Specialized Telecommunications Assistance Program

512-438-4880
Fax: 512-438-4777

701 West 51st Street
Austin, TX 78751

Mailing address
P.O. Box 12607
Austin, TX 78711

Do you have trouble using the telephone due to a disability?

hhs.texas.gov/services/disability/deaf-hard-hearing

Product ID: DHHS-001
HHS Media Services 18D0098 - May 2018
If you are a Texan with a disability that interferes with using the telephone, the Specialized Telecommunications Assistance Program can help you connect.

**Your telephone is a social connection:** your link to family, friends and the workplace. Especially when you need help, it’s a valuable lifeline.

STAP offers assistance to help you get specialized telephone equipment to access the telephone network. If eligible, you can get a voucher from the Office of Deaf and Hard of Hearing Services.

**Use the included tear-away card to contact us for an application.**

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**The STAP Process**

Once you have your application:

1. Fill out the “Applicant Information” section and the “Select Devices” section.
2. Select a device you qualify for based on your disability. It should also be the most useful and easy for you to operate.
3. Have a certifier verify your disability by completing the “Certification of Your Disability” section.
   
   *Your STAP certifier may also help you determine which device you should request.*
4. Return the completed application along with a copy of your Texas proof of residency.

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**The Approval Process**

Applications are processed in the order in which they are received.

Qualifying applicants receive:

- A voucher that can be exchanged for the needed device.
- A list of approved vendors who can accept vouchers as payment for devices.

Applicants who do not qualify are sent written notification.

**Exchanging the Voucher for Equipment**

You may exchange a voucher with any vendor on the list of approved vendors. Not all vendors carry all products.

Compare vendors, and select the one that best meets your needs and sells the device authorized on the issued voucher.

Order the brand and model of the device named on the voucher.

You have 30 days to return the equipment to the vendor for any reason. After the 30 days, the device becomes your property and maintenance is your responsibility.

You may apply for a new voucher every five years.
REQUEST FOR STAP APPLICATION

The Specialized Telecommunications Assistance Program may be able to help if you have a disability that makes using a telephone difficult or impossible.

Yes, please send me a STAP application.

Name

Address

City

State

ZIP code

Email

☐ Check here if you are applying for a speech generating device.

Your link to telephone access.
Specialized Telecommunications Assistance Program

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**Request for STAP Application**
The Specialized Telecommunications Assistance Program may be able to help if you have a disability that makes using a telephone difficult or impossible.

To obtain a STAP application, mail this information to the mailing address below:

- Your name
- Your address
- City
- State
- ZIP code
- Email

In your message, tell us whether you are applying for a speech generating device.

*Your link to telephone access.*

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