



Commission for
Communications Regulation

Universal Service Obligation – Measures for disabled end-users

Supporting Material

Reference: ComReg 14/54a

Version: Draft

Date: 29/05/2014

An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

Abbey Court Irish Life Centre Lower Abbey Street Dublin 1 Ireland
Telephone +353 1 804 9600 Fax +353 1 804 9680 Email info@comreg.ie Web www.comreg.ie

Consultation:	14/54
Date	29 May 2014

Content

Section	Page
1 Presentation	4

1 Presentation

- 1 On 19 November 2013 Eircom Group presented the attached to the Forum on Electronic Communications Services for People with Disabilities which consists of nominated representatives from the Disability Stakeholders Group and nominated representatives from electronic communications service providers.
- 2 The presentation provides details of the take-up of each of the services.



Universal Service

Specific Measures for Disabled Users -
Usage & Take-up

November 2013

We work: as one company for our customers together as one team

We are: ambitious, inventive, accountable and cost effective

We do: this with integrity spirit and pride



Measures for Hearing, Speech Impaired, Limited Dexterity

Specific Measures	Specialised Equipment	Measure	Number	% Change
For customers who are hearing impaired	Inductive couplers: The new BigTel49 phone, which replaces the DB30, has the inductive coupler functionality inbuilt.	Jan - Sept 2013 - Number of BigTel phones dispatched	3,401	On offer from Mid 2012
	An Amplified phone: The eircom BigTel49 corded phone, as well as the new 9000B Cordless phone is amplified.			
	Visual Indicator when the phone rings: The BigTel49 corded phone has visual indicator functionality.			
For customers with limited dexterity or mobility	Speed dial and automatic redial buttons: All eircom branded phones both corded and cordless have speed dial and automatic redial functionality.			
	Hands free facility: All eircom branded cordless phones have hands free functionality.			
For users that are hearing and / or speech impaired	National relay service (Minicom) Jan-Sept 2013	Voice to text - Avg Calls/Mth	33	+10%
		Text to Voice - Avg Calls/Mth	133	-13%
	The NAD Programme	Registered Customers	73 @ Nov '13	-8% Since Dec '12

Vision Impaired & Phone Book Access

Specific Measures for Disabled Users	Specialised Equipment	Measure	Number	% Change
For customers with restricted vision	Standardised layout of key pads around central number (5) with raised dot	Jul-Sept 2013 - Number of 9000 B Cordless phones dispatched	432	N/A On offer since July 2013
	The BigTel49 corded phone and the 900B Cordless phone have extra large high contrast buttons			
	Braille Billing	Braille billing - Customers Registered	18	-20% (estimate)
		Jul-Sept 2013 Braille Bills Dispatched	31	
For users unable to use the phone book because of a disability	Special directory enquiries	Number of Customers Registered @ 30 Sept	5,336	+1.7% since Dec 2012
		Jan-Sept 2013 - Average Monthly Calls handled	7,134	-7% versus Jan-Sep 2012

Thank you.