

I wish to comment regarding availability of accessible cell phones. In August, I took my Pantech Duo smartphone to my local AT&T store because the screen reader software was not working correctly. I had emailed the company that produced the software; they had sent me instructions on how to fix the problem. I was hoping someone on staff at AT&T could help me get the phone working correctly. They were unwilling to do this. The employee I spoke with was familiar with MobileSpeak, the screen reader on my phone, and she was able to look up which phone models were supported. she mentioned four different phones. She would have been perfectly happy to sell me a new phone, but the store did not carry any of the phones that could work with MobilSpeak. The only other option the AT&T store could offer me would have been to send my phone to AT&T's Disability Center in another city. This would have meant I would have been without a working cell phone for probably two weeks.

More than a week later, I chose to go to an Apple Store and purchase an iPhone 4, because it comes with the screen reader built in. I did not have to pay extra for access.

Blind people want the same kind of choices in products that they buy that sighted people have. I look forward to a future when access is available for a broader range of cell phones.

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