



Commission for  
**Communications Regulation**

# **Universal Service Obligations -**

Measures for disabled end-users;  
Take up and usage statistics.

## **Information Notice**

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**An Coimisiún um Rialáil Cumarsáide**

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## Additional Information

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# 1 Measures for Disabled End-users

1. On 29 May 2014, ComReg published the “Take-up and Usage” data of the measures for disabled end-users provided by Eircom under Universal Service Obligation.<sup>1</sup> In September 2014 further data was then presented at a meeting of the members of the Forum on Electronic Communications Services for People with Disabilities<sup>2</sup> which consists of nominated representatives from the Disability Stakeholders Group and nominated representatives from electronic communications service providers. It was agreed at that meeting that subsequent updates of the data would be provided by Eircom at regular intervals and then published by ComReg.
2. The data contained in the following table details the take up of the products and services provided as a result of the USO measures for disabled end-users, up to June 2015

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<sup>1</sup> ComReg Document 15/24a: Supporting Material: Universal Service Obligation – Measures for disabled end-users

<sup>2</sup> Forum meeting no. 22, 3<sup>rd</sup> September 2014.

**Table 1 Take-up and Usage of USO Measures for Disabled End-users**

Specific Measures	Specialised Equipment	Measure	2013	2014	2015 (Jan 1- June 30)
For customers who are hearing impaired	Inductive couplers: The new BigTel49 phone, which replaces the DB30, has the inductive coupler functionality inbuilt.	Number of BigTel phones dispatched	4,175	127	678
	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)	Voice to text	339	189	57
			(avg seconds 55)	(Avg seconds 56)	(Avg seconds 93)
		Text to Voice	1,713	1,262	495
			(avg seconds 298)	(Avg seconds 408)	(Avg seconds 395)
		NAD Registered Customers	75	58	53

Specific Measures	Specialised Equipment	Measure	2013	2014	2015 (Jan 1-June 30)
		NAD Rebate paid	€3,510.61	€2,976.05	€1,551.24
For customers with restricted vision	Standardised layout of key pads around central number (5) with raised dot	Number of 9000 B Cordless phones dispatched	1,748	3,901	2,422
	900B Cordless (The BigTel49 corded phone and the ) phone have extra large high contrast buttons				
	Braille Billing	Braille Bills Dispatched	141	122	53
For users unable to use the phone book because of a disability	Special directory enquiries	Number of Customers who Registered	129	125	71
		Total Registered	5378	5503	5574
		Calls handled	85,002	81,102	36,196