



mobile services
for the elderly
and customers
with disabilities



mobile services for the elderly and customers with disabilities

This is an outline of the services offered to you by the UK mobile communications industry if you're disabled or elderly. It's intended to raise awareness of what you should expect from your mobile operator or service provider.

The good practice guide is a response to a challenge by government and other stakeholders to the mobile telecommunications industry to develop effective codes of practice to ensure good service for UK customers.

We describe what you can expect from Orange as a supporter of the mobile industry *Good Practice Guide for Service Delivery for Disabled and Elderly Customers*.

the Disability Discrimination Act and the mobile industry

Under the Disability Discrimination Act 1995 (DDA), all companies who offer services to the general public are required not to discriminate against customers on the grounds of disability.

who are 'all companies'?

Companies in the mobile industry subject to the requirements of the DDA include mobile network operators, independent service providers and retailers of mobile products and services.

who is covered by DDA?

You have every reason to expect to be able to buy and use mobile products and be covered by the DDA whether you have

- hearing problems
- visual problems
- mobility problems
- dexterity and speech problems
- or have learning disabilities
- or if you are elderly

Some people have '*hidden*' disabilities, such as mental health problems.

All mobile service providers, not just Orange, should be able to demonstrate compliance with the DDA. This includes changing policies, procedures and practices to avoid discrimination and making reasonable adjustments to ensure that services are accessible to you.

the EU Communications

General Condition 15 became compulsory for all UK Mobile Communications Providers when the new EU Communications agenda began on 25 July 2003, and it includes a number of measures. Supporters believe that it is good practice to ensure that services are created or customised to meet your needs if you are in any way disabled.

In consultation with UK consumer organisations, **we have identified four groups who need additional effort** to be offered a choice of mobile services:

- those who are hard of hearing or deaf
- those who are partially sighted or blind
- those with poor grip or who have limited manual dexterity
- people with learning disabilities

how to choose a mobile service that's right for you

Mobile services are available from a number of organisations. These include:

- major network operators
- independent service providers who resell network operator services and provide their own customer care and billing
- high street retailers who resell mobile products

You can find out which services network operators provide in a number of ways, including:

- high street stores
- telephone sales and customer care facilities
- the Internet

Supporters of this guide are committed to offering a range of effective contact options.

This guide complements the **Mobile Good Practice Guide for Service Delivery for Disabled and Elderly Customers in the UK**, designed to advise and assist the mobile industry with making their products and services more accessible to the UK's disabled and elderly customers. This is available at <insert web address>.

useful address

Ricability, an independent research organisation, has produced a consumer guide: **'Stay in touch – a guide to telephones and services for older and disabled people'**.

You can contact **Ricability** by:

phone: 020 7427 2460
text phone: 020 7427 2469
email: mail@ricability.org.uk

Or you can visit their website for more information at www.ricability.org.uk