

**COMMUNICATIONS  
ALLIANCE LTD**



INDUSTRY GUIDELINE

G627:2014

OPERATIONAL MATRICES FOR REPORTING ON  
ACCESSIBILITY FEATURES FOR TELEPHONE  
EQUIPMENT

## **G627:2014 Operational Matrices for Reporting on Accessibility Features for Telephone Equipment Industry Guideline**

First published as ACIF G627:2005

Second edition as G627:2009

Third edition as G627:2011

Fourth edition as G627:2014

**Communications Alliance Ltd (formerly Australian Communications Industry Forum Ltd) was formed in 2006 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.**

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## 1 BACKGROUND

This Guideline must be read in conjunction with *Information on Accessibility Features for Telephone Equipment Industry Code (C625:2009)* (the Code).

The objective of the Code is to have Equipment Suppliers provide information on the Accessibility Features of their equipment which may assist in meeting people's communications needs. This will be done in one of two ways:

- through the provision of such information by Equipment Suppliers to Carriage Service Providers (CSPs) in order that the CSPs will be able to inform their own customers about equipment features; and
- through the provision of such information to Consumers, on request of that Consumer, with such information on Accessibility Features of their Customer Equipment that might meet that individual's communications needs.

The Code requires Equipment Suppliers to provide information on Accessibility Features against the four headings:

- handset/hardware information,
- mobility/dexterity features,
- vision features and
- hearing features.

The matrices in this Guideline list specific features under each of the four headings for Equipment Suppliers to provide information to CSPs that is consistent with those matrices.

Features that are standard on equipment have not been included in the matrices.

The *Requirements for Customer Equipment for use with the Standard Telephone Service — Features for special needs of persons with disabilities Standard (AS/ACIF S040:2001)* specifies accessibility features on CE for use with the Standard Telephone Service. This Standard has been made by the ACMA under s380 of the *Telecommunications Act 1997*.

### **Guidance for filling out the matrices**

When considering whether the Code applies to their equipment, Equipment Suppliers need to take into account that the Code applies to customer equipment used with providing a Standard Telephone Service (STS). The STS is defined in the *Telecommunications (Consumer Protection and Service Standards) Act 1999* is essentially a service that has the characteristic of any-to-any connectivity. The application of the Code to Customer equipment used with specific technologies, whether with the Public Switched Telephone Network (PSTN) or with the Packet Switched / IP networks, should be considered in the context of whether the equipment is intended to be used with an STS. Further information on different types of voice over IP (VoIP) services delivered on IP networks can be found at [www.acma.gov.au/Industry/Telco/Carriers-and-service-providers/VOIP](http://www.acma.gov.au/Industry/Telco/Carriers-and-service-providers/VOIP).

If a feature in one of the two matrices is not available on a model of customer equipment, that feature does not have to be listed in the information provided.

The Code does envisage that Equipment Suppliers may wish to list additional features of their equipment that are not listed in either matrix, but can assist in meeting people's

communications needs, and space is provided in each matrix for Equipment Suppliers to do so.

Equipment Suppliers may also wish to include in the matrices pictures of their products or URLs to product manuals. In addition to the set values for each accessibility feature entry in the matrices, additional notes may be provided to expand upon that particular feature.

The Code requires the Equipment Supplier to provide the information consistent with this Guideline. The Equipment Supplier can provide information for one or several models in a single matrix.

Because in many cases, Equipment Suppliers will be providing either new equipment or new equipment models with new or changed features relevant to addressing people's communications needs, this Guideline will be reviewed at least annually.

## 2 MATRIX FOR FIXED LINE HANDSETS

<b>Manufacturer/Importer:</b>	<b>Product type:</b>
<b>Product Brand(s):</b>	
<b>Model(s) (range/product family):</b>	
<b>Website and/or contact details for the product:</b>	<b>Date completed: (DD/MM/YY)</b>

<b>ACCESSIBILITY FEATURE</b>	<b>REQUIREMENTS - DESCRIPTION</b>	<b>VALUE</b>
<b>Handset/Hardware Information</b>		
<b>Key identification</b>	Can a call be made or received using easily discernible individual keys	Yes / No / NA
<b>Key centre point distance</b>	What is the minimum distance from the centre point of one number key to another	_____ mm
<b>Distance between keys</b>	What is the distance between the edge of one number key to another	_____ mm
<b>Caller ID screen</b>	Screen is caller ID capable	Yes / No / NA
<b>Mobility/Dexterity features</b>		
<b>Handset weight</b>	Handset weight including battery	.....grams
<b>Easy Battery Placement</b>	Is battery clearly marked for proper orientation and placement	Yes / No / NA
<b>Wall mounting capable</b>	The phone can be mounted on a wall	Yes / No / NA
	If 'Yes', is the accessory to mount the phone included	Yes / No
<b>Dial-out buffer memory</b>	Number to be called can be entered and checked on the display before sending	Yes / No / NA
<b>Keypad separate from handset</b>	Keypad provided is separate from handset on a base unit or on a plug-in option	Yes / No / NA

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
<b>Speaker-phone capable</b>	Hands free operation during dialling and after call initiated	Yes / No / NA
	If 'Yes' does the phone have full duplex speaker phone capability	Yes / No
<b>Guarded/recessed keys</b>	Individual keys are recessed or guarded in some way to reduce the chance that you will press the wrong key	Yes / No / NA
<b>Discrete emergency call button</b>	A discrete and clearly distinguishable button to initiate emergency calls	Yes / No
<b>Short Messaging Service (SMS) capable</b>	Messages can be read, composed and sent using the phone's screen and or keypad	Yes / No / NA
<b>Predictive text sending</b>	Phone predicts a whole word from the first few letters of the word being typed using an inbuilt dictionary (for SMS/MMS use)	Yes / No / NA
<b>Handset alert</b>	Phone provides an audible alert when handset not replaced correctly	Yes / No / NA
	Phone provides a visual alert when handset not replaced correctly	Yes / No / NA
<b>Handset - connection</b>	Alternative headset can be connected in lieu of handset	Yes / No / NA
<b>Port for additional earphone/headset</b>	This facility enables an additional earphone to be plugged in so both ears can be used to listen or another person can listen and assist with a call. It also enables a headset to be installed for hands-free use.	Yes / No
<b>Wireless earphones/headsets</b>	Wireless earphones and headsets, such as Bluetooth headsets, are supported	Yes / No
<b>Coupling to a device</b>	To allow people to use computers as text terminals. Also allows customised devices to work with the phone. Device can be connected to the phone by using:	
	<ul style="list-style-type: none"> <li>• cable (an electrical wire)</li> </ul>	Yes / No / NA
	<ul style="list-style-type: none"> <li>• infrared signal (which travels through the air like a radio wave but cannot pass through walls or other solid objects)</li> </ul>	Yes / No / NA
	<ul style="list-style-type: none"> <li>• Bluetooth/wireless LAN (radio signals which travel through the air and may also be able to pass through walls or other solid objects)</li> <li>• other connections than those described above (please describe): ... ..</li> </ul>	Yes / No / NA

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
<b>Vision features</b>		
<b>Standard key number layouts</b>	The number keys are laid out in the standard way with 1 2 3 at the top and * 0 # at the bottom	Yes / No / NA
<b>Key feedback - tactile</b>	When you press a key you can feel a physical click, so you know it has been pressed	Yes / No / NA
<b>Key feedback - audible</b>	When you press a key it makes a sound, so you know it has been pressed	Yes / No / NA
<b>Audible identification of keys - spoken</b>	When you press a number key the number is spoken out, so you know you have pressed the correct one	Yes / No / NA
<b>Audible identification of keys - function</b>	The sounds you hear when you press a key are different for number keys and function keys, so you can easily tell them apart	Yes / No / NA
<b>Adjustable font - style</b>	You can change the font (typeface) used for the text on the display, which may make it easier to read	Yes / No / NA
<b>Adjustable font - size</b>	You can make the text on the display larger or smaller to make it easier to read	Yes / No / NA
<b>Display characteristics - Adjustable Contrast Control</b>	You can adjust the contrast of the display to make text and symbols easier to see against the background	Yes / No / NA
<b>Display characteristics - Adjustable Brightness Control</b>	You can adjust the brightness of the display to make it easier to read	Yes / No / NA
<b>Display characteristics - Main Display Size</b>	Size of the main display	___ X ___ mm
<b>Display characteristics - Backlight for Display</b>	The display lights up to make it easier to read in the dark	Yes / No / NA
<b>Display characteristics - Colour Differentiation</b>	The information presented on the display does not rely on colour perception for understanding (e.g. you do not have to be able to distinguish red symbols from green symbols)	Yes / No / NA
<b>Voice output of Caller ID - inbuilt</b>	Can read text messages out loud to you	Yes/ No / NA



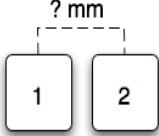
ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
<b>Hearing features</b>		
<b>Key feedback - displayed</b>	Number being dialled is displayed on the screen	Yes / No / NA
<b>Ringer volume adjustable</b>	Adjustment of the ringing volume is possible	Yes / No / NA
<b>Ringer volume loudness</b>	Extra loud capability or special purpose capability	Yes / No / NA
<b>Text display - visual</b>	Visual display of incoming text is provided	Yes / No / NA
<b>Tactile ringing signal</b>	Vibrating indication is provided when the phone rings	Yes / No / NA
<b>Vibrating alert</b>	Compatible with a separate vibrating alert facility	Yes / No / NA
<b>Visual ringing signal</b>	Light source is provided to indicate when the phone rings	Yes / No / NA
<b>Microphone amplification</b>	Adjustable volume control of microphone to amplify outgoing speech	Yes / No/ NA
	Setting 'Retains' or 'Resets' to default after each call	Retains / Resets
<b>Headset – plug type</b>	The type of plug a headset will need to have so that it can be connected to the phone	2.5 / 3.5 / USB / Modular style plug / proprietary / No/ NA
<b>Hearing aid compatibility</b>	When used with a hearing aid set to the 'T' position, the sound is clearer	Yes / No/ NA
<b>Ring tone variations</b>	Possibility to assign different ring tones to different stored numbers	Yes / No/ NA
<b>Ring tone selection</b>	Select alternate ring tones	Yes / No/ NA
<b>Ring tone personalisation</b>	Ring tone can be programmed or personalised	Yes / No/ NA
<b>Receiver voice volume</b>	Adjustable volume control of receiver voice volume	Yes / No/ NA
	Setting 'Retains' or 'Resets' to default after each call	Retains / Resets
	If values are available, what are the maximum and minimum receiver volume levels	.....dB (min) .....dB (max)
<b>Adjustable receive audio tone control</b>		Yes / No/ NA

<b>ACCESSIBILITY FEATURE</b>	<b>REQUIREMENTS - DESCRIPTION</b>	<b>VALUE</b>
<b>ADDITIONAL FEATURES &amp; CHARACTERISTICS</b>		
<b>OPTIONAL FEATURES &amp; ACCESSORIES</b>		

### 3 MATRIX FOR MOBILE HANDSETS

Where an accessibility feature has further technical information for suppliers, the information is provided as notes at the end of the 'Matrix for mobile handsets' table.

<b>Manufacturer/Importer:</b>	
<b>Product Brand(s):</b>	
<b>Model(s) (range/product family):</b>	
<b>Website and/or contact details for the product:</b>	<b>Date completed:</b> (DD/MM/YY)

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
<b>Handset/Hardware information</b>		
<b>Touch screen</b>	Does the device have a touch screen (Note 1)	Yes / No / NA
	If the device has a touchscreen, is it capacitive (sometimes referred to as heat activated) (Note 2)	Yes / No / NA
<b>Key identification</b>	Are individual keys easily discernible to the user	Yes / No / NA
	How are the keys discernible - separate keys, use of ridges to define (Note 3)	
<b>Key centre point distance</b>	What is the distance from the centre point of one number key to another (Note 4) 	_____ mm / NA

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
<b>Keyboard layout</b>	The keypad is laid out like a QWERTY typewriter keyboard	Yes / No / NA
<b>Lanyard pin for key ring or lanyard strap</b>	Has a small bar allowing a key ring or neck strap (lanyard) to be attached	Yes / No / NA
<b>Differentiation of function keys</b>	The number keys have a different colour or shape from the other keys, making them easier to tell apart by touch or by sight	Yes / No / NA
<b>Shape of device</b>	A. Clam Shell / Flip Phone B. Candy Bar / Stick C. Slide D. Swivel E. Touchscreen F. Other	A, B, C, D, E, or F
<b>Operating system</b>	The operating system and version used by this phone (Note 5)	System and version
<b>Anti-slip features</b>	Has a non-slip coating or ridges to prevent it slipping out of your hand	Yes / No / NA
<b>Mobility/Dexterity features</b>		
<b>Handset weight</b>	Handset weight including battery (Note 6)	.....grams
<b>Easy Battery Placement</b>	Is battery clearly marked for proper orientation and placement	Yes / No / NA
<b>Speaker-phone capable</b>	Hands free operation during dialling and after call initiated	Yes / No / NA
<b>Guarded/recessed keys</b>	Individual keys are recessed or guarded in some way to reduce the chance that you will press the wrong key	Yes / No / NA
<b>Wireless earphones/headsets</b>	Wireless earphones and headsets, such as Bluetooth headsets, are supported	Yes / No
<b>Coupling to a device</b>	To allow people to use computers as text terminals. Also allows customised devices to work with the phone. Device can be connected to the phone by using:	
	<ul style="list-style-type: none"> <li>• cable (an electrical wire)</li> </ul>	Yes / No / NA
	<ul style="list-style-type: none"> <li>• infrared signal (which travels through the air like a radio wave but cannot pass through walls or other solid objects)</li> </ul>	Yes / No / NA

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
	<ul style="list-style-type: none"> <li>Bluetooth/wireless LAN (radio signals which travel through the air and may also be able to pass through walls or other solid objects)</li> <li>other connections than those described above (please describe): ... ..</li> </ul>	Yes / No / NA
<b>Flat back for table top operation</b>	Has a flat back, so it can be used while it is lying on a table	Yes / No / NA
<b>Any key answering</b>	The user can answer the call by pressing any key	Yes / No / NA
<b>Hand movement</b>	Some controls require you to pinch or twist them with your fingers, or rotate your wrist	Yes / No / NA
<b>Voice recognition for dialling</b>	Allows you to dial a number by speaking the person's name, if it is stored in your contact list (a personal 'telephone book' you create in your phone)	Yes / No / NA
<b>Voice recognition for accessing features</b>	Allows you to activate features by speaking commands into the phone, reducing the need to use the keypad	Yes / No / NA
<b>Automatic answering</b>	Enables the phone to pick up a call automatically after a designated number of rings	Yes / No / NA
<b>Vision features</b>		
<b>Tactile key markers – 'F' and 'J'</b>	The 'F' and 'J' keys have raised dots or bumps on them so you can distinguish them by touch (only relevant for phones that have a QWERTY typewriter-style keypad)	Yes / No / NA
<b>Standard number key layouts</b>	The number keys are laid out in the standard way with 1 2 3 at the top and * 0 # at the bottom	Yes / No / NA
<b>Key feedback - tactile</b>	When you press a key you can feel a physical click, so you know it has been pressed	Yes / No / NA
<b>Key feedback - audible</b>	When you press a key it makes a sound, so you know it has been pressed	Yes / No / NA
<b>Audible identification of keys - spoken</b>	When you press a number key the number is spoken out, so you know you have pressed the correct one	Yes / No / NA
<b>Audible identification of keys - functions</b>	The sounds you hear when you press a key are different for number keys and function keys, so you can easily tell them apart	Yes / No / NA
<b>Adjustable font - style</b>	You can change the font (typeface) used for the text on the display, which may make it easier to read	Yes/ No / NA

<b>ACCESSIBILITY FEATURE</b>	<b>REQUIREMENTS - DESCRIPTION</b>	<b>VALUE</b>
<b>Adjustable font - size</b>	You can make the text on the display larger or smaller to make it easier to read	Yes/ No / NA
<b>Personalised shortcuts</b>	You can assign a particular feature to a single key or a short key sequence	Yes/ No / NA
<b>Display characteristics - Adjustable Contrast Control</b>	You can adjust the contrast of the display to make text and symbols easier to see against the background	Yes / No / NA
<b>Display characteristics - Adjustable Brightness Control</b>	You can adjust the brightness of the display to make it easier to read	Yes / No / NA
<b>Display characteristics - Main Display Size</b>	Size of the main display	___ X ___ mm
<b>Display characteristics - Main Display Resolution</b>	The number of dots (called pixels) used to display text and images on the main display. More dots mean more detail.	___ X ___
<b>Display characteristics - Colour Differentiation</b>	The information presented on the display does not rely on colour perception for understanding (e.g. you do not have to be able to distinguish red symbols from green symbols)	Yes / No / NA
<b>Display characteristics - Symbols/Icons</b>	Menus can be displayed using symbols or pictures in a grid layout. This can make them easier for some people to understand or remember	Yes / No / NA
<b>Display characteristics - Screen Flicker</b>	The main display does not flicker at a rate that could cause problems for people with photo-epilepsy (between 2 Hz and 60 Hz)	Yes / No / NA
<b>Voice output of caller ID from contacts list</b>	When you receive a call, it speaks the caller's name if it is stored in your contact	Yes / No / NA
<b>Voice output of SMS: inbuilt</b>	Can read text messages out loud to you	Yes/ No / NA
<b>Voiced menus</b>	Speaks the menu options, allowing you to access functions even if you cannot read the display	Yes/ No / NA
<b>Alternative format user manual</b>	The user manual is available in alternative formats such as accessible online (Note 7)	Yes / No
<b>Hearing Features</b>		
<b>Vibrating alert</b>	The phone can be set to vibrate when it receives a call or text message or when it gives a warning alert	Yes / No / NA

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
<b>Visual alerts - Incoming calls</b>	When a call or text message comes in, it displays a visual alert, such as the caller's name or photo if it is stored in your contact list	Yes / No / NA
<b>Two-way video communications – using mobile networks</b>	Allows you to make video calls in which you can see the other person and they can see you using your mobile network	Yes / No / NA
<b>Two-way video communications – using wireless LAN networks</b>	Allows you to make video calls in which you can see the other person and they can see you using your wireless LAN network	Yes / No / NA
<b>Headset – plug type</b>	The type of plug a headset will need to have so that it can be connected to the phone (Note 8)	2.5 / 3.5 / USB / proprietary / No / NA
<b>Hearing aid compatibility</b>	When used with a hearing aid set to the 'T' position, the sound is clearer	Yes / No / NA
<b>Alternative hearing aid technologies</b>	When used with alternative coupling technologies, the sound is clearer	Yes / No / NA
<b>Messaging Options - MMS</b>	Allows you to send and receive multimedia messages, which can include photographs, audio and video clips	Yes / No / NA
<b>SMS personalisation and reuse</b>	Allows you to create standard text messages that you can quickly send to anyone without having to retype them each time. For example, "I'm in a meeting, I'll call you back"	Yes / No / NA
<b>Messaging options - Email</b>	Allows you to send and receive email messages	Yes / No / NA
<b>Internet capability</b>	You can use the phone to browse websites and use other internet-based services (Note 9)	Yes / No / NA
<b>ADDITIONAL FEATURES &amp; CHARACTERISTICS</b>		
<b>OPTIONAL FEATURES &amp; ACCESSORIES</b>		

Technical notes for suppliers:

- 1 **Touch Screen:** Does the device have either a resistive or capacitive touchscreen.
- 2 **Touch Screen:** If the device has either a resistive or capacitive touchscreen, state whether the touchscreen is capacitive.
- 3 **Key Identification:** If the individual keys are easily discernible to the user, state how the keys are discernible to the user - either through the use of: (1) separate keys; (2) use of ridges to define; (3) other or (4) NA.
- 4 **Key centre point distance:** The distance between keys on a touchscreen of a handset is not applicable (NA).
- 5 **Operating System:** State the operating system installed in the product.
- 6 **Handset weight:** State the weight of the handset with the battery in place in the unit.
- 7 **Alternative format User Manual:** State whether the User Manual is available in alternative formats, including electronic.
- 8 **Headset - plug type:** If the phone has a physical connection for a handsfree headset (of any kind), state whether the device has a 2.5mm, 3.5mm, USB or proprietary connection.
- 9 **Internet Capability:** Is the device capable of accessing the internet.



## **PARTICIPANTS**

The Working Committee responsible for the revisions made to this Guideline consisted of the following organisations and their representatives:

<b>Organisation</b>	<b>Membership</b>	<b>Representative</b>
Australian Communications Consumer Action Network (ACCAN)	Voting	Wayne Hawkins
Cisco Systems	Voting	Kim Yan
Mobile Manufacturers Forum (MMF)	Non-voting	Michael Milligan
Optus	Voting	Xanthe Corbett-Jones
Telstra	Voting	Bert Ciavarra
Trillium Technology	Voting	Malcolm Garnham

This Working Committee was chaired by Mike Johns of Communications Alliance and also provided project management support.



Communications Alliance was formed in 1997 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.

In pursuing its goals, Communications Alliance offers a forum for the industry to make coherent and constructive contributions to policy development and debate.

Communications Alliance seeks to facilitate open, effective and ethical competition between service providers while ensuring efficient, safe operation of networks, the provision of innovative services and the enhancement of consumer outcomes.

It is committed to the achievement of the policy objective of the Telecommunications Act 1997 - the greatest practicable use of industry self-regulation without imposing undue financial and administrative burdens on industry.



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