



FCC and Accessibility Standards

Susan Bahr

Attorney Advisor

Disability Rights Office

**Consumer and Governmental
Affairs Bureau, FCC**



HAC ORDER

Federal Communications Commission

FCC 17-135

Before the
Federal Communications Commission
Washington, D.C. 20554

In the Matter of)
)
 Access to Telecommunication Equipment and)
 Services by Persons with Disabilities)
)
 Amendment of the Commission’s Rules Governing)
 Hearing Aid-Compatible Mobile Handsets)
)
 Comment Sought on 2010 Review of Hearing Aid)
 Compatibility Regulations)
)

CG Docket No. 13-46
 WT Docket No. 07-250
 WT Docket No. 10-254

**EDOCs
and
ECFS**

REPORT AND ORDER AND ORDER ON RECONSIDERATION

Adopted: October 24, 2017

Released: October 26, 2017

By the Commission: Chairman Pai and Commissioner Clyburn issuing separate statements; Commissioners O’Rielly and Carr approving in part, dissenting in part, and issuing statements.

IN 4+ PARTS



PART 1

- 2012 Wireline Volume Control Standard
- ANSI/TIA-4965-2012
(Telecommunications – Telephone Terminal Equipment – Receive Volume Control Requirements for Digital and Analog Wireline Telephones)
- 2 years to comply



PART 2

- Application of HAC Requirements to Wireline Telephones Used for Advanced Communications Services
- “Advanced communications services” include interconnected and non-interconnected VoIP service



PART 2

- Interconnected VoIP services enable people to make and receive calls to and from the public switched telephone network (PSTN).
- Non-interconnected VoIP includes services that enable real-time voice communications that either originate or terminate on the PSTN (but not both) or that neither originate nor terminate on the PSTN.



PART 2

- Subpart F of Part 68 – ACS Telephonic CPE
 - New sections 68.501 to 68.504
- 2 years to comply



PART 3

- ANSI C63.19-2007
- *Power-Down Exception* – some GSM handsets operating at 1900 MHz met the 2007 HAC requirements at a reduced power level subject to testing at maximum power
- ANSI C63.19-2011
- 6 months to comply



PART 4

- Volume Control in Wireless Handsets
- 1 year to develop a standard; 2 years to begin implementation
- ANSI/TIA-PN-5050 – voted by TIA and ANSI



PART 4

Section 20.19(b)(1) is revised to read as follows:

(b) Hearing aid compatibility; technical standards – (1) For radio frequency interference and volume control. A wireless handset submitted for equipment certification or for a permissive change relating to hearing aid compatibility **on or after [INSERT DATE THAT IS SIX MONTHS AFTER DATE OF FEDERAL REGISTER PUBLICATION] must** meet, at a minimum, the M3 rating associated with the technical standard set forth in the standard document “American National Standard Methods of Measurement of Compatibility Between Wireless Communication Devices and Hearing Aids,” **ANSI C63.19-2011. Beginning [INSERT DATE 36 MONTHS AFTER DATE OF FEDERAL REGISTER PUBLICATION],** a wireless handset submitted for equipment certification or for a permissive change relating to hearing aid compatibility **must also be equipped with volume control that produces sound levels suitable for persons with hearing loss (including persons with and without hearing aids).** Any grants of certification issued to handsets not equipped with such volume control that were submitted for certification before **[INSERT DATE THAT IS 36 MONTHS AFTER DATE OF FEDERAL REGISTER PUBLICATION]** remain valid for hearing aid compatibility purposes. Any grants of certification issued before **[INSERT DATE THAT IS SIX MONTHS AFTER DATE OF FEDERAL REGISTER PUBLICATION],** under ANSI C63.19-2011, or previous versions of ANSI C63.19, remain valid for hearing aid compatibility purposes



PART 5

- Manufacturers and service providers must:
 - (a) make their product information, including information about accessibility features, usable, in part by providing written manuals and instructions in accessible formats, such as large print, and Braille;
 - (b) provide usable and accessible customer and technical support in their call and service centers; and
 - (c) include in their general product materials contact information for obtaining information about the products and their accessibility features



PART 5

- *Wireless service providers* must permit consumers to test out handsets in any retail store owned or operated by the service provider
- *Wireless manufacturers and service providers* must ensure that hearing aid compatible handsets clearly display the ratings on the packaging material of the handsets



PART 5

- *Wireless manufacturers and service providers with publicly accessible websites must post a list of all hearing aid compatible models offered, their ratings, and an explanation of the rating system; and provide information about the levels of functionality defined by the service provider and how the functionality of handsets varies at different levels*



PART 5

Hearing Aid Compatibility Status Reports

<http://wireless.fcc.gov/hac/index.htm?job=home>

FCC Federal Communications Commission

Search | RSS | Updates | E-Filing | Initiatives | Consumers | Find Page

Wireless Telecommunications Bureau

FCC > WTB > Hearing Aid Compatibility Status Reporting

FCC Search

Hearing Aid Compatibility Status Reporting

[View Reports - Device Manufacturer](#)
[View Reports - Service Provider](#)
[Home Page](#)

Hearing Aid Compatibility Status Reporting

Under the FCC's rules, providers of digital mobile wireless services and manufacturers of wireless handsets must file annual reports on their offering of handsets that are compatible with hearing aids. These reports contain information about the hearing aid compatibility status of each handset offered, functionalities of hearing aid-compatible handsets, labeling of hearing aid-compatible handsets, and the filing company's consumer outreach efforts.

- [Filing Hearing Aid Compatibility Reports](#)
- [Viewing Hearing Aid Compatibility Reports](#)
- [Additional Information About Hearing Aid Compatibility](#)
- [Public Demonstration of FCC Form 655](#)

Filing Hearing Aid Compatibility Reports

Hearing Aid Compatibility Reports must be filed electronically on FCC Form 655. Reports for device manufacturers are due on July 15 of each year and cover the period from the previous July 1 through June 30 (except for the July 15, 2009 report, which covers January 1 through June 30, 2009). Service provider reports are due on January 15 and cover the previous January 1 through December 31. When the 15th of the month falls on a weekend or holiday, the report is due on the next business day.

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File a Hearing Aid Compatibility Status Report

FCC Form 655 is available for completion and submission during a filing period that starts one month prior to a filing deadline. For device manufacturers, the filing window extends from June 15 through midnight EDT on the filing date. For service providers, the filing window extends from December 15 through midnight EDT on the filing date.

To initiate or continue working on a saved report, click the Log In button below. You will need to enter the reporting company's FCC Registration Number (FRN) and associated password.

LOG IN

[View Form 655 Instructions \(pdf\)](#)
[Obtain an FCC Registration Number \(FRN\)](#)

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Viewing Hearing Aid Compatibility Reports

These reports contain information from device manufacturers and service providers about the hearing aid compatibility status of the handsets

Consumer Information

- [Hearing Aid Compatibility for Wireless Telephones Fact Sheet](#)
- LIST OF HEARING AID COMPATIBLE WIRELESS HANDSETS**
- [Listed by Handset \(pdf\)](#)
- [Listed by Wireless Service Provider \(pdf\)](#)
- [Rules](#)

Recent Releases

4/9/2012
THIRD REPORT AND ORDER (DA 12-650)
Amendment of the Commission's Rules Governing Hearing Aid-Compatible Mobile Handsets
[pdf](#) - [Word](#)

8/5/2010
POLICY STATEMENT AND SECOND REPORT AND ORDER AND FURTHER NOTICE OF PROPOSED RULEMAKING (FCC 10-148)
Amendment of the Commission's Rules Governing Hearing Aid-Compatible Mobile Handsets
[pdf](#) - [Word](#)

8/5/2010
NEWS RELEASE
FCC Takes Steps to Empower Consumers with Hearing Loss by Encouraging Handset Device Innovation
[pdf](#) - [Word](#)

11/24/2009
PUBLIC NOTICE (DA 09-2478)
WTB Reminds Wireless Service Providers of Their Obligation to Report on the Status of Compliance



PART 5

- Hearing Aid Compatibility Status Reports
 - Notice of Proposed Rulemaking to eliminate reports for non-nationwide service providers

https://apps.fcc.gov/edocs_public/attachmatch/FCC-17-123A1.docx

- Comment Date: November 13, 2017
- Reply Comment Date: November 27, 2017



PART 5

- Data from Global Accessibility Reporting Initiative (GARI), which can be accessed from the Commission's Accessibility Clearinghouse

<https://ach.fcc.gov/products-and-services/>

<https://www.gari.info/findphones.cfm>



DISABILITY RIGHTS OFFICE

<https://www.fcc.gov/disability-rights-office>

The screenshot shows the FCC website's navigation bar with the logo on the left, 'Browse by CATEGORY' and 'Browse by BUREAUS & OFFICES' in the center, and a search box on the right. Below the navigation bar is a horizontal menu with items: 'About the FCC', 'Proceedings & Actions', 'Licensing & Databases', 'Reports & Research', 'News & Events', and 'For Consumers'. The main content area has a breadcrumb trail: 'Home / Consumer / About the Bureau /'. The title 'Disability Rights Office' is prominently displayed. On the left is a sidebar with a 'Disability Rights Office' header and a list of links: 'Disability Headlines', 'Disability Advisory Committee', 'AccessInfo E-mail List Announcements', 'AccessInfo by Subject Matter', 'Chairman's Awards for Advancement in Accessibility', 'Twenty-First Century Communications and Video Accessibility Act', and 'Telecommunications Relay Services'. The main content area features a section titled 'About the Disability Rights Office' with two paragraphs of text. To the right of this section are four buttons: 'Disability Consumer Guides', 'File a Public Comment', 'File a Consumer Complaint', and 'Subscribe to AccessInfo E-Mail Announcements'. At the bottom right is a 'Contact Us' box containing the following information: 202-418-2517 (voice), 844-432-2275 (videophone), 888-835-5322 (TTY), and DRO@fcc.gov (e-mail).



DISABILITY RIGHTS OFFICE



Communications Access

- Advanced Communications Services
- Accessible Communications for Everyone
- Direct Video Calling
- **Hearing Aid Compatibility**
- National Deaf-Blind Equipment Distribution Program
- Real-Time Text
- Relay Services
- Telecommunications Services and Equipment



Video Programming Access

- Closed Captioning
 - Television
 - Internet
- Display of Closed Captioning on Equipment
- Emergency Information on Television
- TV and Set-Top Box Controls, Menus, and Program Guides
- Video Description



Emergency Access

- Access to 911
 - Dialing 911 via Relay
 - Real-Time Text
 - Text-to-911
 - TTY
- Emergency Alert System
- Emergency Information on Television
- Wireless Emergency Alerts

Disability Related Programs, Projects, and Policies

- Accessible Communications for Everyone
- Accessibility Clearinghouse
- Chairman's Awards for Advancement in

Disability Related Laws Implemented by the FCC

- Telecommunications for the Disabled Act of 1982
- Hearing Aid Compatibility Act of 1988



DISABILITY RIGHTS OFFICE

<https://consumercomplaints.fcc.gov/hc/en-us>

The screenshot shows the FCC Consumer Complaint Center website. At the top left is the FCC logo. The main heading is "Consumer Complaint Center". Below it is a navigation bar with "FCC Home" and "Complaint Center Home". The primary action is "File an informal consumer complaint / Tell your story". A search bar is present with the text "Search Complaint Center" and a "Search" button. To the right, there is a paragraph explaining that filing a complaint contributes to federal enforcement and consumer protection efforts. Below this are three buttons: "What Happens After I File My Complaint?", "How Other Agencies Can Help", and "FAQ". A Spanish language option is provided: "Para presentar una queja en español, llamar al: 888-CALL-FCC (888-225-5322)".

File a complaint

If your complaint is about a telecom billing or service issue, we will serve your complaint on your provider. Your provider has 30 days to send you a response to your complaint. We encourage you to contact your provider to resolve your issue prior to filing a complaint.

 TV	 Phone	 Internet
 Radio	 Access for People with Disabilities	 Emergency Communications

Share your experience

Tell Us Your Story

When you have issues concerning a provider or policy, let us know about it. By submitting your story you are NOT filing a consumer complaint. Your story won't be forwarded to your provider and you will not hear back from your provider or the FCC. We will share your story internally and use it to inform policy making and potential enforcement activities.

Learn about consumer issues

 Consumer Help Center	 Consumer Complaint Data Center
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Conclusion

Thank you!

Susan.Bahr@fcc.gov