

# Accessibility Standards: Mobility Service



## HEARING:

Service Feature:	Service Description:	How Service Improves Accessibility:
Video Calling	Allows the user to use video and audio for communication between people in real time using the camera on their mobile device.	This feature helps facilitate the use of sign language for persons who are deaf, deafened, hard-of-hearing, or speech-impaired (DHHSI).
Call Display	Allows the user to see the caller's name or phone number before they answer.	Provides a visual indication that someone is calling and provides phone number, which the user can use to respond in any way they wish.
Call Answer	Allows the user to have all calls automatically answered and records a message for incoming calls when you are not available to answer.	Access your call answer messages with audio output through any computer with internet on your phone.
Text to landline Messaging	Ability to send text messages from a mobile phone to a landline phone. The text messages convert into voice messages.	Ability to facilitate better communication for persons who are deaf, deafened, hard-of-hearing, or speech-impaired (DHHSI).
Messaging	Text messaging (SMS), email, instant messaging (IM) and multimedia messaging (MMS or picture and video messaging) are offered on a large selection of mobile phones and smartphones.	Commonly used method of communication for persons who are deaf, deafened, hard-of-hearing, or speech-impaired as it does not require use of hearing or speech.
Automatic Recall	Allows user to see the number of the most recent incoming call with the option dial that number.	Feature is helpful for those with hearing, speech-related and cognitive disabilities; does not require use of hearing or speech.
Voicemail To Email	This is included as part of Execulink's Call Answer feature.	Sends a copy of any voicemail message you receive to your email address in the form of an audio file.
Hearing Aid Compatibility (HAC)	Information on hearing aid compatibility available on select devices.	Assists customers who use hearing aids to make an informed decision about an accessible phone.
National Do Not Call List	Reduces unsolicited/ telemarketing calls.	Helps streamline calls and improve overall experience.
711 (TTY)	711 is a message relay service for the hearing and/or speech impaired who use TTY machines to communicate.	Standard Telephone users can make calls to Execulink TTY & IP Relay users and an operator will type spoken words to the IP Relay user and read back their replies.

Voice Call-to-TTY	Call to TTY user you must provide the Operator with the User you want to communicate with. The Operator will make the connection to the other party and then relay the conversation between the two of the two parties.	This feature helps facilitate communication with deaf, deafened, hard-of-hearing, or speech-impaired (DHHSI) persons.
TTY-to-Voice Call	TTY user can make a voice call with assistance of an Operator who will read the request, make the call to the other party, and then relay the conversation between the two of the two parties.	This feature helps facilitate communication with deaf, deafened, hard-of-hearing, or speech-impaired (DHHSI) persons.
Accessible Locations	Our service locations are accessible for customers with disabilities.	Accessible entrance and customer service area.
My Execulink Customer Portal (Self-Serve)	Allows customer to manage their account on the go using the Web browser on their computer or mobile phone.	Makes it easier for customers to manage their account on their own, and reduces the need to contact customer service.
Customer Service	Customer Service can be contacted by email, live chat, phone or by postal mail.	A variety of methods to communicate with customer service that is more accessible.
Flexible Option Plans	Multiple service packages available based on the needs of the customer.	Allows customer the flexibility to select a plan that includes features, which improve the accessibility of their device.

## VISUAL:

Service Feature:	Service Description:	How Service Improves Accessibility:
Call Display	Allows the user to see the caller's name or phone number before they answer.	Provides a visual indication that someone is calling.
Call Answer	Allows the user to have all calls automatically answered and records a message for incoming calls when you are not available to answer.	Access your call answer messages with audio output through any computer with internet on your phone.
Text to landline Messaging	Ability to send text messages from a mobile phone to a landline phone. The text messages are converted into voice messages.	Ability to facilitate better communication for persons who are visually impaired.
Voice Dialing	Customer can make a call by simply speaking the name or number of the person they are trying to reach.	Commonly used method for persons who are visually impaired as it does not require use of vision.
Voicemail To Email	This is included as part of Execulink's Call Answer feature.	Sends a copy of any voicemail message you receive to your email address in the form of an audio file.
Operator Assistance	If eligible, operators can place local calls and navigate Interactive Voice Response (IVR) systems for the customer, free of charge. The surcharge for operator assisted long distance calls is also waived.	Assistance from operators to place local calls and navigate Interactive Voice Response (IVR) systems for the user.

Free Directory Assistance	If eligible, the customer may be exempt from paying local and long distance Directory Assistance and Automatic Directory Assistance Call Completion charges.	Eligible customers are exempt from paying Directory Assistance Call Completion charges.
National Do Not Call List	Reduces unsolicited/ telemarketing calls.	Helps streamline calls and improve overall experience.
Accessible Locations	Our service locations are accessible for customers with disabilities.	Accessible entrance and customer service area.
Customer Service	Customer Service can be contacted by email, live chat, phone or postal mail.	A variety of methods to communicate with customer service that is more accessible.
Flexible Option Plans	Variety of service plans available that can be selected to suit customer needs.	Allows customer the flexibility to select a plan that includes features, which improve the accessibility of their device.

## COGNITIVE:

Service Feature:	Service Description:	How Service Improves Accessibility:
Call Display	Allows the user to see the caller's name or phone number before they answer.	Provides a visual indication that someone is calling and provides phone number, which the user can use to respond in any way they wish.
Call Answer	Allows the user to have all calls automatically answered and records a message for incoming calls when you are not available to answer.	Access your call answer messages with audio output through any computer with internet on your phone.
Messaging	Text messaging (SMS), email, instant messaging (IM) and multimedia messaging (MMS or picture and video messaging) are offered on a large selection of mobile phones and smartphones.	Commonly used method of communication for persons who are deaf, deafened, hard-of-hearing, or speech-impaired as it does not require use of hearing or speech.
Automatic Recall	Allows user to see the number of the most recent incoming call with the option dial that number.	Feature is helpful for those with hearing, speech-related and cognitive disabilities; does not require use of hearing or speech.
Voicemail-to-Email	This is included as part of Execulink's Call Answer feature.	Sends a copy of any voicemail message you receive to your email address in the form of an audio file.
National Do Not Call List	Reduces unsolicited/ telemarketing calls.	Helps to streamline calls and potentially improve overall experience.
Accessible Locations	Our service locations are accessible for customers with disabilities.	Accessible entrance and customer service area.
My Execulink Customer Portal (Self-Serve)	Allows customer to manage their account on the go using the web browser on their computer or mobile phone.	Allows customers to manage their account on their own, and reduces the need to contact customer service.
Customer Service	Customer Service can be contacted by email, live chat, phone or by postal mail.	A variety of methods to communicate with customer service that is more accessible.
Flexible Option Plans	Multiple service packages available based on the needs of the customer.	Allows customer the flexibility to select a plan that includes features, which improve the accessibility of their device.

## PHYSICAL/MOBILITY:

Service Feature:	Service Description:	How Service Improves Accessibility:
Call Display	Allows the user to see the caller's name or phone number before they answer.	Provides a visual indication that someone is calling.
Call Answer	Allows the user to have all calls automatically answered and records a message for incoming calls when you are not available to answer.	Access your call answer messages with audio output through any computer with internet on your phone.
Text-to-Landline Messaging	Ability to send text messages from a mobile phone to a landline phone. The text messages are converted into voice messages.	Ability to facilitate better communication.
Voice Dialing	Customer can make a call by simply speaking the name or number of the person they are trying to reach.	Commonly used method for persons who may be unable to dial.
Voicemail-to-Text	Ability to have voice messages converted into text messages on the user's mobile phone. Supports both English and French.	Turns an unreadable voicemail into text format.
Voicemail-to-Email	This is included as part of Execulink's Call Answer feature.	Sends a copy of any voicemail message you receive to your email address in the form of an audio file.
Operator Assistance	If eligible, operators can place local calls and navigate Interactive Voice Response (IVR) systems for the customer, free of charge. The surcharge for operator assisted long distance calls is also waived.	Assistance from operators to place local calls and navigate Interactive Voice Response (IVR) systems for the user.
Free Directory Assistance	If eligible, the customer may be exempt from paying local and long distance Directory Assistance and Automatic Directory Assistance Call Completion charges.	Eligible customers are exempt from paying Directory Assistance Call Completion charges.
National Do Not Call List	Reduces unsolicited/ telemarketing calls.	Helps streamline calls and potentially improve overall experience.
Accessible Locations	Our service locations are accessible for customers with disabilities.	Accessible entrance and customer service areas.
Customer Service	Customer Service can be contacted by email, chat, phone or by postal mail.	A variety of methods to communicate with customer service that is more accessible.
Flexible Option Plans	Multiple service packages available based on the needs of the customer.	Allows customer the flexibility to select a plan that includes features, which improve the accessibility of their device.