

# CONSUMER TIP SHEET

## What is the purpose of this tip sheet?

This tip sheet is designed to help you get access to plan, usage and billing information on the websites and apps of telecommunications providers such as Telstra, Optus, Vodafone, Amaysim and Belong.

## I'm thinking of purchasing a phone plan. What accessibility questions should I ask?

Consider asking these questions before committing to a particular provider:

### Is the billing information only available in a PDF?

Some companies only send a PDF with these details and do not have the information available on their website or app.

### Do your videos have captions?

Some providers have their help information in videos that do not contain captions. If you are hard of hearing, check that the video content is accessible.

### Can I test the app on my phone?

Testing the accessibility of the phone app before committing to a plan can help you make the best choice in viewing in important information before purchasing.

### Which provider website best supports my disability?

All providers have website accessibility issues which may impact on your ability to find information. However, recent independent research by Centre for Accessibility Australia suggests that the Belong website is the most compliant to web accessibility standards.

### How can I contact my provider about the accessibility issues I'm facing?

Here's the best way to contact your provider if you are experiencing accessibility issues.

Amaysim: visit the [Accessibility Information Amaysim](#) page.

Telstra: visit the [disability services contact](#) page.

For other telecommunications providers, consider contacting the providers' social media such as Twitter and LinkedIn to raise accessibility issues.

## ACCESSIBLE TELECOMMUNICATIONS

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