

FCC and Accessibility Standards

Susan Bahr

Attorney Advisor
Disability Rights Office
Consumer and Governmental
Affairs Bureau, FCC

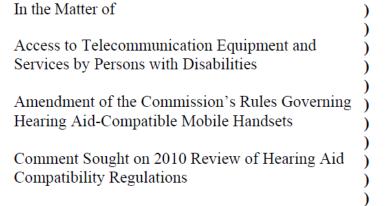


HAC ORDER

Federal Communications Commission

FCC 17-135

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



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



- 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



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



- 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.



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



- 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



- 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



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 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



- 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



- 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

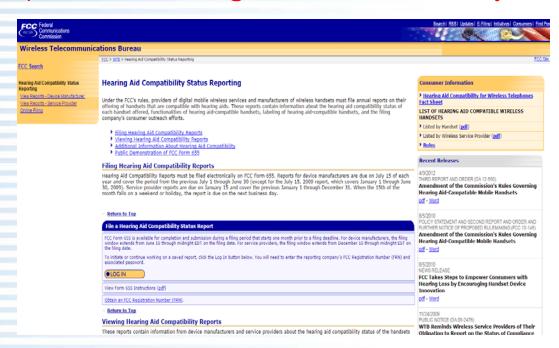


Wireless manufacturers and service providers with publicly accessible websites must post a list of all hearing aid compatible models offered, their ratings, and an explanation of the rating system; and provide information about the levels of functionality defined by the service provider and how the functionality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



Hearing Aid Compatibility Status Reports

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





- 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



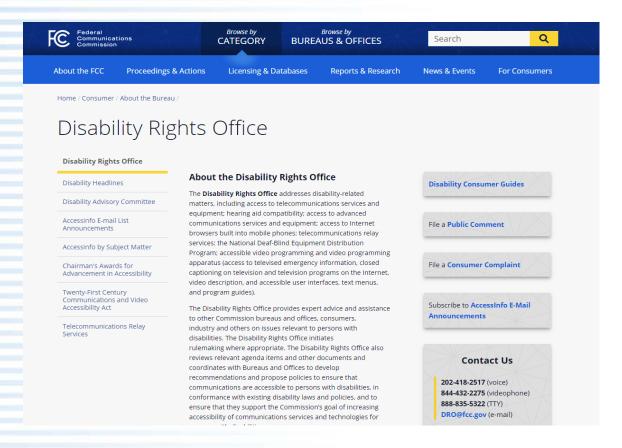
Data from Global Accessibility Reporting Initiative (GARI), which can be accessed from the Commission's Accessibility Clearinghouse

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

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



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







Ų

A

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

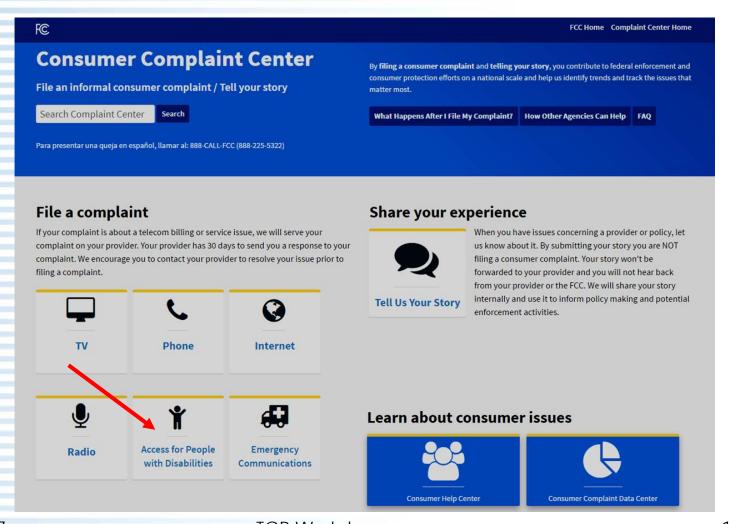
- Accessible Communications for Everyone
- Accessibility Clearinghouse
- Chairmanic Awards for Advancement in

Disability Related Laws Implemented by the FCC

- Telecommunications for the Disabled Act of 1982
- Haaring Aid Compatibility Act of 1000



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





Contact us:

DRO@fcc.gov (e-mail)

844-432-2275 (videophone)

202-418-2517 (voice)

888-835-5322 (TTY)

Subscribe to <u>AccessInfo@fcc.gov</u>



Conclusion

Thank you!

Susan.Bahr@fcc.gov