

The background of the entire page is a photograph of three people (two women and one man) silhouetted against a bright, low sun. They are standing on a grassy hill, holding hands in a line, with their arms outstretched. The sky is a deep blue with some wispy clouds. In the upper left corner, there is a vertical trail of several small, clear water droplets or bubbles, suggesting movement or a splash. The overall mood is one of joy, freedom, and community.

Choosing a mobile phone

A guide for people with disabilities

O₂

If you have a disability, we can help you find the best mobile, accessories and services. This guide will tell you:

- **What features to look for**
- **What special services you can get**
- **How we can help**

Phones to help with:
Sight impairments

pages
02–04



Hearing impairments

pages
05–09



Dexterity problems

pages
10–12



Learning disabilities

pages
13–15



How O₂ can help:
Support and services
Ways to pay

pages
16–20





Sight

If you're blind or visually impaired, a mobile with a large screen, big buttons and high contrast could be easier to use. Hands-free headsets and screen-reading software can help too.



What to get

Keypad

- **Large buttons, raised keys** and a **raised dot** on the number 5 will help you find the right button.
- **Large numbers and letters, in contrasting colours** that stand out.
- Buttons that make a **sound** or **vibrate** when you touch them. So that you can tell what you're pressing.

Display and screen

- Choose a screen with **good contrast** and easy-to-read **fonts**.
- Avoid shiny screens that give off a lot of **glare**.
- **Back lighting** also helps – you can change how long the screen lights up for.
- Some phones let you switch to **large print**.

Useful features

- **Voice dialling.** So you can call someone by saying their name.
- **Speed or one-touch dialling.** So you don't have to type as much.
- **Sound settings.** So you can hear when your phone's starting up and shutting down. And when your battery's low, empty, charging and full.
- A **camera** with zoom so you can use it like a magnifying glass.
- **Personalised ring-tones.** You can use different ring-tones for different contacts on your phone so you can tell who's calling.

Hands-free

Hands-free kits or **Bluetooth headsets** help make your phone less fiddly. Most let you answer calls without touching your phone (so you don't have to search for it).

Screen-reading software

You can buy software that reads out what's on your screen. But it only works with some phones. To find out more, call the RNIB Technology team on 0845 900 0015.



Hearing

If you're deaf or have a hearing loss, look for a mobile with easy-to-adjust volume, ring-tone and speakerphone settings. Some phones are even designed to work with hearing aids, full-size keyboards and text-phone.



What to get

Volume and sound

- Easy-to-adjust **volume**. Like a button or dial on the side of the phone.
- Plenty of **ringtones**. So you can choose one that best suits your hearing.
- **In-ear headsets** or **earphones**. To help cut out background noise.
- **Speakerphone** setting. So you don't have to hold the phone to your ear (especially if you wear a hearing aid).

Texts and messages

- Large, clear **screen**, **keypad** and **controls**. To make typing easier.
- **Predictive texting**. To make texting faster (if you send the same message often, lots of phones allow you to save it as a **template**).
- A **QWERTY keyboard**. To make typing faster.
- **Mobile email**, **picture messaging (MMS)** and **mobile internet**. To stay in touch without talking.

Textphone

O₂ offers a **textphone** facility. You type what you want to say. Then an operator reads what you've typed to the other person – and types what they say back to you.

How to make a textphone call:

1. Dial 18001.
2. Dial the number as normal.
3. Type what you want to say.

Getting calls on textphone

Ask people to dial 18002, then your number.

Emergency calls on textphone

Dial 18000, instead of 999.

Textphone charges

Textphone calls cost 4p a minute. You pay for them on top of your tariff (they're not part of your monthly minutes or bundles).

Texting online

If you can use your phone to go on the internet, you can use the RNID's TalkByText Web Edition to make real-time text calls online. Go to:

 www.ictrnid.org.uk/tbtweb.html

Useful features

- You can set most phones to **vibrate** or **light up** (or both) when you get a call or text.
- If your hearing aid has a 'T' setting, an **inductive neck-loop** can make your calls clearer.
- If your phone has Bluetooth, you can use a Bluetooth headset or neck-loop to make your calls clearer.

Hearing aids

Mobiles can interfere with some hearing aids. But new **digital** and '**in-ear**' hearing aids have a 'T' or 'loop' switch that works well with mobiles.

- **Behind-the-ear** hearing aids have the microphone on the front – so that's where you should hold your earpiece, for the best sound.
- If you hear a **whistling** noise, try holding your phone closer to your hearing aid.

- **Amplifiers** can make your calls louder (but they can make your phone whistle too).
- **Inductive couplers** can also make your phone calls clearer (switch your hearing aid to 'T' and try moving your phone around until you get the best sound quality).

Text-only tariffs

If you want to send text messages rather than making voice calls, ask us about our special text-only tariffs or go online:

 www.o2.co.uk/accessforall/hearing



Dexterity

If you find phones hard to handle, you can get phones with large buttons or a touchscreen. But with Bluetooth and voice dialling, you can do most things without using your hands.



What to get

- Something that's **light** and **easy to grip**, with **large, well-spaced buttons** (or a **touchscreen**).
- **Speed, one-touch** or **voice dialling**. So you don't have to type numbers in – you can ring a friend either by touching one button or by speaking a name or number into the phone.
- **Predictive texting** to make texting faster (if you send the same message often, lots of phones let you save it as a **template**).
- A **QWERTY** or **full-size keyboard** can make typing faster and easier.

- **Wireless hands-free kits, Bluetooth headsets and speakerphones.** So you can talk without holding the phone or fiddling with wires.
- **Touchscreen phones** (like the iPhone) are wide and slim, with a large screen. So they're easy to hold. And you can use them with one finger.
- **Buttons that make a sound or vibrate** when you touch them. So you can tell what you're pressing.



Learning disabilities

If you need help finding a phone that's easy to use, come into any O₂ shop. You can try out different phones for yourself. And we can show you how to do the things you want to.



What to get

- Something with **large buttons** that's easy to **grip**.
- **Speed or one-touch dialling**. So you can call your friends and family just by pressing a button. For example, you can set the number '1' to call your best friend, '2' to call your carer, '3' to call home.
- **Voice dialling**. You can set up the phone to recognise your voice. Then you can call people just by saying their name into the phone.
- Most phones have a **large print** setting. So the words are bigger and easier to read.
- If you send the same message a lot, you can save it on your phone so that you don't have to type the message every time. For example, you could save 'can you pick me up?' or 'I'm fine' and then use the same text time and time again.
- Some phones show you a **photo** of who is calling you. So you don't need to read their name and number.

How we can help:

- We can help you find the right phone.
- We can help set up your phone.
- We will explain the different ways of paying for your phone.
- And we can show you how to do what you need to do with your phone.

Call us or come into any O₂ shop.



Support and services



Help in our shops

If you need anything, ask. Somewhere to sit, a hearing loop, help filling out forms. We're happy to help.

Help from friends

If you want someone else to look after your account – like a parent, friend, or carer – we can arrange that.

Help choosing a phone

We've included some phone recommendations in our shop magazine. There's a special accessibility section that recommends phones if you have a disability.

Pick up a copy in any O₂ shop.

Or go online:

 <http://shop.o2.co.uk/bestfor/accessibility>

Accessibility website

For up-to-date information on our products and services, go online to see tips and advice:

 www.o2.co.uk/accessforall

Money-back guarantee

Try your phone out. If you don't like it, bring it back within 14 days. We'll give you your money back. And help you find a better one.

Free directory enquiries

Can't use a phone book? Call our directory enquiries for free. They'll give you the number, or put you straight through. Call 195 to find out how to register and we'll give you a unique PIN (Personal Identification Number).

Repairing faults

If your O₂ phone stops working, take it to any O₂ shop. We'll fix it, and give you a loan phone to use while you wait. Or call us. We'll send someone round to pick up your phone, and send you a new one within 48 hours.

Lost phones

If your O₂ mobile goes missing, call us straight away on 08705 214000. We'll block it and give you a new SIM card, free.

Ways to pay

Easy-to-read bills and contracts

If you find our bills or contracts hard to read, we can send them to you in large print, Braille, audio or by email.

Pay Monthly

On Pay Monthly, you pay a fee once a month (your 'tariff'). Your tariff comes with a fixed number of free minutes and messages. If you use them all up, you pay for any extra minutes or messages you use on top. With Pay Monthly, you usually have to commit to a contract (often 18 months), but you'll get your phone at a discount price, or free. We also offer a 'simplicity' tariff where you don't get a new phone, but you can cancel your contract with one month's notice at any time.

Pay & Go (also known as pre-pay)

On Pay & Go, you buy credit to pay for your calls and texts ('top-ups'). When your top-up runs out, you top up again. It's a good way to control how much you spend. And there's no contract, so you can stop any time. But you'll need to buy your own phone.

How to top up:

- **By phone**

Have your **debit or credit** card handy. Then either hold down '3' or call 4444 from your mobile (or 08456 062 277 from a landline).

- **At a cash machine**

Some cash machines let you top up using your debit card.

- **With an E Top-Up**

With an O₂ E Top-Up card, you can top up by cash or card in any O₂ shop – or anywhere you see the green 'Top-Up' logo.

- **Online**

Go to:  www.o2.co.uk

Contact us

Pay Monthly customers

0800 587 4005

Email: accesssupport@o2.com

Pay & Go customers

0845 600 4302

Mycare@o2mail.co.uk

O₂ Home Broadband

If you are an O₂ Home Broadband customer,
please call 0800 230 0202 to speak to someone.

Or you can email us at: customer.service@o2Broadband.co.uk

Telefónica O2 UK Limited
260 Bath Road, Slough
Berkshire SL1 4DX

Registered in England No. 1743099
Registered office as above

© Telefónica O2 UK Limited 2009
Correct at time of going to press
(October 2009). O2CN1030N