

Firstly, I personally am perfectly comfortable purchasing a third party screen reader. I still prefer Symbian, even over the iPhone. I have some items that have been concerning me.

1. Accessibility of apps, both obtaining and using: Nokia and android have been developing many applications that are simply not accessible with third party screen readers or built in. Nokia notably used to have more accessibility with its own apps that it developed than it does now with the OVI software. Basically, Manufacturers like Nokia need to step it up and meet screen readers half way at least and help to make the software they develop accessible. It is very difficult to just download an app from the OVI store onto a Nokia phone right now. Any central service that allows for obtaining applications for a phone that is accessible should be accessible both on the phone and on the computer by screen reader users. OVI store should be easy for us to use on the phone. Currently we cannot browse the OVI store from the Nokia phone at all. It is 98 percent inaccessible. This should be a very strict requirement. If the phone is going to be accessible, central locations for obtaining applications for it must be too.

2. Physical design: Touch screens are a good idea. They are great for people with problems in their hands that could prevent or reduce their ability to press buttons down. With products like the iPhone, and some options coming in like Talks to make Symbian based touch only devices usable by blind, touch screens aren't leaving us behind entirely. However, I use a different phone for its physical buttons for several reasons that have little to do with just not adapting to new ways. Physical keyboards can allow those with hearing problems to use their phones in some situations when they can barely hear it. I can send a text message on my Nokia N86 in the Middle of a noisy Wal-Mart just by knowing where the buttons are and hitting all the right ones. With an iPhone I could not do this because I would have to hear the speech to know which buttons I were touching if any.

3. Built in speech and Braille access. Currently, for those companies who use platforms that third party screen readers have been developed for, it is difficult to install the third party screen reader onto the new phone without sighted assistance. Windows mobile allowed one to start the screen reader installation on the computer and then press a few buttons on the phone and end up with speech. Symbian can do the same thing but one must install Nokia PC Suite, which is very inaccessible. What I wish is that for situations like this, we had some type of built in speech access on the phone that could be turned on very accessibly with some key combination. We could have basic speech access for the setup screens on Symbian, for instance, during the first setup of the phone or initial setup after

a hard reset reformat. Additionally, the basic speech support could read menus and read file explorer program on the phone well enough for one to actually start and complete the installation of a full screen reader option.

4. Capability of accessibility. No smart phone platform should be developed from the ground up or eventually be modified to become impossible to be made accessible. This is a direct poke at Microsoft's Windows Phone 7 platform. This should be very illegal. It is also a direct Poke at Nokia's platform that they will be putting on their high end phones instead of Symbian.

5. PC Support Software. This is a direct poke at Nokia's PC Suite, or OVI Suite depending on which version of the software you have. My Nokia N86 shipped with a cd. The cd contains Nokia OVI Suite, which is like the Microsoft Active Sync for Nokia. I can only barely use OVI Suite with JAWS, my screen reader of choice on my windows based computer. Tabbing around the window yields very little meaningful speech feedback. It is simply a pain in the neck to use, therefore I just use mass storage mode on my N86 and avoid using OVI Suite altogether. If the phone is going to be accessible or be able to be made accessible, the software that goes on the computer to be used with the phone should be accessible too.

6. Basic Phone Accessibility: Basic not smart phones should have options that are accessible. However, those options should be fully accessible within reason. Reason stops at making completely graphical games accessible. Entire menu structure as well as all functions and applications shipped with basic phones should be very nearly 100 percent accessible if at all. In other words, LG needs to step it up with their line of phones that have speech access and make them talk a lot more. They need to work with web browser if the phone has one. They need to work fully with text messaging, both reading and writing them. They need to work fully with email if the basic phone supports it. Both writing and reading. They must work with dialing phone numbers and reading back what has been dialed. They must support caller id, reading of call log, that includes missed calls, sent calls and received calls where the phone supports such features at all. All configuration settings for the phone should be settable by a totally blind user. The phone itself must achieve this without being a more shoddy design than that of other phones in the same level on the market.

7. Deaf Blind Support: Some phones must be somehow usable by deaf blind. Whether this be by using a Braille Display that is driven by a third party screen reader on the device, or which is driven by a native screen reader as in the iPhone, or whether the phone itself has a Braille display built into it. The phone would obviously support TTY. I think every carrier should have at least one phone that can do this. It doesn't matter if the carrier doesn't specifically have one but a third party company develops one which can easily support the carrier. This would be like buying the phone and putting your sim card in it.

8. Percentage: For now, only a certain percentage of phones should be required to be accessible. Every Major Provider of phones should be required to develop and maintain at least one line of accessible phone in at least two of the categories that I have given. That is in either natively accessible, third party accessible, accessible basic, and deaf blind accessible. Every single major carrier should be absolutely required to have at least one phone in each category available to it. This includes all of the following: Natively accessible, Third Party Accessible, accessible basic, and Deaf Blind Accessible. It doesn't matter if the carrier develops the phone themselves, or if one can buy an unlocked phone from a third party provider which fully supports the carrier's network. Every single major carrier should be 100 percent required to include a fully accessible basic phone. I discussed this option in number 6.

Thank you for considering my feedback.