 11-25 range, or \$7500 annually. Each agency will be responsible for their portion of sharing the costs for the TOTAL users in the plan. For example, \$7500 divided by 14 users is \$535.71 per user annually as well as the monthly phone and network seat charge (see current AZNET rates). Agency A would need to pay \$535.71 x 4 and so on. The cost per user will go down based on more users being added to the system and cost per user will go up based on users being removed from the system.

We are working on adding and removing users in an "open enrollment" style period. June 1st – 15<sup>th</sup> of each year will be the first open enrollment period where we will add or remove users from the plan. Starting July 1, you will need to pay the annual amount per user based on the new info and adjustment of pricing. December 1<sup>st</sup> – 15<sup>th</sup> of each year will be the second open enrollment period where we will add or remove users from the plan. Starting January 1<sup>st</sup>, you will then need to adjust your PO's to reflect the added cost to be paid to Tenacity or reduce the PO to reflect the removal of users.

### GENERAL USAGE:

To get a new user setup you will need to contact Jeremy McCown with the Arizona Commission for the Deaf and the Hard of Hearing at [j.mccown@acdhh.az.gov](mailto:j.mccown@acdhh.az.gov) with the following details:

- Users name
- Users telephone number

### BACKGROUND

In accordance with Arizona Revised Statutes § 41-712, the Arizona Department of Administration (ADOA) was tasked to establish and oversee a statewide contract for telecommunication services and equipment.

A.R.S. § 17.1 governs the work of the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH). The purpose of the ACDHH is to ensure, in partnership with the public and private sector, accessibility for the deaf and hard of hearing to improve their quality of life.

- Users agency and location/address
- Authorized billing individual's name, location/address and phone number along with email address.
- Users IT person who will be assisting with the setup (if applicable)
- Any agency PON or billing codes will also be required.

All requests for new user setup will need to be submitted by the authorized purchasing/billing agent for said user's department/division. An email or letter of approval signed by that person will also suffice to be submitted with the request by the new user's IT person/department.

Once Mr. McCown has received the request he will work with AZNet to have a ticket created for the agency/user in question and will get the process started to have the new 8851 phone installed as well as working with AZNet to get the user setup on the captioning system. Once the user is setup Mr. McCown will either work with the IT individual or the user directly to get them setup with the Hamilton Captel for Business account which will require their EIN, birthdate, last 4 of SSN (for Federal purposes) as well as the user creating a unique 4-digit pin to access the service from their phone. AZNet will push the new service to the phone and the individual will need to login with the newly created credentials. User will remain logged in for approximately one month at a time at which time they just need to login again.

#### AZNET II TECHNICAL OVERVIEW

AZNet II managed VoIP solution supports the Cap-Tel services solution. A user on the AZNET II VoIP network upon request will be provided with the correct end point handset to allow for the Cap-Tel service. The end point handset will be charged ongoing seat charge as a *Video* seat which would reflect a monthly increase to the standard VoIP seat charge you may already have. To receive the support for the video handset or for more information from AZNET II or ASET-EIC please use the contact information listed at the bottom of this document.