Code of Conduct for People with Disabilities

6 & 7 June 2019

MTN

Introduction

MTN supports the initiative to review the Code for Persons with Disabilities.

With the rapid advancements in technology, it is important to continuously revise the code to stay abreast of technological advancements.

Contribution from Disability Sector

- MTN would like to thank the Disability Sector for their presentations over the past 2 days.

- Without your contribution, it would not be possible to create an effective Code of Conduct for People with Disabilities.

- MTN encourages the Disability Sector to engage with the ICT sector on a regular basis to keep us informed of challenges experienced with ICT services and equipment.

Basic Standards For ECS Licensees

- Smartphones today provide accessibility features and are compatible with assistive technology.

- MTN acknowledges the high cost of Smartphones and has recently launched a low cost smart phone to address the issue of affordability.[see next slide]

- MTN is committed to work with manufacturers and suppliers to ensure that a wide variety of devices are available in the market, which meet the requirements for Persons with Disabilities.

- MTN notes and support the CAP's suggestion that Universal Design should be included in the Type Approval process.

Access to Affordable Smartphones
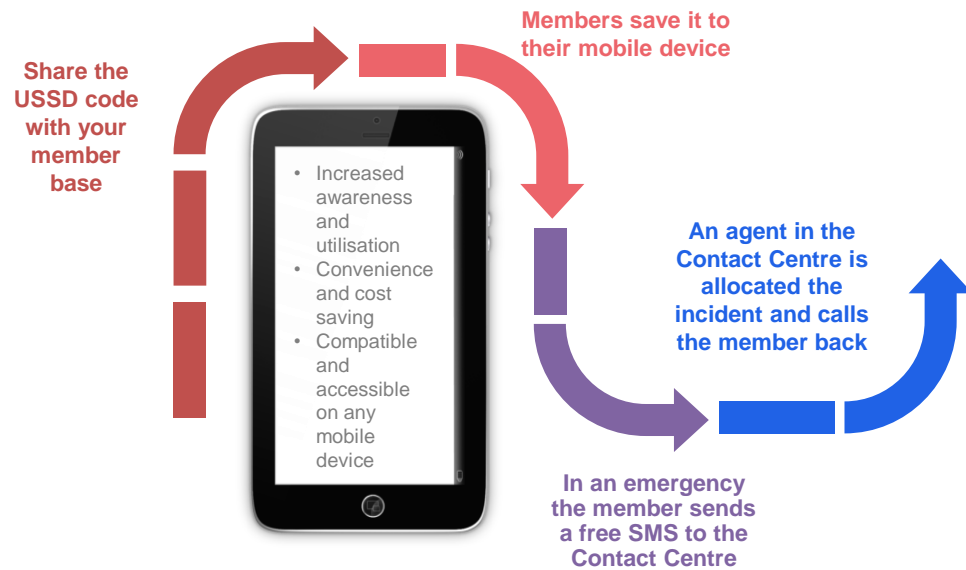
MTN Smart S 3G Smart Feature Phone

Features
USSD
Bluetooth
Emergency calls
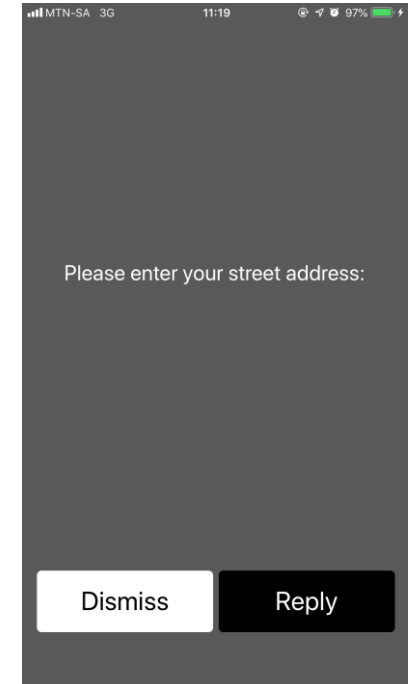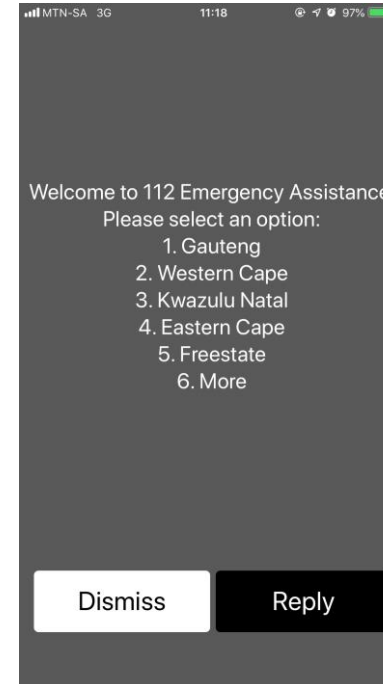WhatsApp
Facebook
Google Assistant

Retail price approx. R250

Direct access to Google Assistant - AI powered virtual assistant.

112 Emergency Services

CALL ME APPLICATION

Share the USSD code with your member base

Members save it to their mobile device

- Increased awareness and utilisation
- Convenience and cost saving
- Compatible and accessible on any mobile device

An agent in the Contact Centre is allocated the incident and calls the member back

In an emergency the member sends a free SMS to the Contact Centre

europ assistance
you live we care

Welcome to 112 Emergency Assistance.
Please select an option:
1. Gauteng
2. Western Cape
3. Kwazulu Natal
4. Eastern Cape
5. Freestate
6. More

Dismiss   Reply

Please enter your street address:

Dismiss   Reply

[Add disclaimer text in slide master mode]

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Conclusion

- MTN has learned a lot from the presentations and would like to thank everyone for their contributions.

- MTN looks forward to working closely with the Disability Sector in future to ensure that our services are accessible.