



Commission for
Communications Regulation

Universal Service Obligations -

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

Information Notice

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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.¹ In September 2014 further data was then presented at a meeting of the members of the Forum on Electronic Communications Services for People with Disabilities² 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.

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

² Forum meeting no. 22, 3rd September 2014.

Table 1 Take-up and Usage of USO Measures for Disabled End-users; 2013 & 2014

Specific Measures	Specialised Equipment	Measure	2013	2014
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
	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
			(avg seconds 55)	(Avg seconds 56)
		Text to Voice	1,713	1,262
			(avg seconds 298)	(Avg seconds 408)
		NAD Registered Customers	75	58

Specific Measures	Specialised Equipment	Measure	2013	2014
		NAD Rebate paid	€3,510.61	€2,976.05
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
	900B Cordless (The BigTel49 corded phone and the) phone have extra large high contrast buttons			
	Braille Billing	Braille Bills Dispatched	141	122
For users unable to use the phone book because of a disability	Special directory enquiries	Number of Customers who Registered	129	125
		Total Registered	5378	5503
		Calls handled	85,002	81,102