

ATEL Committee Meeting

Public Utilities Commission

December 12, 2013

9:00 AM

Attendees:

Denise Corson, Courtenay Petracca, Mitchell Levy, Joe Pereira, Harry Mancoll, Jeanne Panarace, Pam Kling, Jim Lanni, James Litvack, Laurie Duffy, and CART Reporter.

1. Denise requested that the Committee goes out of order of the Agenda, so that the Committee has time to review the Teltex printed PowerPoint presentation, before the 9:30 teleconference with the President of Teltex, Andrew Bond. Denise stated that the Teltex program is just an option. However, Denise has been following the other states wireless programs for the last few years, and the biggest obstacle is the contract that goes with purchasing the device which involves a background check. The few other programs that had offered wireless phone were able to purchase the wireless smart phone for around \$200, but this was with a 2 year contract paid by the client. The Teltex program unlocked iPhones would be around \$700(plus apps, accessories...etc), but the client would not have to sign a contract; the client could decide on their own whether they want to purchase month to month, or sign a yearly contract. Denise stated that if we were to add wireless, we would have a restricted release; thereby, not depleting the yearly funds on wireless only.

2. Teltex works with 28 different TED Programs providing sales and/or service. Currently they are working with 7 state programs (running their wireless program or helping them put things in place to roll out a program in 2014). They are also creating specialized telecommunication solutions for some other states to evaluate the possibility of moving forward with their own wireless program. Almost all of our 28 State TED Programs are wanting to implement some type of wireless program or modify their current wireless program (for those state that currently have a wireless program) to offer more equipment...such as iPad's or iPhone's. Over the last 3-5 years there has been a decrease in landline usage, and many state programs feel that in 5-6 years there programs will not be viable without wireless technology. Teltex wireless program consists of only Apple & iOS because of Teltex's belief that Apple is the technology Leader, offers accessibility, variety of Apps, availability of accessories, high demand, uniformity & the ability of this product to give individuals with disabilities the sense of inclusion, since these products are mainstream. Teltex has started a wireless technology project, consisting of introducing Apple products to State Programs.

a) As an authorized 2nd Tier Apple Re-Seller, Teltex can provide State Programs including Available products include: iPod Touch, iPad Mini, iPad, and iPhone. However, the ATEL Program would focus their program strictly on phone products, with the change in legislation to allow wireless.

b) Teltex would warehouse equipment, so that our program can transition into the newer equipment without being stuck with a large

inventory of outdated product.

c) Teltex would laser etch the wireless equipment with what ever the state program would like laser etched with, such as Property of the State of RI. This would deter customers from trying to sell their device to another person, or organization.

d) When the state program purchases the iPhone, it can be preloaded with Apps to match different disability groups, such as Deaf, Deaf/Blind, Hard of Hearing, Blind/Low Vision, Speech, Limited Mobility and Cognitive. Teltex will purchase apps for the state and preload them onto different devices. These apps will belong to the state and can be re-used on other devices if the original device is lost, stolen or damaged beyond repair. Having the device pre-loaded with all the necessary specialty apps for the individual client allows the user to start using the equipment immediately after they receive it.

e) Teltex enrolls the device in a special warranty program to cover broken screens. Apple devices are covered by a limited 1 year warranty. This limited warranty does not cover any type of customer abuse or accidental damage. Some examples of this would be dropped units, cracked display screens and liquid damage. Teltex can enroll devices into Apple Care+ which will cover the devices for up to two years for any of the above listed damage. Teltex has an agreement with Apple to cover everything for state programs. Normally Apple Care+ from the Apple store does not cover everything...Apple Care+ through Teltex offers more coverage (100%) to our States, except for fire or theft

f) Teltex can customize & lock down devices. Each Apple device can be programmed to operate in a variety of different ways. From allowing the end-user to have full access with no restrictions to locking the device down and placing certain restrictions limiting full access.

g) Enroll the device in a custom supervised program that would allow us to remotely track the device to ensure that the device is still being used in RI. Also, Send updates, send or remove apps directly to the device.

h) Package device with accessories, such as cases, cords, car chargers, styluses, mounting brackets...etc.

i) Ship equipment directly to client. All equipment can be drop shipped directly to the clients' homes in a specialized re-usable shipping box.

j) Provide operational and technical support. Teltex would provide all operational and technical service directly to client. This includes any type of repair service, re-installation of apps and iOS updates. However, this is not available in- person. The ATEL program would consider possible having a wireless demonstration at our monthly demo at TechACCESS.

3. Minutes were reviewed and accepted. Motioned by Pam Kling and seconded by Jeanne Panarace.

4. ATEL Committee update- James Litvack is back with PARI, so for the time being is able to continue his position as the ATEL Chair Denise stated that we have four members coming up for renewal: Nancy Shuster and Pamela Kling's members were renewed. Jeanne

Panarace is a new member. Also, Mathew Provost's term expired and Claudia Townend, a speech pathologist with Memorial Hospital, has filled his position. Denise stated that we now have a full committee, and handed out an updated member list. Jeanne Panarace requested a correction on her address.

5. Legislative Change- James contacted Rep. Eileen Naughton who introduced the legislation last time, and asked her to resubmit it. Rep. Naughton responded the following "that it was an excellent opportunity to update s update statutory language so ATEL can offer mobile communication devices to the program. I am delighted to help. Will write up legislation & send you a copy. Legislation can be submitted when session begins in January 2014. Then you will get a bill number and speak at committee hearing in support of bill." James will follow up before the end of the year.

6. Open Discussion- The committee had to cut short the teleconference due to time constraints, but briefly discussed the teleconference with Teltex. Jeanne stated that we should keep our options open and see if we can collaborate with other programs like ORS to come up with a wireless program. Denise stated that would be great to collaborate, and since it will be probably 2 years into the future we will have plenty of time to explore. Denise also stated that the Teltex program has a lot of great features that would be hard to duplicate for a very small program, etching, tracking, training, and technical support. However, we might be able to enhance our monthly program with wireless segment.

7. Scheduled the time and date of next year's quarterly meetings:

they are scheduled at 9AM- 11AM at the PUC: March 13th, June 12th, September 11th and December 11th.