

Phones and Broadband -

a guide for people with disabilities and older people



Easy to Read



Acknowledgement

The following guide is the product of considerable work by the NDA, ComReg, the telecommunications sector including both fixed-line and mobile operators, and representative disability organisations including:

BT Communications Ireland

eircom Ltd

3 Mobile

Meteor

Vodafone Ireland

O2 Communications Ireland

People with Disabilities in Ireland

Disability Federation of Ireland

National Council for the Blind

National Association for Deaf People

The NDA and ComReg also wish to thank Inclusion Ireland and Mencap for their assistance in producing this booklet.

The NDA and ComReg would like to thank all participants for their contribution, and wish to recognise that the guide represents a joint effort by all concerned.



What this guide is about

This guide tells you about all the different ways you can use phones in Ireland. We call the different ways services.

You can get phones from lots of different phone companies. They all offer different services. At the end of this guide we will tell you how to phone or email the phone companies. You can ask the phone companies if they sell the services you like.





Text messaging
You can send **text messages** from all mobile phones. You can send them from some home phones as well.



Display screen contrast
Contrast means the difference between light and dark. If a screen has good contrast it means you can see it well. Some phones have better contrast than others. You can make the screen on your phone brighter or darker and this will make it easier to see.



Quick dial keys
Quick dial keys let you call people by just pressing one key. You can do this on a landline phone or a mobile phone. First you have to put the person's name and number into the memory of the phone.



Vibration function
This means the phone moves when it is ringing or when you have a text message. It does not make a noise. This is good if you do not want the phone to make a noise. If you can not hear well you can switch this function on and off.



Multimedia messaging (MMS)
A **multimedia message** is a message with video, sound or photographs. Some mobile phones can do this. A multimedia message is called **MMS**.



Backlit keypad
The **keypad** is the part of the phone with the numbers on it. If it is backlit it means it lights up. This makes it easier to see the numbers in the dark.



Flashing indicator
A **flashing indicator** is a light that flashes when the phone is ringing, when you have missed a call or if you have a text message.



Text size
Text size means the size of the words on the screen of the phone. Some phones have larger screens that make words bigger. Some let you change the size of the words. This makes it easier to see and to read.



Voice dialling
This means you can phone someone just by speaking their name into the phone. First you have to enter the person's name and number into the memory of the phone.





Help with paying for your phone

There are different ways of paying for your phone.

Lots of phone companies have **bundles or packages**. This means you pay for different services together. You might get some kinds of calls free.

Bundles or packages are harder to understand than paying for each call but they can be cheaper.



Free calls

Some phone companies sell packages that let you make free calls to people who use the same phone company.



Free equipment

When you pay for your phone you might get extra parts free or cheap.

For example, a headset to use with the phone.



The Telephone Allowance

Some people are entitled to the **Telephone Allowance**. The **Department of Social and Family Affairs** is in charge of the Telephone Allowance. Contact them to see if you can get help paying for your phone. They can tell you how to apply for the Telephone Allowance.



SMS Bundles

This means you pay for lots of text messages at once. It is cheaper than paying for each one.

We tell you how to contact the Department of Social and Family Affairs at the end of this guide.

Contact information

Service providers

Here are the contact details of phone companies that sell phones. Some of them have a minicom number. You use a minicom if you find it hard to hear.

BT Ireland

BT Communications Ireland Ltd,
Head Office, Grand Central Plaza,
Upper Grand Canal Street, Dublin 4

Phone: 1800 923 924 if you are thinking of buying a phone and want information. Phoning this number will not cost you money.

Phone: 1904 if you have a BT phone and want to ask about using the phone or your bill.

Website: www.btireland.ie

Email: you can email BT on their website

Eircom

Eircom Ltd,
114 St Stephen's Green West,
Dublin 2

Phone: 1901

Website:

www.eircom.ie/disabilityservices

Email: you can email Eircom on their website

3 Mobile

Hutchison 3G Ireland Ltd.,
PO Box 333, Dublin 2

From your 3 mobile: 333

From other mobiles/
phones: 083 333 3333

Minicom users: 1800 944 032

Fax: 01 - 5426301

Website: www.three.ie

Email: you can email 3 Mobile on their website

Meteor

Meteor Mobile Communications Ltd.,
4030 Kingswood Avenue,
Citywest Business Park,
Naas Road, Dublin 24

Phone: 1905

Website: www.meteor.ie

Email: info@meteor.ie

O2

O2 Customer Care Centre,
McLaughlin Road,
National Technology Park,
Limerick

Phone: 1747 Prepay Customer Care –
Calls cost 14c each

Phone: 1909 Pay Monthly Customer
care – Calls are free

Email: customer.care@o2.ie

Website: www.o2.ie



How can I contact ComReg?

By phone (LoCall): **1890 229 668**
(9.00am to 5.30pm) Monday to Friday

By fax: **(01) 804 9671**

By email: **consumerline@comreg.ie**

Our websites are:

www.comreg.ie

www.askcomreg.ie

www.callcosts.ie

By post:

**ComReg Consumer Team,
Irish Life Centre
Block DEF,
Lower Abbey Street,
Dublin 1**

Legal Disclaimer: We prepared this document from a variety of sources. While we took reasonable care to prepare it, we do not accept any responsibility for any loss or damage anyone may suffer by using any of this information.

September 2007