

In my time of using cell phones I had used if I remember correctly three models from Verizon two of which were Igvx models and another audiovox phone. In all cases accessibility was less than complete on two counts.

Not all menu selections and functions connected to those menu selections were accessible on the phones. It's still easy to buy phones from Verizon that have this problem. The phone bills never arrived in braille either.

I was told by a verizon representative that such billing could be arranged but that never happened once the contracts were underway. In all cases, verizon never did produce an application for any of the phones I purchased that was in any respect accessible. After such abuse for so many years I moved along to Cingular and got more functionality from the phone a Nokia 6620 than was available with any verizon offering. A web browser and sms messaging were operational. Again no accessible applications except for partial xradio accessibility. Then I upgraded to an iPhone 3gs and everything changed! It's the first time I consider I have something close to complete accessibility not only with the phone but the applications I can download and run on it. Not all applications, but enough to keep me busy for a few seconds certainly. I like the Iphone because I didn't have to pay for accessibility, it came as a standard feature. I thought about going with Android, but when I upgraded to the iphone it didn't have an accessible email program or an accessible browser so I decided not to return to verizon for that reason. I found that out listening to the blindcooltech podcast and caught the right episode just in time and that helped me with that decision. I have contact with a blind friend who still has a verizon phone one of the more recent Igvx models I think he said it was a 9200 and he still hasn't got accessibility to all controls on the phone and has to get sighted assistance to adjust some of them.

If a company as big as verizon can't take care of something so basic as accessibility to all controls on a phone how can they be expected to have any accessible software on the phone or accessible applications to download for that phone whether as free downloads or as paid downloads?