

## Pro-forma Draft Accessibility Statement – Comms Council UK Template

### **About Comms Council UK**

Comms Council UK is a membership-led organisation that both represents and supports telecommunications companies that provide services to both business and residential customers in the UK. We keep Britain talking in its various guises by providing or reselling voice services over data networks (VoIP) as well as other “over the top” applications including instant messaging and video.

The membership is a mixture of network operators, service providers, resellers, suppliers and consultants involved in a sector that is diversifying rapidly.

Comms Council UK (formerly known as ITSPA) represents its members at a policy level, builds coalitions to collaborate on industry initiatives and provides a platform to help members prepare for change, learn about new trends and develop new business relationships.

### **Contact**

For more information, please contact:

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### **Disclaimer**

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### **Introduction**

In August 2016 Ofcom released guidelines on accessibility and requirements under GC15.10, these were subsequently revised and updated with the new General Conditions (which will come into force on 1<sup>st</sup> October 2018). The requirements include a number of points regarding internal staff training, monitoring staff performance when addressing end users with disabilities, and access to disability information amongst other things.

Comms Council UK has produced the customisable accessibility statement below which we would recommend ITSPs who may find it difficult to comply with all the requirements of GC C5 post on their websites.

### **Draft Accessibility Statement**

If you have a disability and you need help to get the most out of your regular telephone, we can be contacted at [ICP email and phone contact details](#) about access features that can be made available to help you stay in touch using your phone. We may not be able to offer access features ourselves, but we will certainly point you in the right direction by explaining what features are available, any applicable pricing and how they can be set up whether through us or your underlying mobile or fixed line provider.

If you can't speak or hear on your phone the [Next Generation Text Service](#) could be of help to you. The [Next Generation Text Service](#) consists of a group of relay assistants waiting to relay phone conversations between a text-user and a

*Comms Council UK – Special Measures for End Users with Disabilities*

phone-user. When making a phone call a text-user 'talks' by typing to the relay assistant who speaks their words to the phone-user, and then the relay assistant types the phone-user's spoken reply to the text-user.

We don't offer text relay services ourselves but if you visit the [Next Generation Text Service](#) site you can find out how text relay works and the devices it operates on.

If you are unable to access directory information, let us know by contacting us at [\[CP email and phone contact details\]](#) and we can arrange for the supply of directory information to you in a form that you can use.

If you have a fault with your [\[name of CP\]](#) service let us know by contacting us at [\[CP email and phone contact details\]](#) and we'll prioritise your fault and get it fixed as quickly as we can.

If you need assistance in managing your bills, you can at no cost provide us with details of a nominee to whom we can send your bills and who we can contact to establish why a bill may not have been paid. Your nominee may pay your bill on your behalf provided we receive your nominee's consent to acting in such a capacity, it being understood that your nominee accepts no liability to pay your bills.

If you are blind or otherwise visually impaired, upon request we can arrange to make available to you, free of charge, and in an acceptable format our terms of service, contract documentation, any of our codes and any bill relating to your use of our telephony services. An acceptable format would, consist of print large enough for you to read, Braille or, where available, an electronic format appropriate to your reasonable needs.

We are committed to ensuring that the content on our website is available and accessible to all our visitors, particularly visitors with disabilities.

If you need help in understanding how you can change your computer, mobile phone, tablet or web browser to improve access to our website we recommend that you visit the BBC's site at [BBC Accessibility - Welcome](#) for an explanation of the accessibility options available to you and how you can make changes to your computer, mobile phone, tablet or web browser.

If you have any difficulties or questions about how to access our services or website let us know by contacting us at [\[CP email and phone contact details\]](#) and we'll help you get the best out of your telephone service and our website. If you have difficulty contacting us yourself, a family member or friend of yours can contact us about how we can help with information about disability facilities. Our customer service staff are well equipped to help.