

It's good to talk (or type.....)



British Telecom not only provide services to the general public, they also supply major organisations and public bodies with telecom solutions.

With a growing necessity to provide equal services under the Disability Discrimination Act, telephone services have to be adjusted to ensure deaf people have the same service and access to businesses as hearing people.

As deaf people can't use conventional telephones, a range of alternative solutions such as mobile SMS, textphones, email and the web are important means of communication.

DAT were asked to deliver some sessions to educate BT staff in why these alternatives to the voice phones are so important and understand how they are used.

By understanding how each solution was used by a deaf person, BT staff could understand what their customers requirements would be and be confident in supplying the right products to make them accessible to deaf people.

Who BT

What Deaf Awareness & Communications Technology Training

Why To help call centre staff understand and use deaf telecoms equipment

