

29 October 2010

Communications Alliance

Via <http://www.commsalliance.com.au/Documents/Documents-under-Review/submit-comments>

Dear sir/madam

Review of the Operational Matrices for Reporting on Accessibility Features for Telephone Equipment Industry Guideline

Thank you for the opportunity to provide a submission to Communication Alliance's review of this industry guideline.

ACCAN makes the following recommendations:

1. In recognition of the fact that the information in the Code can be difficult for consumers to obtain, Industry Code C625:2009 should include the directives that the information in G627:2009 must be made available:
 - a. To all retail outlets
 - b. To call centres
 - c. On the MMF site <http://www.mobileaccessibility.info/>
2. For both fixed line and mobile phones:
 - a. Mobility/dexterity features
 - i. The ability to easily turn off predictive text sending (as well as turn it on)
 - ii. 'Sticky keys' feature
 - b. Hearing features
 - i. Compatible with a separate vibrating alert facility
 - ii. Compatible with captioned telephony
 - iii. Compatible with Australia's Video Relay Service (via Skype)
 - iv. Compatible with Australia's National Relay Service's internet relay
3. For mobile phones:
 - a. Mobility/dexterity features
 - i. Easily manipulated recharging facility
 - b. Vision features
 - i. The current note under 'hearing features' re voice output of caller ID should be under the 'vision features' heading
 - c. Hearing features
 - i. Conversion of voicemail messages to text

Should you require any further information or clarification regarding this submission, please contact Dani Fried, Disability Policy Adviser, on 02 9288 4000, or dani.fried@accan.org.au.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Dani Fried', with a horizontal line extending to the right.

Danielle Fried
Disability Policy Adviser