

**ANACOM** 

AUTORIDADE  
NACIONAL  
DE COMUNICAÇÕES

# Find out about how the Internet and telephone can be adapted to special needs.

Guide for users with special needs

#### Acknowledgements

ACAPO – Associação dos Cegos e Amblíopes de Portugal

ACOP – Associação de Consumidores de Portugal

CABOVISÃO – Televisão por Cabo, S.A.

DECO – Associação Portuguesa para a Defesa do Consumidor

DGC – Direcção-Geral do Consumidor

FENACERCI – Federação Nacional das Cooperativas de Solidariedade Social

FENACOOP – Federação Nacional das Cooperativas de Consumidores, FCRL

Fundação Portugal Telecom

INR – Instituto Nacional para a Reabilitação

OPTIMUS – Comunicações, S.A.

UGC – União Geral de Consumidores

VODAFONE PORTUGAL – Comunicações Pessoais, S.A.

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For better choices and better use ...  
... Get informed.

All users of communications  
products and services have a right  
to complete and detailed  
information.

Upholding this right is a key part of  
ANACOM's mission as Portugal's  
communications regulator.

This guide has been produced to help users with special needs. It includes information on fixed telephone, mobile telephone and Internet services currently available in Portugal and the associated equipment and features which have been especially adapted, as well as more general features which may be of particular interest to users with special needs.

In this guide you will find useful information on:

- fixed telephone, mobile telephone and Internet equipment, features and services;
- details of information and customer support services, on billing and telephone directories;
- special pricing.

This guide will help you make a better choice when it comes to choosing between products and will ensure that you can make proper and full use of the services and equipment available.

The communications market is constantly developing. Therefore, you should always check the validity of the information in this Guide by contacting your provider directly, using their customer helplines or through their websites<sup>1</sup>. Providers can make sure you have the latest information, including information on products and services developed since the publication of this guide and information on sales outlets.

We also recommend that you check the list of communications equipment especially adapted for use by people with special needs. This list can be found in the *Catálogo Nacional das Ajudas Técnicas* (National Technical Assistance Catalogue)<sup>2</sup>.

### Note

For ease of use, this Guide presents the different equipment and services available on the market according to their usefulness in terms of the specific needs which they fulfil most directly.

For a more comprehensive view of existing products and services, we recommend that you read the entire guide.

<sup>1</sup> The contact details of the different providers of electronic communications service can be found at the end of this guide

<sup>2</sup> Available at <http://www.ajudastecnicas.gov.pt>

For each specific need ...  
... there are a number of possible solutions

Equipment manufacturers and communications providers have a wide range of products and services available with characteristics which are particularly useful for users with special needs.

# Vision

## Fixed and mobile telephone equipment, features and services

**Size of text:** Some telephones and mobile handsets have larger than normal screens which can display large text. The size of text can be adjusted, which is important to people with impaired vision.

**Big button telephones:** Some telephones and mobile handsets have big buttons and keys, making them easier for visually impaired people and people who find it difficult to use small buttons.

**Screen contrast:** Certain telephones and mobile handsets have screens with higher colour contrast than others. There are also telephones which have screens where the contrast can be adjusted, making them particularly suitable for use by visually impaired people.

**Luminous buttons:** Certain telephones and mobile handsets have luminous buttons, which makes them easier to use in the dark and helps visually impaired users.

**Voice- activated dialling:** Certain telephones and mobile handsets can make calls using voice commands. In other words, instead of dialling the number, the user only needs to say the name of the person they want to call (provided the number is stored in the telephone's list of contacts).

**Voice-activated menus:** This feature, which is available on some mobile handsets, provides access to menus through voice commands. This means that users who cannot read the text on the screen can still access most of the phone's features

**Text messages (SMS) to voice:** This feature converts text messages to voice, so that the recipient can listen to messages instead of having to read them. This feature is useful for people who cannot read or have difficult reading the screen on mobile phones.

**MB Phone:** TMN, Optimus and Vodafone Portugal all provide this service can be used to conduct various banking transactions, which are usually performed using ATM (Multibanco) machines, over their mobile telephone using voice commands – these transactions include balance enquiries, payments of service and transfers between accounts.

**Roaming:** When requested by customers who are blind or visually impaired, national providers are required to provide, without undue delay and free of charge, information on prices of calls made and received while the customers is in another Member State of the European Union or European Economic Area<sup>3</sup>. This information is provided using a voice message.

Customers who want to use their mobile phone while abroad should make sure that they contact their provider before they travel or at least when they arrive at their destination to obtain information on the conditions governing use of this service outside Portugal<sup>4</sup>. TMN has a scheme whereby users can borrow equipment with an installed screen reader, giving blind and visually impaired people access to messages received in roaming, with the text converted into voice.

### Internet: services and features

**Text conversion into voice:** This is a screen reading programme which lets users listen to the information is displayed on the computer's, monitor, including information from the Internet. Text can be heard clearly and out loud.

### Customer support and information services

**Access to services via Internet:** Some providers offer access to billing or tariff switching services through their websites. This lets users access programmes that convert text information into voice or lets them adjust the size of the text displayed on the screen.

**Access to other information:** the description of services and instructions on how to use them is often displayed with text whose size can be adjusted or provided in Braille.

**Free consultation of directory enquiries:** Users who have difficulties in consulting telephone directories (blind and visually impaired customers) can use a service of PT Comunicações which gives free access to information using the number 12133. On dialling this number customers are transferred to 118 where the information is provided. This service gives the right to 20 free calls per month, whereas unused calls cannot be carried over month from month.

**Bills in Braille:** PT Comunicações provides blind and visually impaired customers with bills in Braille, free of charge.

**Spoken bills:** Vodafone Portugal provides an electronic bill in a format which is compatible with any screen reader, helping blind and visually impaired customers consult their bill.

3. See list of 27 countries in European Union at <http://europa.eu>

The European Economic Area includes all European Union countries and also Iceland, Liechtenstein and Norway

4. Provider contact details can be found at <http://www.roaminglight.net>



# Hearing

## Fixed and mobile telephone equipment, features and services

**Vibration alert:** Equipment which alerts the arrival of a call or message by vibrating can be very useful for the hard of hearing.

**Volume:** Volume on some telephones can be adjusted higher than on others. Most have adjustable volume levels.

**Hearing aids:** Some telephones and mobile handsets can be used with a hearing aid which can be connect to a socket on the telephone or wirelessly using Bluetooth (a technology by which devices can communicate without physical connections). These accessories improve the sound quality of telephone calls and help voice-activated dialling.

**Sound amplifiers:** Telephones and mobile handsets with amplifiers can be very useful for the hard of hearing.

**Call alert light:** A light which signals an incoming call (flashes as phone rings). This is especially useful for people who cannot hear or who have difficulties hearing the telephone.

**Video-calls:** Lets you see the person you are talking to in real time. This enables the use of sign language in the conversation.

## Internet: services and features

**Instant messaging – chat:** Instant messaging is a text conversation held in real time. Various instant messaging services are available free of charge and some can be used on mobile phones. The programmes are very useful for the hard of hearing or people with speech difficulties.

**Internet Video-calls:** There are various programmes available which let you make calls and video-calls over the Internet, either free of charge or at reduced prices. Internet video-calls let you see the person you are talking to in real time. This enables the use of sign language in the conversation.

**E-mail:** An e-mail is a message sent electronically (over the Internet) from one email address to another. Emails can be very useful for the hard of hearing and people with speech difficulties. Email addresses can be obtained free of charge, although the

service is only available to people with a connection to the Internet, which normally has to be paid for.

## Customer support and information services

**Customer support:** Vodafone Portugal, in cooperation with Associação Portuguesa de Surdos (Portuguese Association of the Deaf), provides access to a customer call centre with video-interpreting services providing assistance with tasks such as making doctor appointments or calling a taxi (service available on 12472). The service is available from Monday to Friday between 9.30am and 12.30pm. PT Comunicações has a similar service under its partnership with Federação Portuguesa das Associações de Surdos (Portuguese Federation of Deaf Associations) (address: ooVoo - svi\_fps), available on working days between 10am and 6pm.)

**Access to other information:** If you have any difficulties using call centre services, you can ask for information to be sent by email or obtain this information using the websites of the different providers.

## Understanding

### Fixed and mobile telephone equipment, features and services

**Rapid/direct dialling buttons:** With some telephones and mobile handsets you can associate different numbers with specific buttons, so that by pressing the button, the number is dialled automatically. Some telephones have buttons with special symbols (for example doctor, police etc.).

**Big button telephones:** Some telephones and mobile handsets have big buttons and keys, making them easier for visually impaired people and people who find it difficult to use small buttons.

**Fixed destination lines:** Allows the user to automatically dial a pre-selected number automatically and easily – when the receiver is lifted and no number is dialled within a few seconds, a call is made automatically to the number which the user has pre-programmed.

**Tele-alarm service:** This service enables provision of rapid assistance to people at risk and/or people who are isolated. It works using the telephone and an alarm button which the user normally wears around their neck. An alarm call is made automatically to an assistance centre run by the Portuguese Red Cross, which assesses the situation and arranges a suitable response.

**Voice- activated dialling:** Certain mobile telephones can make calls using voice commands. In other words, instead of dialling the number, the user only needs to say the name of the person they want to call (provided the number is stored in the telephone's list

of contacts).

**Voice-activated menus:** This feature, which is available on some mobile handsets, provides access to menus through voice commands. This means that users who cannot read the text on the screen can still access most of the phone's features

### Internet: services and features

**Screen keyboard:** A system of virtual keys which replaces the functions of a normal keyboard/mouse, using, for example, a tactile screen, a joystick or even small movements of the user's face or eyes. This solution also enables virtual keyboards with words, phrases or symbols used to create messages which can be turned into voice using appropriate software.

**Symbol Library:** For communications using symbols, there are programmes with standardised symbol libraries.

## Reduced Mobility

### Fixed and mobile telephone equipment, features and services

«**Hands free**» **mode:** This feature enables use of the telephone or mobile telephone without requiring use of the keys – the device has an attached microphone and speaker. It is especially useful for users who find it difficult to handle and grip objects.

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**Equipment for emergency calls:** Devices which make it easy to call for assistance. They have an emergency button which when pressed will call numbers which the user has pre-programmed (calling the pre-programmed numbers successively until an answer is obtained).

**Tele-alarm service:** This service enables provision of rapid assistance to people at risk and/or people who are isolated. It works using the telephone and an alarm button which the user normally wears around their neck. An alarm call is made automatically to an assistance centre run by the Portuguese Red Cross, which assesses the situation and arranges a suitable response.

**Access to public telephones:** All payphones installed after 2004 are accessible to disabled users.

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When it's time to pay ...  
... the price is also special

Communications providers  
offer equipment and  
services to users with  
special needs at special  
prices.

## Users with disabilities

Users with disabilities benefit from special products, provided free of charge or at reduced prices.

PT Comunicações provides the micro-telephone amplifier and call alert light free of charge. Vodafone Portugal and TMN offer a programme which adapts mobile phones so that they can be used by people who are blind or visually impaired.

PT Comunicações and TMN offer discounts of up to 80% on a range of equipment designed to meet the needs of users with disabilities, including fixed telephone, mobile telephone and Internet products.

Vodafone Portugal, PT Comunicações and TMN also offer users with special needs discounts on Internet and voice tariffs. To benefit from these prices, users require a *certidão multiuso* (multi-use certificate), certifying a level of disability equal to or exceeding 60%, or in the case of veterans, an Armed Forces disability card.

For further information on special conditions for users with special needs, please contact your communications provider directly.

## Pensioners

Pensioners also enjoy special tariff conditions - contact your communications provider for further information.

PT Comunicações provides a discount of 50% on the cost of line rental for a single analogue network line of the fixed telephone service to pensioners with a monthly household income that is equal to or below the national minimum wage.

To benefit from these special prices, ask PT Comunicações for the specific form to apply for the discount and for information on the documents which need to be presented.



## Contacts for further information

On ANACOM's Consumers' Website, at [www.anacom-consumidor.com](http://www.anacom-consumidor.com), there is a list of the contact details of some of the organisations which are of interest to users with special needs, including providers of electronic communication services.

Technical data

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