

Current Telecommunications Issues Matrix – June 2009



Deaf Australia is the national peak organisation for Deaf people in Australia. It represents Deaf people who use Auslan (Australian Sign Language)

Head Office PO Box 1083
Stafford, Qld 4053
info@deafau.org.au

Sydney Office PO Box 4681
North Rocks, NSW 2151
andrew.wiltshire@deafau.org.au

Website: www.deafau.org.au

Fixed Line Telephony

Current issues	Action to date	Suggested solutions	Further Reference
Disability Equipment Program (DEP) to be updated and made independent	<ul style="list-style-type: none"> Sent submission to the Department of Broadband, Communications and Digital Economy (DBCDE) Independent Disability Equipment Program feasibility study discussion paper Representation on Telstra's DEP Consumer Advisory Group 	<ul style="list-style-type: none"> We look forward to DBCDE's report on the Independent DEP Feasibility Study, release expected end 2009 	<p>Deaf Australia's Position Paper on Disability Equipment Program http://www.deafau.org.au/info/paper_dep.php</p>

The Internet

Current issues	Action to date	Suggested solutions	Further Reference
<ul style="list-style-type: none"> Unlimited downloads for broadband plans with minimum upload speeds of 512kbps Availability of ADSL2+ broadband to all Australia enabling Deaf people to use video telephony Pricing plans suitable for Deaf people with unlimited downloads and uncapped speeds 	<ul style="list-style-type: none"> Sent submission to the DBCDE National Broadband Network (NBN) discussion paper, advocating for minimum 2mbps upload and download as standard for the new NBN 	<p>Internet Carriage Service Providers (CSP) to ensure that their broadband plans provide for:</p> <ul style="list-style-type: none"> minimum download and upload speeds of 512kbps that are priced affordably, until the NBN services are available unlimited downloads without speed slowing penalties that are priced affordably, until the NBN services are available <p>Internet CSP to ensure that ADSL2+ services are available to all Australians</p>	<p>Deaf Australia's Position Paper on What is Deaf Equivalent to Voice Telephony http://www.deafau.org.au/info/paper_voctel.php</p>

Current Telecommunications Issues Matrix – June 2009

Expansion of current Emergency Services	<ul style="list-style-type: none"> • Deaf Australia's Emergency Services discussion paper • Deaf Australia's Position Paper 'Emergency Services and Deaf People' • Deaf Australia's Emergency Services Forum and Roundtable 	<ul style="list-style-type: none"> • Current 106 Emergency Service should be made available for Internet Relay users. • Future relay services such as Video Relay and Captioned Telephone Relay to have access to emergency services at time of establishment 	<p>Deaf Australia's discussion paper http://www.deafau.org.au/download/EmergencyServices.pdf</p> <p>Deaf Australia's position paper http://www.deafau.org.au/info/policy_emgser.php</p> <p>USA FCC new guidelines re emergency services for Internet Protocol calls http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-08-78A1.pdf --- http://fjallfoss.fcc.gov/edocs_public/attachmatch/DA-08-607A1.pdf --- http://www.fcc.gov/cgb/consumerfacts/trstendigit.html</p>
Mobile Telephony			
Current issues	Action to date	Suggested solutions	Further Reference
Cost of video calls –v- voice calls	<ul style="list-style-type: none"> • Working with some mobile carriage providers on the feasibility of developing specific pricing plans 	<ul style="list-style-type: none"> • Mobile CSP to develop specific plans that price video calling (with audio off) for the same rate as voice calls. • Mobile CSP to develop specific plans that incorporate the use of SMS and video calling (with audio function off) suitable for Deaf consumers 	<p>Deaf Australia's Position Paper on What is Deaf Equivalent to Voice Telephony http://www.deafau.org.au/info/paper_voctel.php</p>
Mobile handsets and networks to be upgraded to allow optimum picture quality for video calling	<ul style="list-style-type: none"> • Working with some mobile carriage service providers on testing of suitable handsets that handle optimum picture quality for video calls 	<ul style="list-style-type: none"> • Mobile carriage service providers to ensure all handsets have premium video calling function (with most up to date codec's) and ensure their networks are continually upgraded to allow for optimum video calling transmission 	

Current Telecommunications Issues Matrix – June 2009

Interoperability between mobiles and video telephony		<ul style="list-style-type: none"> • Ensure that mobile handsets are able to call stand alone videophones and vice versa 	Deaf Australia's Position Paper on What is Deaf Equivalent to Voice Telephony http://www.deafau.org.au/info/paper_voctel.php
Expansion of current Emergency Services	<ul style="list-style-type: none"> • Deaf Australia's Emergency Services discussion paper • Deaf Australia's Position Paper 'Emergency Services and Deaf People' • Deaf Australia's Emergency Services Forum and Roundtable 	<ul style="list-style-type: none"> • ACMA to make report on feasibility study for SMS messaging to emergency services for Deaf and Hard of Hearing people, available to public when completed • Mobile carriage service providers to ensure that Deaf people who use Internet Relay on their mobile handsets are not charged for data usage • Government, industry and consumers to work together on achieving access to emergency services in real time (either by text or using Auslan) 	Deaf Australia's position paper http://www.deafau.org.au/info/policy_emgser.php
Other			
Current issues	Action to date	Suggested solutions	Further Reference
Availability and affordability of Video telephony equipment for the Deaf community	<ul style="list-style-type: none"> • Sent submission to the DBCDE Independent Disability Equipment Program feasibility study discussion paper • Representation on Telstra's DEP Consumer Advisory Group • Conducted small videophone trial • Testing of various models of videophones 	<ul style="list-style-type: none"> • We look forward to DBCDE's report on the Independent DEP Feasibility Study, release expected end 2009 • DEP to include videophones • Videophone suppliers to co-ordinate with Deaf Australia for testing of suitable videophone equipment • Suppliers to ensure that videophones are interoperable with other types of video communications equipment 	Deaf Australia's Position Paper on What is Deaf Equivalent to Voice Telephony http://www.deafau.org.au/info/paper_voctel.php

Current Telecommunications Issues Matrix – June 2009

<p>Establishment of Video Relay Service (VRS)</p>	<ul style="list-style-type: none"> • Deaf Australia's VRS Forum & Roundtable • Establishment of VRS Working Group • Deaf Australia's position paper on What is Deaf Equivalent to Voice Telephony • Sent submission to the DBCDE National Broadband Network (NBN) discussion paper 	<ul style="list-style-type: none"> • Government, industry and key consumer representatives to work together on establishment of a VRS in Australia • Current NRS to be brought into the next generation environment – 'Next Generation NRS' featuring VRS and Captioned Telephone Relay 	<p>Deaf Australia's Position Paper on What is Deaf Equivalent to Voice Telephony http://www.deafau.org.au/info/paper_voctel.php Australian Communication Exchange Multi Media Response trial www.videorelay.com.au</p>
<p>Availability of information in Auslan on websites</p>	<ul style="list-style-type: none"> • Prepared community consultations with Deaf community • Prepared online survey about information in Auslan on websites 	<ul style="list-style-type: none"> • Ensure as much information is available in Auslan on websites i.e. public information documents to be translated into Auslan • Consult with Deaf consumers on suitable solutions 	
<p>Captioning of video information on websites</p>	<ul style="list-style-type: none"> • In negotiations with one telecommunications carriage service provider about possibility of captioning videos on websites 	<ul style="list-style-type: none"> • All carriage service providers to ensure that promotional or informational videos are captioned 	
<p>Captioning on all advertisements produced by telecommunications industry</p>		<ul style="list-style-type: none"> • All carriage service providers who advertise products on TV or the Internet to ensure their advertisements are captioned 	
<p>UN Convention on the Rights of Persons with Disabilities (CRPD) principles to be included in policy development and operational practices</p>	<ul style="list-style-type: none"> • Quoting UN CRPD in all our submissions • Remind government, regulators and industry to incorporate UN CRPD principles in all public policy or operating practices 	<ul style="list-style-type: none"> • All to ensure principles contained in the UN CRPD are adhered to, in collaboration with all relevant stakeholders including consumer representatives 	<p>UN Convention on the Rights of Persons with Disabilities http://www.deafau.org.au/info/paper_voctel.php</p>