

Centre for Accessibility Australia

Cancellations for All: Addressing Key Accessibility **Issues Faced by Consumers** When Cancelling Prepaid Mobile Services on Telecommunications Carrier Applications and Websites

Supporting Document

April 2024





Table of Contents

Centre for Accessibility Australia1
Introduction7
1. AGL Mobile
Support and Accessibility Table9
Accessibility Evaluation Template10
Detailed Cancellation Process Template20
2. Aldi Mobile
Support and Accessibility Table
Accessibility Evaluation Template
Detailed Cancellation Process Template37
3. Amaysim
Support and Accessibility Table
Accessibility Evaluation Template40
Detailed Cancellation Process Template 48
4. Aussie Broadband 49
Support and Accessibility Table50
Accessibility Evaluation Template51
Detailed Cancellation Process Template62
5. Australia Post
Support and Accessibility Table67
Accessibility Evaluation Template68
Detailed Cancellation Process Template78
6. Belong
Support and Accessibility Table
Accessibility Evaluation Template
Detailed Cancellation Process Template92
7. Bendigo Telco
Support and Accessibility Table97
Accessibility Evaluation Template98
Detailed Cancellation Process Template 107
8. Better Life113
Support and Accessibility Table 114
Accessibility Evaluation Template115
Detailed Cancellation Process Template 123
9. Boost Mobile



Support and Accessibility Table12	27
Accessibility Evaluation Template12	28
Detailed Cancellation Process Template1	36
10. Catch Connect1	38
Support and Accessibility Table13	39
Accessibility Evaluation Template14	40
Detailed Cancellation Process Template14	48
11. Circles.Life14	49
Support and Accessibility Table1	50
Accessibility Evaluation Template1	51
Detailed Cancellation Process Template1	59
12. Coles10	61
Support and Accessibility Table	62
Accessibility Evaluation Template10	63
Detailed Cancellation Process Template1	71
13. CMobile1	72
Support and Accessibility Table1	73
Accessibility Evaluation Template1	74
Detailed Cancellation Process Template	02
	00
14. Dodo Mobile	85
14. Dodo Mobile 14 Support and Accessibility Table 18	85 85
14. Dodo Mobile 14 Support and Accessibility Table 18 Accessibility Evaluation Template 18	85 85 87
14. Dodo Mobile 14. Support and Accessibility Table 14. Accessibility Evaluation Template 14. Detailed Cancellation Process Template 14.	85 85 87 96
14. Dodo Mobile 14. Support and Accessibility Table 14. Accessibility Evaluation Template 14. Detailed Cancellation Process Template 14. 15. E.Tel 14.	85 85 87 96 99
14. Dodo Mobile 18 Support and Accessibility Table 18 Accessibility Evaluation Template 18 Detailed Cancellation Process Template 19 15. E.Tel 19 Support and Accessibility Table 20	85 85 87 96 99 00
14. Dodo Mobile 18 Support and Accessibility Table 18 Accessibility Evaluation Template 18 Detailed Cancellation Process Template 19 15. E.Tel 19 Support and Accessibility Table 20 Accessibility Evaluation Template 20 Accessibility Evaluation Template 20 Accessibility Evaluation Template 20	85 85 87 96 99 00 01
14. Dodo Mobile 18 Support and Accessibility Table 18 Accessibility Evaluation Template 18 Detailed Cancellation Process Template 19 15. E.Tel 19 Support and Accessibility Table 20 Accessibility Evaluation Template 20 Detailed Cancellation Process Template 20 Detailed Cancellation Template 20 Accessibility Evaluation Template 20 Detailed Cancellation Process Template 20 Accessibility Evaluation Template 20 Accessibility Evaluation Template 20 Detailed Cancellation Process Template 20	 85 85 87 96 99 00 01 09
14. Dodo Mobile 18 Support and Accessibility Table 18 Accessibility Evaluation Template 18 Detailed Cancellation Process Template 18 15. E.Tel 19 Support and Accessibility Table 20 Accessibility Evaluation Template 20 16. Exetel 20	 85 85 87 96 99 00 01 09 12
14. Dodo Mobile 14. Support and Accessibility Table 14. Accessibility Evaluation Template 14. Accessibility Evaluation Template 14. Detailed Cancellation Process Template 14. Detailed Cancellation Process Template 14. Support and Accessibility Table 14. Support and Accessibility Table 14. Detailed Cancellation Process Template 14. 15. E.Tel 14. Support and Accessibility Table 20. Accessibility Evaluation Template 20. Detailed Cancellation Process Template 20. Detailed Cancellation Process Template 20. Support and Accessibility Table 20. Support and Accessibility Table 20.	 85 85 87 96 99 00 01 09 12 13
14. Dodo Mobile 14 Support and Accessibility Table 18 Accessibility Evaluation Template 18 Detailed Cancellation Process Template 19 15. E.Tel 19 Support and Accessibility Table 20 Accessibility Evaluation Template 20 Accessibility Evaluation Template 20 Accessibility Evaluation Template 20 Accessibility Evaluation Template 20 Detailed Cancellation Process Template 20 Accessibility Evaluation Template 20 Detailed Cancellation Process Template 20 Detailed Cancellation Process Template 20 Detailed Cancellation Process Template 20 Accessibility Table 21 Support and Accessibility Table 22 Support and Accessibility Table 21 Accessibility Evaluation Template 21 Accessibility Evaluation Template 21 Accessibility Evaluation Template 21	 85 85 87 96 99 00 01 09 12 13 14
14. Dodo Mobile 14. Support and Accessibility Table 14. Accessibility Evaluation Template 14. Detailed Cancellation Process Template 14. Detailed Cancellation Process Template 14. Support and Accessibility Table 20. Accessibility Evaluation Template. 20. Detailed Cancellation Process Template 20. Support and Accessibility Table 20. Cancellation Process Template 20. Support and Accessibility Table 20. Detailed Cancellation Process Template 20. Support and Accessibility Table 21. Detailed Cancellation Process Template 22. Support and Accessibility Table 22. Detailed Cancellation Process Template 22. Detailed Cancellation Process Template 22. Detailed Cancellation Process Template 22.	 85 85 87 96 99 00 01 09 12 13 14 25
14. Dodo Mobile 14 Support and Accessibility Table 14 Accessibility Evaluation Template 14 Detailed Cancellation Process Template 14 Detailed Cancellation Process Template 14 Support and Accessibility Table 14 Detailed Cancellation Process Template 14 Support and Accessibility Table 14 Support and Accessibility Table 26 Accessibility Evaluation Template 26 Detailed Cancellation Process Template 26 Detailed Cancellation Process Template 27 Support and Accessibility Table 26 Accessibility Evaluation Template 27 Support and Accessibility Table 27 Detailed Cancellation Process Template 27 Detailed Cancellation Process	 85 85 87 96 99 00 01 09 12 13 14 25 30
14. Dodo Mobile 14. Support and Accessibility Table 14. Accessibility Evaluation Template 14. Detailed Cancellation Process Template 14. Support and Accessibility Table 14. Support and Accessibility Table 24. Accessibility Evaluation Template 24. Detailed Cancellation Process Template 24. Support and Accessibility Table 25. Accessibility Evaluation Template 27. Detailed Cancellation Process Template 27. Detailed Cancellation Process Template 27. Detailed Cancellation Process Template 27. Support and Accessibility Table 27. Support and Accessibility Table 27. Support and Accessibility Table 27.	 85 85 87 96 99 00 01 09 12 13 14 25 30 31
14. Dodo Mobile 14. Support and Accessibility Table 14. Accessibility Evaluation Template 14. Detailed Cancellation Process Template 14. Support and Accessibility Table 14. Support and Accessibility Table 24. Accessibility Evaluation Template 24. Detailed Cancellation Process Template 24. Support and Accessibility Table 24. Accessibility Evaluation Template 25. Detailed Cancellation Process Template 25. Its Felix Mobile 25. Support and Accessibility Table 25. Support and Accessibility Table 25. Accessibility Evaluation Template 25. Support and Accessibility Table 25. Accessibility Evaluation Template 25. Accessibility Eval	 85 85 87 96 99 00 01 09 12 13 14 25 30 31 32
14. Dodo Mobile 14. Support and Accessibility Table 14. Accessibility Evaluation Template 14. Detailed Cancellation Process Template 14. Detailed Cancellation Process Template 14. Detailed Cancellation Process Template 14. 15. E.Tel 19. Support and Accessibility Table 20. Accessibility Evaluation Template 20. Accessibility Evaluation Template 20. Detailed Cancellation Process Template 20. 16. Exetel 21. Support and Accessibility Table 22. Detailed Cancellation Process Template 22. Detailed Cancellation Process Template 22. Support and Accessibility Table 22. Support and Accessibility Table 22. Detailed Cancellation Process Template 22. Support and Accessibility Table 23. Support and Accessibility Table 24. Accessibility Evaluation Template 25. </td <td> 85 85 87 96 99 00 01 09 12 13 14 25 30 31 32 40 </td>	 85 85 87 96 99 00 01 09 12 13 14 25 30 31 32 40



Support and Accessibility Table	242
Accessibility Evaluation Template	243
Detailed Cancellation Process Template	251
19. Goodtel	252
Support and Accessibility Table	253
Accessibility Evaluation Template	254
Detailed Cancellation Process Template	265
20. iiNet	268
Support and Accessibility Table	269
Accessibility Evaluation Template	270
Detailed Cancellation Process Template	285
21. iPrimus	295
Support and Accessibility Table	296
Accessibility Evaluation Template	297
Detailed Cancellation Process Template	314
22. JB-HIFI	322
Support and Accessibility Table	323
Accessibility Evaluation Template	324
Detailed Cancellation Process Template	334
23. Kogan	339
Support and Accessibility Table	340
Accessibility Evaluation Template	341
Detailed Cancellation Process Template	348
24. Konec	353
Support and Accessibility Table	354
Accessibility Evaluation Template	355
Detailed Cancellation Process Template	370
25. Lebara	374
Support and Accessibility Table	375
Accessibility Evaluation Template	376
Detailed Cancellation Process Template	383
26. Lyca	384
Support and Accessibility Table	385
Accessibility Evaluation Template	386
Detailed Cancellation Process Template	396
27. Mate	400



Support and Accessibility Table	401
Accessibility Evaluation Template	402
Detailed Cancellation Process Template	411
28. Moose Mobile	417
Support and Accessibility Table	418
Accessibility Evaluation Template	419
Detailed Cancellation Process Template	427
29. More	429
Support and Accessibility Table	430
Accessibility Evaluation Template	431
Detailed Cancellation Process Template	440
30. NuMobile	443
Support and Accessibility Table	444
Accessibility Evaluation Template	445
Detailed Cancellation Process Template	453
31. Optus	455
Support and Accessibility Table	456
Accessibility Evaluation Template	457
Detailed Cancellation Process Template	464
32. Pennytel	466
Support and Accessibility Table	467
Accessibility Evaluation Template	468
Detailed Cancellation Process Template	478
33. Southern Phone	480
Support and Accessibility Table	481
Accessibility Evaluation Template	482
Detailed Cancellation Process Template	490
34. Spintel	496
Support and Accessibility Table	497
Accessibility Evaluation Template	498
Detailed Cancellation Process Template	509
35. Superloop	513
Support and Accessibility Table	514
Accessibility Evaluation Template	515
Detailed Cancellation Process Template	522
36. Swoop	524



Support and Accessibility Table 525
Accessibility Evaluation Template526
Detailed Cancellation Process Template 533
37. Tangerine
Support and Accessibility Table537
Accessibility Evaluation Template538
Detailed Cancellation Process Template 548
38. Telechoice
Support and Accessibility Table553
Accessibility Evaluation Template554
Detailed Cancellation Process Template 561
39. Telstra
Support and Accessibility Table
Accessibility Evaluation Template
Detailed Cancellation Process Template 571
40. Think Mobile573
Support and Accessibility Table 574
Accessibility Evaluation Template 575
Detailed Cancellation Process Template583
41. TPG
Support and Accessibility Table 585
Accessibility Evaluation Template586
Detailed Cancellation Process Template 594
42. Vodafone
Support and Accessibility Table 598
Accessibility Evaluation Template599
Detailed Cancellation Process Template 606
43. Woolworths
Support and Accessibility Table 608
Accessibility Evaluation Template 609
Detailed Cancellation Process Template617
44. Yomojo619
Support and Accessibility Table
Accessibility Evaluation Template
Detailed Cancellation Process Template628



This document is associated with the 'Cancellations for All' project and is designed to complement the project as a supporting document. This document contains all the user testing and assessments against the Web Content Accessibility Guidelines (WCAG) 2.2 standard. The data contained here is based on 44 SIM providers and can be helpful in understanding how different disability groups, including people with a vision, cognitive, mobility, or hearing disability, are able to navigate the cancellation process.

The full report is available on the Centre for Accessibility Australia (CFA Australia) website. It is important to note that the full report should be reviewed prior to this document to give appropriate context to these findings.



1. AGL Mobile

Telco Name	AGL Mobile - Application
Network Used	Optus Mobile Network
Plan (being used to	X-Small 5GB SIM
lest)	
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	Reference to the National Relay Service is mentioned within the bottom of the Help & Services page, or within the "Accessibility Services" section of the app.
Online Chat/Al Chat	Online Live/AI Chat hybrid works well. However, during the test a complaint was marked "Resolved by you", even before leaving the conversation.
FAQ	Although not marked as "FAQ", the Help & Services section has multitudes of information about all different kinds of services. Because the website hosts both mobile and energy services it can be tricky trying to define what the FAQ is specific to. The cancellation was difficult to find. The search for 'cancel account' or 'cancel phone account' yielded the same selection. There is an "Account Deletion Request" that takes you to the built- in messaging platform.
Phone Line	National phone line support is available: 131 245 Interpreter Services are also available: 1300 307 245
Other Method	Support ticket/Email.

Support and Accessibility Table

	Phone Line Support	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (If you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
AGL	GREEN	YELLOW	YELLOW (works well but a problem with "resolved by you" cancels the enquiry)	GREEN	RED	YELLOW

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Accessibility Evaluation Template







 Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: 1.4.3 Contrast (Minimum) (Level AA) 1.4.11 Non-text Contrast (Level AA). 	Ratio value: 1.7:1 Purple progress bar (#4E0FD4) on Dark blue/purple background (#9D15FF) X-Small 5GB Mobile SIM Plan 21 Jan - 20 Feb Used so far 0.00 GB 0 GB 5 GB 0 S 5 GB	Most elements had an appropriate colour contrast ratio for text and non-text items. However, some subjectively important elements, such as data usage information, does not have an appropriate colour contrast. When a user sends a message within the chat to 'ask a question' the text within the message bubble does not meet a high enough contrast ratio for it to be easily visible.
Universal Accessible Settings		
 Orientation Resize Text Colour Theme The global settings of a mobile phone have 	Resize: Reformating text (one heading broken up into two due to resizing)	Orientation: The app does not orientate into landscape from portrait. Resize Text:









2. Cognitive				
Language				
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria:	GREEN		Language used was concise and easy to understand.	
(Level AAA)				
Consistent Page Layout and	Navigation			
• Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this.	YELLOW	Neighbourhood (Help Forum) Sign in:	Although the application is well presented, it jumps inconsistently between the application features and the AGL online services website, making it confusing to use especially with new 'logins'/'sign in' requested. The page layout could be more consistent in basic structure between pages. Page navigation tools such as links, buttons, toggle buttons, and menu styles vary to the point that it becomes jumbled up.	







		1	1
Mobile keyboards can be custom tailored to suit the			
accessibility needs of their user.			
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)			
Voice Control Capability			
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	GREEN		The ability to navigate through the application using voice commands is excellent. All items are well structured, all appropriate features are labelled and there are no redundant labels. Android Voice Access has a highlight function that works nicely with labels, helps to bring into focus each interactive UI element.
Touch Gestures			
Target Size	GREEN		Text is hyperlinked, instead of icons, allowing for easy to reach target size. All spacing and sizing is accessible.
Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might			
experience difficulties			



activating a small target due		
to hand tremors, poor		
dexterity, or other issues.		
This is in line with WCAG 2.2		
criteria:		
- 2.5.8 Target Size		
(Minimum) (Level AA)		
4. Auditory		
Captions		
Captions for audio-	N/A	
related media		
All media should have		
appropriate captioning		
available to support users		
who are deaf or are hard-of-		
hearing. The portion of audio		
content that is accessible is		
provided by the captions. In		
addition to dialogue, captions		
Identify the speakers and		
information		
This is in line with WCAG 2.2		
criteria		
- 1.2.2 Captions		
(Prerecorded) (Level		
A)		
- 1.2.3 Audio		
Description or Media		
Alternative		



(Prerecorded) (Level		
A)		



Detailed Cancellation Process Template

Step	Image(s)	Notes	
1 – Finding the cancellation button	Search results:	The cancellation was difficult to find. The search for 'cancel account' or 'cancel phone account' yielded the same selection	
	SEARCH RESULTS Showing 1-10 of 114 results	There is an "Account Deletion Request" that takes you to the built-in messaging platform and invites an agent of AGL to speak with you. There was no clear answer after asking if "Account Deletion Request" included the mobile plan, but the conversation ended abruptly. After going through many settings through the app and online website portal, there is a pdf document that states there will be no charge to the user for deactivating the service but no insight into how or where to begin deactivation. PDFs are notorious for being inaccessible to screen readers, and an alternative should be provided to prevent important information being inaccessible to users.	

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2. Aldi Mobile

Telco Name	Aldi Mobile - Application
Network Used	Telstra's 4G and 3G networks
Plan (being used to test)	\$5 prepaid starter pack
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	National Relay Service: Speak and Listen: 1300 555 727, TTY: 133 677, SMS Relay: 0423 677 767. (Provided on website)
Online Chat/AI Chat	No chat function available.
FAQ	No information on cancellation provided.
Phone Line	1300 989 000 (using any service provider) and 2534 (ALDImobile services only)
Other Method	Contact form - Email

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Aldi Mobile	GREEN	GREEN	RED	YELLOW	RED	RED

Accessibility Evaluation Template

Principal	<mark>RED</mark> /YELLOW/ <mark>GREEN</mark> /NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities			
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order 	GREEN		All aspects of screen reader usage are appropriate and efficient within the mobile application.
Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields.			
This is in line with WCAG 2.2 criteria: - 1.3.5 Identify Input Purpose (AA) - 2.4.3 Focus Order (Level A) - 2.4.6 Headings and Labels (Level AA)			
Colour Contrast			



 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual 	YELLOW	The application utilises different shades of blue, black, and white as the main colours. Buttons and key elements are easily identifiable in blue, with menus being in black and the background being in blue. All input boxes are coloured slightly darker blue, not providing adequate contrast to know they are actionable
difficulties to be better suited to see content on a mobile screen.		contrast to know they are actionable.
This is in line with WCAG 2.2 criteria:		
 1.4.3 Contrast (Minimum) (Level AA) 1.4.11 Non-text Contrast (Level AA). 		
Universal Accessible Setting	S	
OrientationResize TextColour Theme	YELLOW	Magnification The ALDI mobile app does not have any inbuilt support for zooming.
The global settings of a mobile phone have accessibility advantages that a service can utilise to allow		Orientation The ALDI mobile app only works in a portrait orientation.
for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use		Resize Text The ALDI mobile app responds to changes in Font, Zoom with the OS settings.



and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		
2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities.	GREEN	Language is simple and clear.
This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)		
Consistent Page Layout and	Navigation	
Button Placement	GREEN	Layout



		Content is laid out adequately to
Helps users predict where to		prompt correct entry of data following a
look for content and locate it		logical flow
easily if they come across it		Design is consistent and recomposition
again Users who have a		Design is consistent and responsive
cognitive or intellectual		across all pages.
disability can all		The layout of the app offers a logical
benefit from this		order, and the screen reader performs
benent nom tins.		well navigating from one task to the
This is in line with MCAC 2.2		next.
criterie:		
Ciliena.		Button Placement
- 5.2.5 Consistent		All buttons on the ALDI mobile app are
Navigation (Level AA)		placed in an area that was simple to
		access and use.
		All buttons on the ALDI mobile app are
		consistently coloured Blue and shaped
		as a rounded rectangle making them
		easy to identify.
		Consistent navigation
		The ALDI mobile ann utilizes consistent
		navigation bars along the base of the
		navigation bars along the base of the
		screen to easily havigate between
		menu items.
		_
		Positioning
		Where possible, the ALDI mobile app
		fits most of the content on a page
		before requiring scrolling.
		Grouping
		The ALDI mobile app offers few
		functions, so the grouping of actions is





			not found much throughout the app. The main 5 functions on the bottom of the screen are where most functions are prevalent, however there is no grouping within these.
3. Mobility			
Keyboard Control			
Keyboard Accessibility	GREEN		Keyboard Keyboard layout is prompted correctly.
Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria:			Numerical Keyboard Input boxes that only required numeric input used a numeric keypad only, compared to the alphanumeric keypad offered for full text entry situations.
- 2.1.1 Keyboard (Level A)			
Voice Control Capability	•	•	
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text 	GREEN		
Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type			



in information through a keyboard.		
Touch Gestures		
 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: 2.5.8 Target Size (Minimum) (Level AA) 	GREEN	 Touch Target Size and Spacing The ALDI mobile app features a responsive layout that allows for appropriate spacing between buttons or elements for users to select. Touchscreen Gestures All pages scroll only in an up or down direction, making touchscreen scroll gestures are easy to prompt to the user. Button Placement The buttons had a large target zone. Data Entry The ALDI mobile app makes effective use of Radio Buttons where it was possible to select between different options.
4. Auditory		
Captions		
 Captions for audio- related media Transcript 	N/A	
All media should have appropriate captioning available to support users who are deaf or are hard-of-		



hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		
Step	Image(s)	Notes
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1 – Finding the cancellation button	Can I stop or cancel a port / number transfer once requested? USING AND MANAGING YOUR SERVICE Email and SMS scams How do I set up my phone to divert to voicemail or cancel the diversion? How do I cancel my Family Moved I cancel my Family Can I stop or cancel a port / number transfer once requested? USING AND MANAGING YOUR SERVICE Email and SMS scams How do I set up my phone to divert to voicemail or cancel the diversion? How do I cancel my Family Cathboard Account Invices Help ALDI	Aldi mobile does not offer any forms of cancellation through their app of website, the only option is to let your plan expire.
2 – Cancelling the Service		As no information is provided, the only option is to conduct a voice call to cancel the service.

Detailed Cancellation Process Template

3. Amaysim

Telco Name	Amaysim - Website
Network Used	Optus 4g plus network
Plan (being used to test)	\$7 for 4GB data
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Available on website
FAQ	Available on website
Phone Line	567 (Amaysim number only) and 1300 808 300 (All other service providers)
Other Method	Email through short form.

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (If you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Amaysim	GREEN	YELLOW	GREEN	RED	RED	RED

Accessibility Evaluation Template

Principal	RED <mark>/YELLOW</mark> /GREEN/NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities			
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order 	GREEN		Focus Order Focus order of fields in the mobile application is correct and efficient.
Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria:			
 1.3.5 Identity input Purpose (AA) 2.4.3 Focus Order (Level A) 2.4.6 Headings and Labels (Level AA) 			



Colour Contrast		
Contrast of Text	GREEN	Colour Contrast
 Contrast of Non-Text 		App utilizes Orange, Light Blue, Purple
Content		and white as the main colours which
		contrast well together.
Contrasting of 14 pt size text		
must have a minimum ratio of		
4.5:1, whilst any text that is		
larger, bold, or any UI		
component must have a		
minimum ratio of 3:1. This		
enables users with visual		
difficulties to be better suited		
to see content on a mobile		
screen.		
This is in line with $WCAG 22$		
criteria:		
- 143 Contrast		
(Minimum) (Level AA)		
- 1.4.11 Non-text		
Contrast (Level AA).		
Universal Accessible Settings	S	
Orientation	YELLOW	Fonts
Resize Text		Fonts are of an acceptable size for
Colour Theme		mobile app use.
The global settings of a		Magnification
mobile phone have		The Amaysim app does not have the
accessibility advantages that		option to zoom in and out. It only
a service can utilise to allow		supports scrolling up and down the
for ease of access. If these		screen, but one cannot magnify the
settings are improperly		IEXI.
applied on an application's		



 interface, users may not be able to independently use and navigate through the application's features. This is in line with WCAG 2.2 criteria: 1.3.4 Orientation (Level AA) 1.4.4 Resize Text (Level AA) 			Orientation The Amaysim app only works in a portrait orientation and hence cannot be manipulated to a landscape orientation. Resize Text The Amaysim app responds to changes in Font, Zoom with the OS settings. Colour Theme The contrast on some screens can be made better by using higher resolution.
2. Cognitive			
Language		· · · · · · · · · · · · · · · · · · ·	
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities.	GREEN		Language is simple and clear.



This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)		
Consistent Page Layout and	Navigation	
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	YELLOW	 Page Layout: Content is laid out adequately to prompt correct entry of data following a logical flow. Design is consistent and responsive across all pages. The layout of the app fosters a logical order, and the screen reader performs well navigating from one task to the next. Button Placement: Most buttons on the Amaysim app were placed in an area that was simple to access and use. Some buttons could be made bigger and have higher contrast ratio to make the most of the space in the application. The return/back button is in a consistent and convenient location.
		Consistent Navigation:





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Keyboard Control			
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	GREEN		 Keyboard: Keyboard layout is prompted correctly. Numerical Keyboard Input boxes that only required a numeric input used a numeric keypad only, compared to the alphanumeric keypad offered for full text entry situations.
Voice Control Capability		1	
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	GREEN		Voice Control was appropriately supported and has good general navigation
Touch Gestures			
Target Size	YELLOW		Touch Gestures: - The Amaysim app features a clean and responsive layout that allows for adequate spacing



Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		 between buttons or elements for users to select. Most buttons are surrounded by inactive space on setup; however, some could be set up a bit bigger to allow for extra touch space and make good use of the whole layout. All pages scrolled in only an up or down direction making touchscreen scroll gestures easy to prompt to the user.
		- The Amaysim app makes
		effective use of Radio Buttons were possible to select between different options.
4. Auditory		
Captions		
 Captions for audio- related media Transcript 	N/A	
All media should have		
appropriate captioning		
who are deaf or are hard-of-		
hearing. The portion of audio		
content that is accessible is		
provided by the captions. In		
addition to dialogue, captions		



identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		



Detailed Cancellation Process Template

Step	Image(s)	Notes
1 – Finding the cancellation button	<page-header><image/><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></page-header>	The cancelling button does not exist as the app only consists of a setting icon after which if you scroll down, you must select delete account.
2 – Cancelling the Service		After selecting the delete account button in settings, this screen comes up where user is asked reasons why to delete an account. The application asks to give reason or talk to customer support to delete the account.

4. Aussie Broadband

Telco Name	Aussie Broadband – Application
Network Used	Optus Mobile Network
Plan	Aussie Saver 30GB (\$35)
(being used to test)	
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	Reference to the National Relay Service (NRS) is presented in the accessibility section of the footer.
Online Chat/AI Chat	Live chat is available.
FAQ	No 'FAQ' but within the 'Help Centre' section there are support articles.
Phone Line	Phone line is available: 1300 880 905.
Other Method	Query webform available.

Support and Accessibility Table

Support Tool	Phone Line Support Support mobility, visual and cognitive	 TTY line or service Impacts Deaf individuals. If there is no available TTY service. instant RED If another TTY service, e.g. NRS, is recommended then it is YELLOW. 	Online/Al Chat Function If there is a chat/messaging function that does not allow any live chat or is entirely help desk Al, it is an instant RED.	E-mail Support Available	 FAQ If no information on cancelling, instant RED. If there is information on cancelling, but it is not accurate or it is complicated, YELLOW. 	 Ease of Cancellation If a call is required, it is an instant RED. If you can cancel through a chat in almost realtime, it is a YELLOW. If you can cancel the service yourself with a button/etc., it is a GREEN.
Aussie Broadband	GREEN	YELLOW	GREEN	YELLOW (No e-mail is provided, however, in the webform, users can provide their e-mail)	YELLOW (Complex process to find information)	RED

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Accessibility Evaluation Template

Principal	<mark>RED</mark> /YELLOW/ GREEN/NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities			
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Level A) 2.4.6 Headings and Labels (Level AA) 		Focus indicator Issue: Activation Screen Image: Screen	 Focus Order Issue: On the Pin page in the login screen, the screen reader does not announce the page the user has entered or instruct the user to enter their 4-digit PIN. There is also no focus on any hierarchical system of elements for navigation. Focus indicator location and sequence of focus into the pin input fields is not given. The user would have to know to drag the focus into those fields on the screen. Numerical keypad and Pin entry fields are not given focus. Entry into app may seem impossible to overcome for some screen reader users. When the menu bar items (home, profile, billing, and support) receive focus and then is selected, with the page loaded, the focus remains within the menu bar until all the menu bar items have been focused rather than proceeding to the pages main body. Button/Link label issues:





Some interactive elements are not labelled correctly to understand the elements' function. See example labelled as 'Off'. No instruction or description of element or description of outcome is given.





	🕬 SMS	Off 9am-9pm 24/7
	🖾 Email	ON

Colour Contrast	· · · · · · · · · · · · · · · · · · ·	· · ·
Contrast of Text Contrast of Non-Text	Default Colour Mode: Contrast	Several elements within the application do not meet WCAG contrast standards.
Content	Value: 3.098:1 (grey on white)	
Contrasting of 14 pt size text	æ	Using dark mode, elements have colour contrasts that make them indistinguishable as well.
must have a minimum ratio of	Add an authorised contact	
4.5:1, whilst any text that is	Please note: your authorised contact can do everything you can do, other than close, add or relocate services, or add an authorised contact.	
component must have a		
enables users with visual	Value: 2.864:1 (grev on white)	
difficulties to be better suited		
screen.	\oplus	
This is in line with WCAG 2.2	Report a Fault	
criteria:		
- 1.4.3 Contrast (Minimum) (Level AA)		
- 1.4.11 Non-text		
Contrast (Level AA)	Dark mode: Contrast	



		Value: 1.271:1 Value: 1.976:1 (green on green)	
Universal Accessible Settings	3		
 Orientation Resize Text Colour Theme The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features. 	RED	Dark Mode:	 Colour Theme: The profile page contains a dark mode "on/off' toggle button that is clearly placed in a submenu. Orientation: The application does not adjust to the landscape rotation of the screen (with the screen rotation lock off). Resize: The size of the text did adjust but alignments skewed, overlaps happen, and loss of content occur. Magnification: Magnification does not function within the app. Magnification causes the screen to lock to a right alignment of the screen. Horizontal scrolling and touch sliding is lost. Vertical scrolling is the only possible movement then.



This is in line with WCAG 2.2 criteria:

- 1.3.4 Orientation (Level AA)
- 1.4.4 Resize Text (Level AA)

Profile ⊕ sms 011 9am-9pm 24/7 🖂 Emal un 🌒 Device Pin A DESCRIPTION ···· @ 1 This will be used as a fall task if fingerprint or faola recognition is Refer-A-Friend Code/Customer Number Share ≦ AC 12325068 App Version 1.5.0 - 201905005 AcquiPreferences Dark Mode ON AUTO OFF Change Password huopoul GB fler ton Resize: Cut off texts D **Payment Method** --- 464579XXXXXX0040Exr





Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)		'Customer Number' is a prime example of ambiguous wording that can confuse those with cognitive or neurodevelopment issues. 'Customer Number' in this case was not the newly acquired 'phone number', but the 'customer account number'.
Consistent Page Layout and Navi	igation	
Button Placement GR	REEN	Page layout:
Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: - 3.2.3 Consistent Navigation (Level AA)		The format or structure of the layout is consistent, and the minimal use of different UI elements help to reduce any confusion. Navigation is adequately set out overall.
3. Mobility		
Keyboard Control		
Keyboard Accessibility GR	REEN	Other than focus order issues of being unable to focus on the pin entry, there are no issues with the usage of



Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)			keyboard and navigation for people with a mobility disability.
voice control capability			
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	GREEN		The Aussie Broadband App has appropriate speech to text function availability. Numerical labels are used properly.
Touch Gestures			
• Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due	YELLOW	Target Size: Small and spaced to close.	Some targets have sizes that are too close or small.







hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		

Detailed Cancellation	n Process T	Template
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Step	Image(s)	Notes
1 – Finding the cancellation button	'Support' Menu bar item:	Information for cancellation is in Support Menu>Knowledge Base>Help Centre>Closing your account>Accounts & billing.
	<section-header><section-header></section-header></section-header>	Search engine: 'FAQ' and 'Close account' does result in the cancellation information being found. Nonetheless, this information can only be found in 'knowledge base'. Terms such as 'knowledge base' would be confusing to people with a cognitive or learning disability as it is not a clear and obvious 'help' or 'support' section. The result is a phone number being provided and a voice call from the 'account holder' being required.

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5. Australia Post

Telco Name	Australia Post Mobile - Website		
Network Used	Optus Network		
Plan (being used to	"\$20 Plan" 15GB 30 days		
test)			
Date Tested	March 2024		

Support Option	Notes/Comments			
TTY Line	No reference to any support via TTYL.			
Online Chat/AI Chat	Al and Live chat are available.			
FAQ	FAQ is present; however, cancellation information is			
	unavailable.			
Phone Line	Phone line is available: 1300 196 916.			
Other Method	Email webform available.			

 CENTRE FOR
 Australian Communications

 ACCESSIBILITY
 Australian Communications

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a CREEN.)
Australia Post	YELLOW	RED	GREEN	YELLOW (An email webform is available, Australia Post email is not provided)	RED	YELLOW



Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/	Image(s)	Notes		
_	NA				
1. Visual					
Screen Reader Capabilities					









		background.	
This is in line with WCAG		0% used of 15GB	
2.2 criteria:		No rollovor data currently	
- 1.4.3 Contrast		No rollover data currentity	
		No international talk included	
- 1 / 11 Non-text			
Contrast (Level AA)			
Universal Accessible Settin	n <mark>as</mark>		
Orientation	YELLOW	Colour Theme	Orientation
Resize Text		station strategy and the strategy and t	The orientation adjusts appropriately
Colour Theme		E () Arcourt @ Carl Q E () Arcourt @ Carl Q	between landscape and portrait.
		Thy account	
The global settings of a		Payments Payments Amount-dee: \$0 P Amount-dee: \$2 P	Resize Text
mobile phone have		Diała dow: Data dow: % 4pr / 2024 Ukago peński 16 Mai 2004 - 16 Apr 2024 Ukago peński % Mar 2024 - 10 Apr 2124 Monago psyments Manago psyments Manago psyments Manago psyments	lext resizes appropriately with very
accessibility advantages			little cramping.
that a service can utilise to		Q 0401136183 Q 0401136183	Colour Theme
allow for ease of access. If		Current plane: \$201 fbm 16/05 300 bay Expliny Current plane: \$203 Plant 1500 300 Day Expliny Persewark: If April 2020 Pensewark: If April 2024 ON water of 1500 Div. used of 1806 Div. used of 1806	Dark mode's on or off has no
improperly applied on an		No science data scienceda: No influence data science data teoretaria esta indicadad Science data activitativa activitativa data activit	discernible differences.
application's interface.		20 days laft 25 days left P	
users may not be able to		Managa pilan Bay data Managa pilan Bay data	Magnification
independently use and			Magnification has no issues.
navigate through the			
application's features.			
This is in line with MCAC			
2 2 criteria:			
- 134 Orientation			
(Level AA)			
- 1.4.4 Resize Text			
(Level AA)			



2. Cognitive					
Language					
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: 3.1.5 Reading Level (Level AAA) 	GREEN		Language is simple, clear, and straight to the point.		
Consistent Page Layout and Navigation					
Button Placement	GREEN		Content is appropriately laid out for efficient and easy navigation.		
Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this.					
---	--	--			
This is in line with WCAG 2.2 criteria: - 3.2.3 Consistent Navigation (Level AA)					
3. Mobility					
Reyboard Control					

 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	YELLOW	Keyboard strafspostconnect.comal i i i i i i i Log in to My Account Log in to My Account Log in to your existing account or activate a new SIM. Imail address Password Forgot password? Log in Critical Information Summaries Torms & conditions f in	Keyboard The keyboard needs to be requested by the user and is not automatic. Although this does not inhibit the user the keyboard functionally, it would ensure more efficient accessibility by making input field gain automatic keyboard functionality.
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	YELLOW	Misnamed Labels	Voice control works well within the website, however, there are many doubled up, misnamed, missing and redundant labels.









- 2.5.8 Target Size		
(Minimum) (Level		
AA)		
, , , , , ,		
4. Auditory		
Captions		
Captions for audio-	N/A	
related media		
Transcript		
in an early t		
All media should have		
appropriate captioning		
available to support users		
who are deaf or are hard-		
of-hearing. The portion of		
audio content that is		
accessible is provided by		
the captions. In addition to		
dialogue, captions identify		
the speakers and provide		
non-speech information.		
This is in line with WCAG		
2.2 criteria		
- 1.2.2 Captions		
(Prerecorded) (Level		
A)		
- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
A)		



Step Image(s) Notes 1 – Finding the "My account" There is no helpful information on how cancellation to cancel a service. The closest Homepage information that can be found is button = () cancellation fees and credits 🛓 Account 🚔 Cart 📿 information. F My account Payments Amount due: \$0 0 **Breadcrumbs** Date due Usage period: 18 Mar 2024 - 16 Apr 2024 "My account" Homepage > Scroll down and Select "Critical Information Summaries" > Select "\$20, \$30 & \$40 0401 136 183 30-day expiry plans" link > Downloads Current plan: \$20 Plan 15GB 30 Day Expiry Renews: 17 Apr 2024 a PDF, second-to-last row in a table on 0% used of 15GB the PDF with the above information. No rollover data currently No international talk included 26 days left ø Manage plan Buy data Scroll down & Select **"Critical Information**

Detailed Cancellation Process Template

Summaries"











6. Belong

Telco Name	Belong - Application
Network Used	Telstra's Wholesale network, a slightly reduced capacity offering of the full Telstra Network. 4G and 5G capacity at certain levels.
Plan (being used to test)	\$25 pre-paid 30-Day expiry Plan. 20GB Data, unlimited calls, and texts to Mobile National and standard numbers.
Date Tested	April 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/Al Chat	Belong SIM Cards and services does not provide for any chat portal.
FAQ	Belong has a descript online FAQ section in the support tab on the main page. This is quite detailed, and easily accessible through well defined
Phone Line	Belong has more recently offered a phone line service to their customers to receive support via the phone. This service is not accessible for people with hearing impairments, however, could be supportive for those with other accessibility requirements.
Other Method	Belong does provide an online webform whereby users can send an email enquiry and get a response back in a matter of business days.

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Belong	RED	RED	RED	RED	GREEN	GREEN



Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities			
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Level A) 2.4.6 Headings and Labels (Level AA) 	GREEN		Focus Order: Focus order of fields in the mobile application is correct and efficient. Text: The layout of the app fosters a logical order, and the screen reader performs well navigating from one task to the next.
Colour Contrast			



 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: 1.4.3 Contrast (Minimum) (Level AA) 1.4.11 Non-text 	GREEN	 Provides a strong level of contrast for users with visual sight difficulties. Provides a strong level of contrast for users with visual sight difficulties. Buttons and key elements are easily identifiable in Blue, with menus being in Black and the background being in White. It is pleasing to note that level AAA was met using the online contrast validator for W3C All input boxes are coloured slightly darker grey, possibly not providing adequate contract to know they are actionable.
Universal Accessible Settings	S	
 Orientation Resize Text Colour Theme The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be 	RED	Orientation: The belong app only works in a portrait orientation and hence cannot be manipulated to a landscape orientation. Magnification: The Belong app does not have any inbuilt support for zooming. As the app is built on a "web view" basis, the contents of each window are in a fixed ratio box on screen, and hence are unable to be manipulated by the user.



able to independently use and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		Fonts are of an acceptable size for mobile app use.
2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: 3.1.5 Reading Level (Level AAA) 	GREEN	Language is simple and clear.



Consistent Page Layout and	Navigation		
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	YELLOW	Co De ac Co pro log Co Th na sc me All co as ea Th co as ea Th co So yo lisi sc Co	onsistent page layout: esign is consistent and responsive cross all pages. ontent is laid out adequately to rompt correct entry of data following a gical flow. onsistent navigation: he Belong app utilizes consistent avigation bars along the base of the creen to easily navigate between tenu items. Il buttons on the belong app are onsistently coloured Blue and shaped is a rounded rectangle making them asy to identify. he return/back button is in a onsistent and convenient location. ontent layout: /here possible, the belong app fits tost of the content on a page before equiring page scroll. Despite this, ome information such as the "Manage our service" window requires a long st of menu options and hence requires crolling to reach features such as to ancel the plan.



		Grouped elements: The belong app would often only feature one element that completed its respective action and hence did not require the grouping of elements. In the Manage Mobile Menu, different SIM management tasks are grouped by subheading, making it convenient for the user to follow
3. Mobility		
Keyboard Control		
Keyboard Accessibility	GREEN	Keyboard layout is prompted correctly.
Mobile keyboards can be		Input boxes that only required a
accessibility needs of their user.		only, compared to the alphanumeric keypad offered for full text entry
This is in line with WCAG 2.2		situations.
criteria:		The belong app makes effective use of
- 2.1.1 Keyboard (Level A)		Radio Buttons were possible to select between different options.
Voice Control Capability		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text 	GREEN	Voice Control was appropriately supported and has good general navigation
Voice Control supports users		
man navigating a page and		



inputting written text within		
form fields using only their		
for the user to manually type		
in information through a		
keyboard.		
Touch Gestures		
 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: 2.5.8 Target Size (Minimum) (Level AA) 	YELLOW	Target size: The belong app features a clean and responsive layout that allows for adequate spacing between buttons or elements for users to select. Most buttons are surrounded by inactive space on setup, however, some buttons within the "Manage your mobile" menu have no inactive space between list items. All pages scrolled in only an up or down direction making touchscreen scroll gestures easy to prompt to the user. Most buttons on the belong app were placed in an area that was simple to access and use. The buttons where often large and blue providing high contrast and a large target zone
4. Auditory		<u>×</u>
Captions		



Captions for audio-	N/A	
related media		
 Transcript 		
All media should have		
appropriate captioning		
available to support users		
who are deaf or are hard-of-		
hearing. The portion of audio		
content that is accessible is		
provided by the captions. In		
identify the speakers and		
provide non-speech		
information		
This is in line with WCAG 2.2		
criteria		
- 1.2.2 Captions		
(Prerecorded) (Level		
A)		
- 1.2.3 Audio		
Description or Media		
(Prerecorded) (Level A)		

Detailed Cancellation Process Template









7. Bendigo Telco

Telco Name	Bendigo Telco - Website
Network Used	Optus 4G mobile network
Plan (being used to test)	SIM
Date Tested	February 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	No chat function available, just a floating icon for feedback about the phone website.
FAQ	Accessible and descriptive FAQ with cancellation information provided.
Phone Line	1300 number is obscured by the 'feedback' floating icon.
Other Method	Email provided: <u>info@bendigotelco.com.au</u> . Also, a webmail/request lodgement is available within the user's account.

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Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/Al Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk Al, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Bendigo Telco	YELLOW	RED	RED	RED	GREEN	RED

Accessibility Evaluation Template



		Headings Issue	
		Articles in this section	
		SmartCentre FAQ	
		How to pay your Bendigo Telco invoice via Phone	
		SmartCentre FAQ Bendigo Telco Support 6 years ago · Updated	
Colour Contrast			
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited 	YELLOW	Colour Contrast; Value: 2.122:1 Blue (#0CC4D7) Hyperlink on a white (#FFFFF) background My service is billed a month in advance, what happens if I cancel this service mid-month? Value: 4.089:1 Grey (#727B82) text on off-white (#F8F9FA) background	Colour Contrast: There are various elements, text and non-text content that do not meet colour contrast requirements. In addition, there are some elements that meet contrast only by being of a particular size. Although this does not necessarily fail the requirements, it would be best practice to ensure contrast requirements are met despite the



to see content on a mobile screen. This is in line with WCAG 2.2 criteria: - 1.4.3 Contrast (Minimum) (Level AA) - 1.4.11 Non-text Contrast (Level AA).		(Point size may be a factor) Bendigo Telco © 2024 Value: 2.19:1 Blue (#00C1D5) "Hamburger Me on a white (#FFFFFF) backgrou	point size as it would generally ensure easy sight of content. enu" nd
Universal Accessible Settings	3	<u> </u>	
 Orientation Resize Text Colour Theme The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features. This is in line with WCAG 2.2 criteria: 1.3.4 Orientation (Level AA) 	YELLOW	Colour Themes: Image: Strate Control	 Orientation: The orientation adjusts appropriately between landscape and portrait. Resize Text: Text resizes appropriately. Colour Theme: Dark mode does not function appropriately. Magnification: Magnification has no issues.



- 1.4.4 Resize Text (Level AA)				
2. Cognitive Language • Common words	YELLOW			Language is mostly simple and direct,
 Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: 3.1.5 Reading Level (Level AAA) 		<section-header><section-header><section-header><text><text><list-item><list-item><list-item></list-item></list-item></list-item></text></text></section-header></section-header></section-header>	Pendigo Teol Pendigo Teol <td< td=""><td>however, an article relating to the cancellation information combines the terminologies of a contracted "mobile plan", with general terms such as "mobile services", and "Mobile phones" without defining any of the terms. This would cause confusion for people with different cognitive abilities. For example, using the terms "contracting period" and "billing period" between two articles.</td></td<>	however, an article relating to the cancellation information combines the terminologies of a contracted "mobile plan", with general terms such as "mobile services", and "Mobile phones" without defining any of the terms. This would cause confusion for people with different cognitive abilities. For example, using the terms "contracting period" and "billing period" between two articles.
Consistent Page Layout and	Navigation			
Button Placement Helps users predict where to	YELLOW			Layout Issue Generally, it would be assumed that the "was this article helpful" and "Return to
look for content and locate it				top" buttons would be the end of the



easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2		pag Ho the tho Na The	ge, after the supposed article. owever, in the Bendigo Telco website, ere are 'related articles' beneath ose buttons. avigation Issue
- 3.2.3 Consistent Navigation (Level AA)		am "sn	nartcentre" to get to the FAQ site.
3. Mobility			
Keyboard Control			
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	YELLOW	Key Up alre 'Us the the Alth key aut key sm	eyboard oon entering the website, the cursor is ready inside the input field element sername/Account Number'. However, e keyboard needs to be requested by e user and is not automatic. though this does not inhibit the yboard functionally, if there is tomatic focus on the input fields, the yboard should follow suit to support a nooth and logical flow.





Touch Gestures			
 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: 2.5.8 Target Size (Minimum) (Level AA) 	YELLOW	Give Feedback	Target Size: Due to the size of the call support number and the obscuring by the feedback floating icon, the UI element cannot be selected.
4. Auditory			
Captions			
Captions for audio- related mediaTranscript	N/A		
All media should have appropriate captioning available to support users who are deaf or are hard-of- hearing. The portion of audio			



content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		

Step	Image(s)	Notes
1 – Finding the cancellation button Bendigo Telco Smart Centre (home page) Scott Hollier Scott Hollier		Breadcrumb Select "Support"> Select "view FAQs" > Search "Cancellation" > Tap "Disconnecting and cancelling your mobile plan"
	Invoices Services Support Billing Balance \$0.00	Cancellation Issue: While there is information in the FAQ about the
	Make Payment	cancellation process, the only helpful guide asks the user to 'raise an order' or call a 'customer help team'.
	Setup Direct Debit History	
	1.0 0.9 0.8 0.7	
	0.6	
	Privacy Policy Terms Bendigo Telco © 2024 Call Support 🖬 1360 2004 23	

Detailed Cancellation Process Template




Bendigo Telco Help Centre > Residential and Consumer Services > Accounts & Billing Q Cancellation
Articles in this section \checkmark
SmartCentre FAQ
Our dashboard SmartCentre makes it easy for you to manage your account and services online. You can use SmartCentre to download and pay your bills, check your usage, and manage your service settings.
Frequently Asked Questions
How do I set up a SmartCentre account
I'm having trouble logging in
How to update my account or billing details



	We also attempted a phone call. The service provided was excellent with an Australia-based customer service team. However, as part of their call system, users are required to press '2' on their keypad to continue waiting on the line. This is redundant and unnecessary as users may be away as the wait may be taking too long. This occurred more than
	taking too long. This occurred more than once while we were in the queue.

8. Better Life

Telco Name	Betterlife Mobile
Network Used	Telstra Mobile Network
Plan (being used to	\$20 4GB Month
test)	
Date Tested	March 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	No Facility
FAQ	Available
Phone Line	Available - Mon-Fri 9am – 5 pm AEST (excluding Public Holidays)
Other Method	Email

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Betterlife	YELLOW	RED	RED	GREEN	RED	YELLOW

 CENTRE FOR ACCESSIBILITY
 a(can
 Australian Communications Consumer Action Network

Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/	Image(s)	Notes
1. Visual		1	
Screen Reader Capabilitie	S		
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Level A) 		Focus Order	Focus Order: The screen reader goes through menu even if it is not open on the Phone website. Screen reader: Screen reader reads out the numbers on the short cuts in the FAQ page instead of the texts associated with it.



- 2.4.6 Headings and Labels (Level AA)	Screen reader 2004 L Construction of the second of the se	
Colour Contrast		
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 	Value:2.395:1 Blue (#0088CE) text on a light blue (#9BD4E7) background. The Fair Mobile Phone Company Value:4.228:1 Grey (#4A4E57) text on a Blue	Colour Contrast: There are some elements that do not meet the appropriate colour contrast ratio. Some of these may conform should they be an appropriate point size, but best practice would always be ensuring appropriate colour contrast



 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: 1.4.3 Contrast (Minimum) (Level AA) 1.4.11 Non-text Contrast (Level AA). 		(#44C7EE) backgr FAQs Value:3.92:1 Blue (#0087CE) te (#FFFFFF) backgr 3. Accounts a	round. ext on a White round. and billing	regardless of point size wherever possible.
Universal Accessible Settin	ngs			
 Orientation Resize Text Colour Theme The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features.	YELLOW	Colour Themes Colour Themes Colour Themes Colour Colou	 xxx y xx y xx y xxx y xx y xxx y xx y xxx x xxx y xxx y<!--</td--><td> Orientation: The orientation adjusts appropriately between landscape and portrait. Resize Text: Text resizes appropriately with very little cramping. Colour theme: Dark mode's on or off has no discernible differences. Magnification: Magnification has no issues. </td>	 Orientation: The orientation adjusts appropriately between landscape and portrait. Resize Text: Text resizes appropriately with very little cramping. Colour theme: Dark mode's on or off has no discernible differences. Magnification: Magnification has no issues.

This is in line with WCAG		
2.2 criteria:		
- 1.3.4 Orientation		
(Level AA)		
- 1.4.4 Resize Text		
(Level AA)		
2. Cognitive		
Language		
Common words	GREEN	Language is simple and clear.
Define words.		
Simple tense		
Literal language		
Avoid double		
negatives.		
Nested clauses		
Language used by		
providers should be		
targeted towards the lower		
secondary education level		
to accommodate for		
diverse reading levels and		
intellectual disabilities.		
This is in line with WCAG		
2.2 criteria:		
- 3.1.5 Reading Level		
(Level AAA)		



Consistent Page Lavout ar	d Navigation	
 Button Placement Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	GREEN	Page layout and navigation are generally efficient and clearly set out.
3. Mobility		
Keyboard Control		
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. 	N/A	
This is in line with WCAG 2.2 criteria:		



- 2.1.1 Keyboard (Level A)			
Voice Control Capability			
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	YELLOW	Labels Image: Determined income Image: Determined	Labels There are a lot of redundant labels especially in the FAQ page.
Touch Gestures			
Target Size	GREEN		
Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target			



due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		
4. Auditory		
 Captions for audio- related media Transcript 	N/A	
All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A)		



- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
À)		



Detailed Cancellation Process Template

Step	Image(s)	Notes
1 – Finding the cancellation button	Homepage	There is some information in the refunds section of the FAQ that state "If you want to cancel your service, let us know the date you want your service to end." But nowhere in their FAQ states how to cancel.
	 Australia's most trusted mobile network No bill shock or contracts Data banking and gifting Select the Hamburger menu & select "FAQs" 	Breadcrumbs Betterlife Homepage > Select the Hamburger menu at the top of the page > Select "FAQs" > Scroll down to or select the shortcut "Accounts and billing" > Select the "Refunds" expandable.



	 Select the Refunds Select the Refunds Select the Refuence Select the Refuence Select the select th	
2 – Cancelling the Service		A voice call is the only way to cancel service. This was an easy process nonetheless, with no verification required other than the phone number No promotional items were discussed and the process was short and smoo

9. Boost Mobile

Telco Name	Boost Mobile
Network Used	Full Telstra Mobile Network
Plan (being used to test)	\$2 Starter SIM plus 10\$ pre-Paid 7-Day expiry Plan. 3GB Data, unlimited calls, and texts to Mobile National and standard numbers.
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Boost Mobile provides online live chat support for customers from 7 am to 11pm.
FAQ	The Boost Mobile FAQs page is well-detailed and easily accessible, with clear headings and categorized sections.
Phone Line	Boost Mobile offers r customer support from 8 am to 8 pm AEST. However, there is no direct link within the mobile app to initiate a call to customer support.
Other Method	N/A.

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Boost Mobile	YELLOW	RED	GREEN	YELLOW	GREEN	GREEN

Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities			
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order 	GREEN		Screen reader Screen readers successfully read and identify all elements.
Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields.			
This is in line with WCAG 2.2 criteria: - 1.3.5 Identify Input Purpose (AA) - 2.4.3 Focus Order (Level A) - 2.4.6 Headings and Labels (Level AA)			
Colour Contrast			



 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: 1.4.3 Contrast 1.4.3 Contrast 	YELLOW		Contrast: The app's use of Orange and Black buttons, a white background for pages and black writing for main headings generally provide good contrast. Contrast of Text: The Text in the Boost Mobile app has a colour contrast ratio of 4.17, which falls below the recommended threshold.
- 1.4.11 Non-text Contrast (Level AA)			
Universal Accessible Setting	S	I	
 Orientation Resize Text Colour Theme The global settings of a media phone have	RED		Orientation: The app does not support changing screen orientation and is fixed in partial mode.
mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use			The app does not support any zooming functionality. A lack of zooming capabilities can result in low text contrast, small text sizes and poor readability.



and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		It is recommended to implement the necessary changes to allow zooming and meet the WCAG2.0 success criterion.
2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: 3.1.5 Reading Level (Level AAA) 	GREEN	The language is clear and concise.



Consistent Page Layout and Navigation				
 Consistent Page Layout and Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	YELLOW		Page Layout: The app's layout is structured in a logical manner that guides users through the necessary steps to enter the data accurately and efficiently. The layout is consistent across different pages and maintains a logical flow, making it easier for users to navigate and understand the app's content. Components such as headers, menus, and navigation elements consistently maintain their placement and appearance. The app has appropriate spacing and white space to enhance visual clarity. Consistent Navigation: The font size in the mobile app is appropriate and allows for easy reading and interaction with the content.	
			The placement of the return/back button is consistently located in a convenient and easily accessible position, ensuring smooth navigation and user flow.	
			The app colour's choices are consistent across all pages, which make it easy to navigate.	



		Button Placement: The app features prominently sized buttons in orange and black colour, which are placed in easily accessible areas to enhance usability.
		The interactive elements are well space.
		Page scrolling Hierarchy: Boost Mobile application does not consistently position important elements before the need for page scrolling.
		Important information, such as balance, recharge and help option are not readily visible without scrolling on certain pages.
		Actionable Elements: The app uses a variety of visual cue to indicate which element are actionable such as distinct button shapes, bold text, and contrasting colours.
		The design is consistent across the app, with recognizable icons and labels used throughout.
3. Mobility	1	

Keyboard Control			
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	GREEN		Keyboard (general): The keyboard layout is prompted correctly, ensuring that users are provided with the appropriate keyboard options based on the context.
Voice Control Capability	I	1	I
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	GREEN		Voice Control was appropriately supported and has good general navigation
Touch Gestures			
Target Size	YELLOW		Target size: The app has reasonably sized and spaced UI targets, making them accessible for user with different needs.



Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		The use of inactive space around smaller touch targets provides a buffer zone that helps to prevents accidental selection of nearly elements. Touch Gestures: Pages are designed to scroll only in one direction, making it easy for users to navigate using touch screen gestures. The app provides visual indicator for pulling down to refresh content. The app does not rely on complex or multi-finger gesture, making it easier to use. Grouping similar elements:
		includes actionable elements that perform a single function.
A Auditory		
4. AUUIIOTy Cantions		
Captions for audio	N/A	
 Capitons for audio- related media Transcript 		
All media should have appropriate captioning available to support users		



who are deaf or are hard-of- hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		

Detailed Cancellation Process Template

Step	Image(s)	Notes
1 – Finding the cancellation button	22:50 ⊕ ⊠ ≝ ··· ĝ¥€ ຈ. How do I buy a SIM?	There is no specific areas or process provided for cancelling the service directly within the app.
	Account & settings	
	How do I change my account details?	
	How do I cancel my service?	
	Sorry to see you go. Please <mark>email us</mark> if there is	
	anything we can do to change your mind.	
	If you want to keep your number you will need	
	to keep your service recharged or transfer to	
	another provider.	
	If you don't want to keep your number simply	
	cancel automatic recharge (if you have it set up)	
	and your number will stop working when your	
	current recharge expiry date passes.	
	How do I get PIN or PUK code?	
	How do I divert my voicemail?	
	How do I set up voicemail and messagebank?	
	III O <	
2 – Cancelling		To cancel the service, users need to stop
the Service		the automatic recharge feature. After the
		current recharge expiry date has passed,

	the SIM becomes inactive and no longer
	works.



10. Catch Connect

Telco Name	Catch Connect
Network Used	Optus 4G plus Network
Plan (being used to test)	\$10 30-day plan 4GB, unlimited standard national calls and texts
Date Tested	Tested 15/05/2023 11:00AM (Curtin University)

Support Option	Notes/Comments
TTY Line	Catch connect SIM cards and services provide a TTY line service for their customers.
Online Chat/AI Chat	Catch connect SIM Cards and services provides an AI chat portal for their customers
FAQ	Catch connect has a FAQ section in the support tab on the main page. This is quite detailed, and easily accessible.
Phone Line	Catch connect has more recently offered a phone line service to their customers to receive support via the phone.
Other Method	N/A

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (If you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Catch Connect	GREEN	GREEN	RED	RED	GREEN (website)	YELLOW

Accessibility Evaluation Template





Contrast of Text	GREEN	Contrast
Contrast of Nen Text	OREEN	Applutilizes Plue, Plack, and White only
Contrast of Non-Text		App utilizes blue, black, and white only
Content		as the main colours. Provides a strong
		level of contrast for users with visual
Contrasting of 14 pt size text		sight difficulties.
must have a minimum ratio of		
4.5:1, whilst any text that is		
larger bold or any UI		
component must have a		
minimum ratio of 2:1. This		
anables users with visual		
difficulties to be better suited		
to see content on a mobile		
screen.		
This is in line with WCAG 2.2		
criteria:		
- 1.4.3 Contrast		
(Minimum) (Level AA)		
- 1.4.11 Non-text		
Contrast (Level AA)		
Universal Accessible Setting	IS	
Orientation		Orientation:
Bosizo Toxt		The catch connect ann only works in a
		nortrait orientation and hence cannot
Colour Theme		be manipulated to a landagana
		permanipulated to a landscape
The global settings of a		
mobile phone have		
accessibility advantages that		Resize:
a service can utilise to allow		 The catch connect app
for ease of access. If these		responds to change in Font,
settings are improperly		Zoom with the OS settings.
applied on an application's		- Fonts are of an acceptable size
interface users may not be		for mobile ann use



and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		Magnification: The Catch connect app does not have any inbuilt support for zooming, zooming cannot be manipulated by the user.
2. Cognitive		
Common words	GREEN	Language is simple and clear.
Define words.		
 Simple tense Literal language 		
Avoid double		
 negatives. Nested clauses 		
Language used by providers		
the lower secondary		
education level to		
reading levels and intellectual		
disabilities.		
This is in line with WCAG 2.2		
criteria: - 3.1.5 Reading Level		
(Level AAA)		



Consistent Page Layout and Navigation					
 Button Placement GREEN Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	 Consistent Page Layout: Content is laid out adequately to prompt correct entry of data following a logical flow. The catch connect app would often only feature one element that completed its respective action and hence did not require the grouping of elements. In the support section, different support options are grouped by subheading, making it convenient for the user to follow. 				
	 Consistent Navigation: Design is consistent and responsive across all pages. The catch connect app utilizes consistent navigation bars along the side of the screen to easily navigate between menu items. All buttons on the catch connect app are consistently coloured Blue and shaped in a bar making them easy to identify. Button Placement: 				

		 The return/back button is in a consistent and convenient location. The catch connect app makes effective use of Radio buttons where it was possible to select between different options. App utilizes Blue, Black, and White only as the main colours. Buttons and key elements are easily identifiable in white, with menus being in Blue and the background being in White.
3. Mobility		
Keyboard Control		
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	YELLOW	 Keyboard layout is prompted correctly. Input Keyboard: Input boxes that only required numeric input used an alphanumeric keypad offered for full text entry situations, although this is not a major issue it can be easily resolved.
Voice Control Capability		
General navigation	RED	Voice Control was appropriately
and accessibility to		supported and has good general navigation


buttons, links. and inputs. • Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard.		
Touch Gestures		
 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: 2.5.8 Target Size (Minimum) (Level AA) 	YELLOW	 Touch Gestures: Where possible, the catch connects app fits most of the content on a page before requiring page scroll. Despite this, some information such as the "Manage your service" window requires a long list of menu options and hence requires scrolling to reach features such as to Cancel the plan. All pages scrolled in only an up or down direction making touchscreen scroll gestures are easy to prompt to the user. Most buttons on the catch connect app were placed in an



		 The catch connect app features a clean and responsive layout that allows for adequate spacing between buttons or elements for users to select. The buttons were often large and blue providing high contrast and a large target zone.
V/A		
N//	A	A



- 1.2.2 Captions		
(Prerecorded) (Level		
Â)		
- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
A)		



Detailed Cancellation Process Template

Step	Image(s)	Notes
1 – Finding the cancellation button		Catch connect does not have an option to instantly cancel services through their app or on their website.
2 – Cancelling the Service		Selecting stop auto recharge is the most sufficient option for users who do not seek to renew a plan with catch connect.

11. Circles.Life

Telco Name	Circles.Life
Network Used	Optus Network
Plan (being used to test)	\$10 a month.
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	Reference to NRS - 133 677
Online Chat/AI Chat	Live chat Available through the app
	Monday – Friday 8:00am – 10:00pm
	Saturday/Sunday 8:00am – 6:00pm
FAQ	Available with detailed information on cancellation.
Phone Line	Available – Voicemail
Other Method	Email, submit a request

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (If you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Circles.Life	YELLOW	YELLOW	GREEN	YELLOW	GREEN	GREEN

Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities			
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order 	GREEN		Focus Order The focus order of fields in the mobile application is simple and efficient.
Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields.			
This is in line with WCAG 2.2 criteria: - 1.3.5 Identify Input Purpose (AA) - 2.4.3 Focus Order (Level A) - 2.4.6 Headings and Labels (Level AA)			
Colour Contrast			



 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. 	YELLOW	General Contrast App utilizes white, pink, and blue colour schemes along with black text. Provides a strong level of contrast for users with visual sight difficulties. Non-Text Key elements are easily identifiable, however there aren't vivid borders around the elements in the home page, everything seems blended in except for the account settings. AAA was met using the online contrast validator for W3C.
criteria:		
- 1.4.3 Contrast		
(Minimum) (Level AA)		
- 1.4.11 Non-text		
Contrast (Level AA).		
Universal Accessible Setting	S	
Orientation	YELLOW	Fonts
Resize Text		Fonts on pages are quite small and
Colour Theme		However the font is still readable but
The global settings of a		could be larger in some regions of the
mobile phone have		app.
accessibility advantages that		
a service can utilise to allow		Magnification
for ease of access. If these		I he Circles.Life does not have an in-
settings are improperly		can be activated on the settings of the
applied on an application s		phone however this isn't catered well
able to independently use		



and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		for the app and can cause inconveniences. Orientation The Circles.Life only works in a portrait orientation and hence cannot be manipulated to a landscape orientation. Resize Text The Circles.Life does not respond to changes in Font but responds to the zoom function from the OS settings.
2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses 	GREEN	
Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria:		



- 3.1.5 Reading Level (Level AAA)		
Consistent Page Layout and	Navigation	
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent 	YELLOW	Layout The home screen is quite simple, to see all app options, you are required to click the The home screen provides very little functionality and mostly displays information for the user to view. The layout of the app does have somewhat of a logical order; however, some functions could be displayed on the home screen to avoid unnecessary navigation and confusion.
Navigation (Level AA)		Button Placement Most buttons on the Circles.Life app are only accessible via pressing the account button on the top left corner of the screen. The buttons in the menu, however, are nicely laid out and easy to read. The return/back button is always in a convenient location. Consistent Navigation The Circles.Life app has consistent navigation throughout the app.

	All input boxes are kept white with grey exemplar writing inside the input box. All buttons on the Circles.Life app are consistently coloured grey or white with black writing. These buttons are quite large and take up the entire width of the screen within their area.
	Positioning The Circles.Life app has a very spaced- out home page, and as previously stated, these elements don't provide functionality and rather there to just display information (Bandwidth remaining, etc.). All other functions are required to be accessed via the buttons that are placed on the top right and left side of the screen. When accessing the Account menu which provides most of the functionality of the app, there is a requirement for scrolling. The Circles.Life app, however, does feature a search function so that users are able to learn where or how to find a particular function that they may require.
	Grouping The Circles.Life app often has only feature one element that completed its respective action and hence did not require the grouping of elements, except for the manage my account section which has grouped multiple





		functions under the one section. This manages my account setting follows and easy step by step process.
3. Mobility	I	
Keyboard Control		
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	YELLOW	Keyboard Keyboard layout is prompted correctly when required. All input boxes have been found to still utilize the alphanumerical keyboard. This is evident because when required to type your phone number to manage your account, it displays the alphanumerical keyboard despite no requirement for the alphabet keys.
Voice Control Capability		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	GREEN	



Touch Gestures		
 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: 2.5.8 Target Size (Minimum) (Level AA) 	YELLOW	 Touch Target Size The Circles. Life features a clean and simple layout across the entirety of the app. It is simple to navigate and interpret. Most buttons are within the menu are spaced out well and have a light grey background to differentiate them from others. Touchscreen Gestures All pages scrolled in only an up or down direction making the touchscreen scroll gestures are easy to prompt to the user. Data Entry The Circles.Life app shows very little evidence of this criteria except when required to enter your date of birth in the manage my account section.
4. Auditory		
Captions		
 Captions for audio- related media Transcript All media should have appropriate captioning available to support users who are deaf or are hard-of- 	N/A	



hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		



Detailed Cancellation Process Template



12. Coles

User Efficiency Table

Telco Name	Coles Mobile
Network Used	Optus mobile network
Plan (being used to test)	\$20 pre-Paid 30-Day expiry Plan. 15 GB Data, unlimited calls, and texts to Mobile National and standard numbers.
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Live chat Available
FAQ	Available with detailed information on cancellation.
Phone Line	Mobile support on 1300 265 370
Other Method	N/A

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Coles Mobile	GREEN	RED	GREEN	RED	YELLOW	YELLOW

Accessibility Evaluation Template



Colour Contrast		
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: 1.4.3 Contrast (Minimum) (Level AA) 1.4.11 Non-text Contrast (Level AA). 	YELLOW	Colour Contrast The Text in the Boost Mobile app has a colour contrast ratio of 3.1, which falls below the recommended threshold. To enhance accessibility, it is recommended to adjust the colour contrast to be greater than 4.50. The app colour's choices are consistent across all pages, which make it easy to navigate. The app's use of red and white buttons, a white background for pages and black writing for main headings generally provide good contrast.
Universal Accessible Setting	S	
 Orientation Resize Text Colour Theme 	YELLOW	Orientation The app does not support changing screen orientation and is fixed in partial mode.
The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly		Resize Text & Colour theme The app also responds to the user's settings for font size and colour contrast, adjusting the user interface accordingly.



applied on an application's interface, users may not be able to independently use and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		Magnification The app does not support any zooming functionality. A lack of zooming capabilities can result in low text contrast, small text sizes and poor readability. It is recommended to implement the necessary changes to allow zooming and meet the WCAG2.0 success criterion.
2. Cognitive		
Language		-
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses 	GREEN	Language The language is clear and concise.
Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria:		



- 3.1.5 Reading Level	
(Level AAA)	
Consistent Page Layout and Navigation	
Button Placement GREEN	Small Screen Size
	I he font size in the mobile app is
Helps users predict where to	appropriate and allows for easy reading
look for content and locate it	and interaction with the content.
easily if they come across it	I ne app's layout is structured in a
again. Users who have a	logical manner that guides users
cognitive or intellectual	through the necessary steps to enter
disability can all	
benefit from this.	The app has appropriate spacing and
	white space to enhance visual clarity.
This is in line with WCAG 2.2	Dutter Discoment
criteria:	Button Placement
- 3.2.3 Consistent	The app leatures prominently sized
Navigation (Level AA)	buttons in Red and White colour, which
	are placed in easily accessible areas to
	enhance usability.
	The interactive elements are well
	space.
	Lavout
	The layout is consistent across different
	pages and maintains a logical flow
	making it easier for users to navigate
	and understand the ann's content
	Components such as headers, menus
	and povidation elements consistently
	and havigation elements consistently
	maintain their placement and



	appearance. The placement of the return/back button is consistently located in a convenient and easily accessible position, ensuring smooth navigation and user flow.
	The Coles Mobile app generally includes actionable elements that perform a single function.
	Positioning important elements before the page scroll Coles Mobile application has consistently position important elements before the need for page scrolling. Important information, such as Home, Extras and Changed plan option are readily visible without scrolling on certain pages.Grouping operatable elements that perform the same action The app uses a variety of visual cue to indicate which element are actionable such as distinct button shapes, bold
	text, and contrasting colours.
3. Mobility	
Keyboard Control	
 Keyboard Accessibility GREEN 	Keyboard The keyboard layout is prompted

Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)		correctly, ensuring that users are provided with the appropriate keyboard options based on the context. Input Fields The app automatically fills in knowing location information.
Voice Control Capability		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	GREEN	
Touch Gestures		
• Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties	GREEN	The app has reasonably sized and spaced, making them accessible for user with different needs. The use of inactive space around smaller touch targets provides a buffer



activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		zone that helps to prevents accidental selection of nearly elements. Touchscreen Gestures Pages are designed to scroll only in one direction, making it easy for users to navigate using touch screen gestures. The app provides visual indicator for pulling down to refresh content. The app does not rely on complex or multi-finger gesture, making it easier to use.
4. Auditory		
Captions		
 Captions for audio- related media Transcript All media should have appropriate captioning available to support users who are deaf or are hard-of- hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information. 	N/A	



This is in line with WCAG 2.2		
criteria		
- 1.2.2 Captions		
(Prerecorded) (Level		
A)		
- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
Á)		



Detailed Cancellation Process Template

Step	Image(s)	Notes
1 – Finding the cancellation button	<page-header></page-header>	There is no specific areas or process provided for cancelling the service directly within the app. To cancel the service, users need to stop the automatic recharge feature.
2 – Cancelling the Service		After the current recharge expiry date has passed, the SIM becomes inactive and no longer works.

13. CMobile

Telco Name	CMobile
Network Used	Telstra Wholesale Mobile Network
Plan (being used to	C Blue \$18 UTD +5GB DB
test)	
Date Tested	March 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	No Facility
FAQ	Available but does not provide cancellation information.
Phone Line	1300 545 000. Available 9am-6pm but no time zone is stated.
Other Method	Webform query.

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
CMobile	YELLOW	RED	RED	YELLOW (Webform only)	RED	RED

Accessibility Evaluation Template





Labels (Level AA)	
Colour Contrast	· · · · · · · · · · · · · · · · · · ·
 Contrast of Text Contrast of Non-Text Contrast of Non-Text Contrast of Alpha tize Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: 1.4.3 Contrast (Minimum) (Level AA) 1.4.11 Non-text Contrast (Level AA). Value: 1.7 Blue (#004 (#D3D3D3) 	55:1 There are many colour contrast issues. This is in line with the common colour theme of blue texts on a white/light grey background. 76:1 (#BBBBBB) on White Background tivation ted 71:1 (#DCDCDC) Input field on White (#FFFFF) d 49:1 AF1) text on Light Grey background Number: background

		Value: 1.496:1 White (#FFFFFF) te (#D3D3D3) backgro	ext on Light Grey bund v all	
Universal Accessible Settin	ngs			
 Orientation Resize Text Colour Theme The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features. This is in line with WCAG 2.2 criteria: 1.3.4 Orientation 	YELLOW	Resize Text		Orientation: The orientation adjusts appropriately between landscape and portrait. Resize Text: Sign-in page and "my Cmobile" account page does not resize with text. Colour theme: Dark mode's on or off has no discernible differences.
(Level AA) - 1.4.4 Resize Text (Level AA) 2. Cognitive				
Language				



Common words	GREEN	Language
Define words.		Language is simple and clear.
Simple tense		
Literal language		
Avoid double		
negatives		
Nested clauses		
Language used by		
providers should be		
targeted towards the lower		
secondary education level		
to accommodate for		
diverse reading levels and		
intellectual disabilities.		
This is in line with WCAG		
2.2 criteria:		
- 3.1.5 Reading Level		
(Level AAA)		
Consistent Page Layout an	nd Navigation	
Button Placement	GREEN	Generally clear navigation throughout
		the pages.
Helps users predict where		
to look for content and		
locate it easily if they come		
across it again. Users who		



have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: - 3.2.3 Consistent Navigation (Level AA)			
3. Mobility			
Keyboard Control			
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	YELLOW		Keyboard Upon entering the Sign-in, the cursor is not in the input field "mate code/account number". Hence, the input field must be selected by the user before inputting anything. Although this does not inhibit the user the keyboard functionally, best practice would be to ensure the input fields are automatically focused on. Since the "account number" is just a string of numbers, the keyboard need only be a number pad.
Voice Control Capability	·		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text 	YELLOW	Redundant & Doubled Labels	There are a few labels that have doubled up on some links and buttons. There are other labels that are redundant and do not work.








This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		
4. Auditory		
Captions		
 Captions for audio- related media Transcript All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information. 	N/A	



- 1.2.2 Captions		
(Prerecorded) (Level		
A)		
- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
Â)		

Step	Image(s)	Notes
1 – Finding the cancellation button	Home drop down menu	BreadcrumbsDrop down menu in home > Select Support> Scroll down and within "Legal andPolicies" Select "Standard Form ofAgreement" > Select "Click Here to viewthe consumer version" which shoulddownload a pdf > Scroll down to section 8on page 9 and you should find theinformation on cancellation.There is no cancellation information clearlystated in the "my Cmobile" account pageand FAQ section.The only information on cancellation is inthe Standard Form of Agreement (SFOA) >Consumers. There, information elaboratingon "Suspension or Termination of yourService" was found in section 8 on page 9.This is not a clear or efficient place for anyuser to be looking for cancellationinformation on. In addition, PDFs were notaccessible to mobile screen readers upontesting.

Detailed Cancellation Process Template



14. Dodo Mobile

User Efficiency Table

Telco Name	Dodo
Network Used	Optus Network.
Plan (being used to	\$10
lesi)	
Date Tested	Tested 22/05/2023

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Available
FAQ	Available with detailed information on cancellation.
Phone Line	Mobile Support on 13 36 36 Sales Enquiries Available Monday – Friday 8:00am – 9:00pm AEST Available Saturday/Sunday 9:00am – 6:00pm AEST Customer Support Available Monday – Friday 9:00am – 6:00pm AEST Technical Support Available Monday – Sunday 9:00am – 9:00pm AEST
Other Method	

Support and Accessibility Table

	Phone Line	TTY (Impacts Deaf	Online/AI Chat	E-mail Support	FAQ	Ease of Cancellation
	Support	individuals)	Function			



	(Support	(If there is no available	(If there is a		(If no information on	(if a call/chat is
	mobility, visual	TTY service. instant	chat/messaging		cancelling, instant	required, it is an
	and cognitive)	RED)	function that does not		RED.)	instant <mark>RED</mark> .)
		(If another TTY service,	allow any live chat or		(If there is information	(if you can cancel
		e.g. NRS, is	is entirely help desk		on cancelling, but it is	through a chat in
		recommended then it is	AI, it is an instant		not particularly helpful	almost real-time, it is a
		YELLOW.)	RED.)		YELLOW.)	YELLOW.)
						(If you can cancel the
						service yourself with a
						button/etc., it is a
						GREEN.)
Dodo	GREEN	RED	GREEN	RED	GREEN	YELLOW



Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities			







Screen reader

The screen reader function responds properly to some elements. However, when pressing the menu button, it recites "Hamburger Icon.svg" However, when trying to navigate the menu tab, if a press is slightly out of line of the hyperlinked text, the screenreader will recite the name of one of the sub-sections that are listed that within that section. This is an issue as those subsections aren't visible on the screen.

The menu does have issues when utilizing the screen reader. Although the menu is seen to be divided into different buttons, they are in-fact hyperlinks. If the user presses the white space in the buttons even if it coincides with the border of that heading, the screen reader will recite a random prompt, whether it is a sub-section of the subsequent section or it will recite the element that is placed behind the popup menu.

Buttons & Links

Menu buttons are shown to be surrounded by inactive space however if a user mis-presses the button, the screen reader will prompt with a subcategory of that menu button. This can cause confusion for users.

Focus Order





		The focus order of fields in the mobile
		web application is correct and efficient.
Colour Contrast		
Contrast of Text	GREEN	General Contrast
Contrast of Non-Text		Web-App utilizes white, purple, and
Content		turquoise as its predominant colour
Contracting of 14 pt size text		scheme. Provides a strong level of
Contrasting of 14 pt size text		difficulties
4 5.1 whilst any text that is		
larger, bold, or any UI		Non-text
component must have a		Buttons and key elements are easily
minimum ratio of 3:1. This		identifiable in being written in Purple
enables users with visual		over a white background. The buttons
difficulties to be better suited		which has a shadow effect on the
screen		background.
3010011.		
This is in line with WCAG 2.2		WCAG AAA was met using the online
criteria:		contrast validator for W3C for normal
- 1.4.3 Contrast		and large text.
(Minimum) (Level AA)		
- 1.4.11 NON-TEXT		
Universal Accessible Setting	l IS	<u> </u>
Orientation	YELLOW	Magnification
Resize Text		The dodo web app allows for zooming
Colour Theme		in. By performing the necessary
		gesture to zoom into the screen, users
The global settings of a		can view the information at a magnified
mobile phone have		level.
accessibility advantages that		



a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		Orientation The dodo web-app can have its orientation changed if the orientation of the device has changed. Resize text The dodo web app responds to a change in the zoom function, however, the changes in font do not change the font sizes on any of the pages.
2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities.	GREEN	



This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)		
Consistent Page Layout and	Navigation	
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	YELLOW	Layout Although the home screen of the web app has quite a few elements and causes the need to scroll even on the dashboard, the dashboard houses all the important functions at the top of the page. All input boxes are white in colour but in some instances, they are bordered or have an underline to indicate where the information must be inputted. The layout of the app fosters a logical order, and the screen reader performs well navigating from one task to the next except in some instances when navigating through the app. Button Placement Most of the important functions on the dodo web-app were placed in an area that was simple to access and use via the dashboard page as it houses a "quick links" section at the top of the page.
		Consistent Navigation



	The buttons are of an adequate size and the screen reader responds properly upon pressing these buttons. However, the menu is quite cluttered requiring users to go from each heading and then more sub-headings just to find their desired page. The dodo web-app possesses consistent navigation throughout the app. The important sections are listed under the "Quick Links" section on the dashboard and there is a menu button on the top left corner of the screen. All buttons on the dodo web-app are consistently coloured white and are rectangular shaped. Within these buttons purple text is displayed.
	Positioning Not all the important elements are displayed on the top of the screen. Although the dashboard displays important links at the top of the page, upon pressing these links, users are required to scroll if needed through those pages to find the specific area they are looking for.
	Grouping In the menu, there are a few sections listed that open to more sub-sections of the web-app. The dodo web-app does have some grouped elements that are operatable.

		These would be within the Quick Links section at the top of the home page.
3. Mobility		
Keyboard Control		
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	YELLOW	 Keyboard The keyboard layout is the same as a normal keyboard. No changes to the keyboard are apparent upon typing in a field. When an alphanumerical keyboard was required, without fail, this was activated. Numerical Keyboard Input boxes that only required a numeric input sometimes still allowed for an alphanumerical keyboard, but some areas had the use of a numerical keyboard.
Voice Control Capability		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type 	GREEN	



in information through a		
keyboard.		
Touch Gestures		
Target Size	YELLOW	
Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		 Touch Target Size The dodo web app features a clean and responsive layout that allows for adequate spacing between menu buttons, however the buttons on the dashboard could have slightly more space. Touch Gestures Menu buttons are shown to be surrounded by inactive space. All pages are scrolled in only up or down making, touchscreen scroll gestures easy to prompt the user. Data Entry The Dodo web app shows no signs of methods for easy data entry. Except for one instance when they utilize a numerical keyboard. For example, when updating payment details, the expiry for the credit card doesn't prompt a drop-down menu to select a month and year. Instead, it displays an alphanumerical keyboard.
4. Auditory		
Captions		



Captions for audio-	N/A	
related media		
 Transcript 		
All media should have		
appropriate captioning		
available to support users		
who are deaf or are hard-of-		
hearing. The portion of audio		
content that is accessible is		
provided by the captions. In		
identify the speakers and		
provide non-speech		
information		
This is in line with WCAG 2.2		
criteria		
- 1.2.2 Captions		
(Prerecorded) (Level		
A)		
- 1.2.3 Audio		
Description or Media		
(Prerecorded) (Level A)		

Detailed Cancellation Process Template

Step Four – Cancelling/Suspending the Prepaid Plan

Step	Image(s)	Notes
1 – Finding the cancellation button	9:13 • • • • • • • • • • • • • • • • • • •	There is no official cancellation button or function that is easily accessible through the web app.
	Quick links Image: Control of the second	Instead, the user is required to press the request support request button on the homepage, and they are then directed to a different page where they can lodge a request.
	Update payment details Billing information My services (1) Mobile 04/2115/2059 Service Monthly Cost* Postpaid Mobile \$10.00	As shown, the two drop-down fields select what you are requesting support for. Users are required to select "I want to cancel my service" in the first drop down box.







15. E.Tel

Telco Name	E.Tel
Network Used	Optus Network
Plan (being used to test)	"Mini \$5.99"
Date Tested	March 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	No Facility
FAQ	Available
Phone Line	Available, Mon-Fri 9:30am – 6pm, no time zone listed.
Other Method	Email

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/Al Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
E.Tel	YELLOW	RED	RED	GREEN	YELLOW (Information attained through an inaccessible PDF)	GREEN

Accessibility Evaluation Template

Principal	<mark>RED</mark> /YELLOW/ <mark>GREEN</mark> /NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities	;		
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order 	RED	Screen reader	Screen Reader There is a double up for the screen reader on the sign-in page for the input boxes, the first says nothing, then the second is the input. The plan drop- down menu does not state that it is a drop-down menu, only that you can activate it.
Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different		Password LOGIN Reset PasswordProject Reserved Services S. Lin S. Account Commentation Commentation Commen	the buttons on the bottom of the screen are read first before the entire page. Goes from through the plan text (e.g. Mini \$5.99) to the balance remaining. Skips the Critical Information Summary entirely.
page elements such as that of images, buttons, headings, and form fields.			Critical Information Summary is in a PDF form, inaccessible to screen readers.
This is in line with WCAG 2.2 criteria: - 1.3.5 Identify Input Purpose (AA) - 2.4.3 Focus Order (Level A)			



- 2.4.6 Headings and Labels (Level AA)			
Colour Contrast			
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: 1.4.3 Contrast (Minimum) (Level AA) 1.4.11 Non-text Contrast (Level AA). 	YELLOW	Value: 2.719:1 White (#FFFFF0) text on an Orange (#F47A23) background Service Number or Account Number Value: 2.998:1 White (#FFFFF0) text on a Teal (#26A69A) background and vice versa <u>MAKE A PAYMENT</u> SETUP DIRECT DEBIT Value: 4.364:1 Red (#FFFFF0) text on an Off-white (#D5D5D5) background Which service number do you w Value: 1.895:1 White (#FFFFFF) text on a Bright Orange (#FAAD2B) background <u>Mini Plans</u> simple and flexible	Colour Contrast: There are some elements that do not meet the appropriate colour contrast ratio. In particular, the white and orange contrast issues are repeated around the phone website.

Universal Accessible Settin	ngs	
 Orientation Resize Text Colour Theme The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the 	YELLOW	Orientation: The orientation adjusts appropriately between landscape and portrait. Resize Text: Text resizes appropriately with very little cramping. Colour Theme: Dark mode's on or off has no discernible differences. Magnification: Magnification does not work with the phone website.
navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		priorie website.
2. Cognitive		
	CREEN	
Common wordsDefine words.Simple tense	OREEN	Language is simple, clear and to the point.
 Literal language 	1	



 Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: 3.1.5 Reading Level (Level AAA) 		
Consistent Page Layout an	d Navigation	
• Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this.	GREEN	PDFs Critical Information Summery is a PDF

This is in line with WCAG 2.2 criteria: - 3.2.3 Consistent Navigation (Level AA)		
3. Mobility		
Keyboard Control		
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 	YELLOW	Keyboard: The user must manually request the keyboard by tapping on the input box. Since the sign-in page requires a "service number" it could be a numerical keyboard instead of a full keyboard.
- 2.1.1 Keyboard (Level A) Voice Control Capability		

 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	YELLOW	Labels Control <	Labels Account page has too many labels, some of which are redundant. The labels at the bottom of the account page are misnamed as well.
Target Size	RED	Target Size	Target Size:



Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		Mini \$5.99 18 Mar 2024 - 31 Mar 2024 Critical Information Summary	Summary Link is extremely small and too close to the plan drop-down menu. With the Magnification Issue addressed above, this becomes a major issue.		
4. Auditory					
Captions					
 Captions for audio- related media Transcript All media should have 	N/A				
appropriate captioning available to support users					



who are deaf or are hard-		
of-hearing. The portion of		
audio content that is		
accessible is provided by		
the captions. In addition to		
dialogue, captions identify		
the speakers and provide		
non-speech information.		
This is in line with WCAG		
2.2 criteria		
- 1.2.2 Captions		
(Prerecorded) (Level		
A)		
- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
A)		

Step Image(s) Notes 1 – Finding the Select "Account" **Breadcrumbs** Account Homepage > Select "Account" > cancellation button Select "Cancellation Request" > Scroll Mini \$5.99 18 Mar 2024 - 31 Mar 2024 down and select the "Service Number" to cancel > Enter your Email > Select whether Included Value\$2.71 you are "Transferring" or "Disconnecting" > Select "Confirm Cancellation 0% The cancellation button was easy to locate, and the information provided on the cancellation page was clear. Service Period Usage Date/Time Service Item No Result Found <u>.</u> Select "Cancellation Request" Mini \$5.99 18 Mar 2024 - 31 Mar 2024 Included Value\$2.71 0% Referral Bonus Change Plar Cancellation Reques Service Period Us Logout **Enter Required** Information & Cancel

Detailed Cancellation Process Template







16. Exetel

Telco Name	Exetel – myexetel website
Network Used	Telstra Wholesale Network (3G & 4G)
Plan (being used to	ExeSim Saver 4G
Date Tested	January 2024

Support Option	Notes/Comments		
TTY Line	No reference to any support via TTYL.		
Online Chat/AI Chat	No chat function available.		
FAQ	The Exetel mobile service cancellation information is hidden within the 'Billing and Payments' header which can be confusing for users to find. In addition, the FAQ is on a different exetel website.		
Phone Line	Exetel provides phone contact details under the 'contact us' tab located at the bottom of the webpage. (13 39 38)		
Other Method	Upon tapping the 'Contact Us' button, users are transferred to the Exetel.com.au website which is separate from the my.Exetel website. The former website provides options for call or e-mail support through a webform. There is also an ExeFix application that provides 24/7 support for network speed issues.		

Support and Accessibility Table

	Phone Line	TTY (Impacts Deaf	Online/AI Chat	E-mail Support	FAQ	Ease of
	Support	individuals)	Function		(If no information on	Cancellation
	(Support	(If there is no	(If there is a		cancelling, instant	(if a call/chat is
	mobility, visual	available TTY service.	chat/messaging		RED.)	required, it is an
	and cognitive)	instant <mark>RED</mark>)	function that does		(If there is	instant <mark>RED</mark> .)
		(If another TTY	not allow any live		information on	(If you can cancel
		service, e.g. NRS, is	chat or is entirely		cancelling, but it is	through a chat in
		recommended then it	help de <u>sk Al</u> , it is an		not particularly	almost real-time, it is
		is <mark>YELLOW</mark> .)	instant <mark>RED</mark> .)		helpful <mark>YELLOW</mark> .)	a <mark>YELLOW</mark> .)
						(If you can cancel
						the service yourself
						with a button/etc., it
						is a <mark>GREEN</mark> .)
Exetel	GREEN	RED	RED	YELLOW	YELLOW	GREEN

 CENTRE FOR ACCESSIBILITY
 a(can
 Australian Communications Consumer Action Network

Accessibility Evaluation Template

Principal	<mark>RED</mark> /YELLO W/GREEN/NA	Image(s)	Notes			
1. Visual	1. Visual					
Screen Reader Capabilities	6					
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Level A) 	YELLOW	Focus Indicator:	Focus is not given to the 'hamburger' menu. The page has 2 major elements 1) A map 2) A chart. The map is google embedded while the chart is created to give a list of faults and outages. Both have functional issues when using a screen reader meaning that users with a visual disability will not be able to navigate to the information required.			






Contrast of Text	YELLOW	Colour Contrast: text	Although colour contrast issues are present, they
Contrast of Non-Text			are minor and can be easily tweaked to
Content		Croop Toxt (#7ACE82) on a white	appropriately contrast or meet point size
Contracting of 14 pt size		background (#FEFEFE)	
text must have a minimum			
ratio of 4.5:1, whilst any			
text that is larger, bold, or		Username	
any UI component must		osemane	
have a minimum ratio of			
3:1. This enables users		admin@ac	
with visual difficulties to be			
on a mobile screen			
This is in line with WCAG		Password	
2.2 criteria:			
- 1.4.3 Contrast		Decoword	
(Minimum) (Level			
AA)		Value: 3.018:1	
Contrast (Level AA)		green background (#74CE82)	
		Login	
		Value: 3.175:1	
		Blue text (#429BB8) on a white	
		background	

		<u>Back to exetel.com.</u>	
Universal Accessible Setti	ngs		
 Orientation Resize Text Colour Theme The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features. 	YELLOW		 Orientation: Website adjusts between landscape and portrait appropriately. Resize text: An increase in font size does not interfere with the layout or causes any loss of function, content, and information. Dark Theme: The my.exetel website does not adjust to Dark theme. Magnification: Works well with the website.
This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA)			



- 1.4.4 Resize Text (Level AA)					
2. Cognitive					
Language					
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses 	GREEN		All language is clear and simple.		
Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities.					
This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)					
Consistent Page Layout and Navigation					
Button Placement	RED	Multiple: 'Manage my Service' pages	Multiple pages within the site have the same title. Hence, when looking for the 'Cancellation' function navigation was confusing as the pages		
to look for content and			were not individually distinguished.		
locate it easily if they come across it again. Users who			Multiple 'sign in' & 'logins' are required as pages linked within the 'myexetel' site lead back to the		







Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)			
General navigation	YELLOW	Voice Access: myexetel site	Voice Access has complete accessibility within the
 and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 		Image of the second	 my.exetel site through both 'show labels' (numerical) and 'show grid' (for detail) All links seem to have appropriate labels. However, maps and charts in the Network Status indicates that some exetel.com pages are inaccessible via Voice Access. 'Activation' and 'sign in' is difficult to access, as the command 'show labels' must be said every second command. This is a long and tedious process.







		4 NBN Planned Fibre Orgoing Fibre Fibre 4 NBN Planned Fibre Orgoing Fibre Fibre	
Touch Gestures Target Size	YELLOW	Target size: Exetel page example	'My Exetel' has appropriate target sizing but the
Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues		You are using an older version of bly Statet which will be plased out over the coming months. Plases with his the latest version of bly Statet bly logging in before. Take me to new My Exettel	pages that link outside the site are too small.



This is in line with WCAG		
2.2 criteria:		
- 2.5.8 Target Size		
(Minimum) (Level		
AA)		
4. Auditory		
Captions		
Captions for audio-	NA	
related media		
All media should have		
appropriate captioning		
available to support users		
who are deaf or are hard-		
of-hearing. The portion of		
audio content that is		
accessible is provided by		
the captions. In addition to		
dialogue, captions identify		
the speakers and provide		
non-speech mornation.		
This is in line with WCAG		
2 2 criteria		
- 122 Captions		
(Prerecorded) (Level		
A)		
- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
Á)		



Step	Image(s)	Notes
1 – Finding the cancellation button		Main page> Manage Arrow Key> 'Cancel my service' link> 'Cancel my service' button.
	ExeSim Saver 4G Allowances reset 25 Feb 24 0% Data 0Bytes / 7GB 0% used Data Bank 0Bytes / 500GB 0% used MMS 0events / 2,000events 0% used Auto-recharge Every 30 days	Finding the cancellation option was simple, but the 'Manage my Service' page can be easily confused with all other "manage my service' pages within the site.

Detailed Cancellation Process Template

evere)	=
Manage my service (dick the arrow on the right to view usage, service details, plan change and lots more)	
My usage	-
Manage recharge	
Zero data auto-recharge	P
Recharge & Add-on history	
 Service details	
 Manage Add-ons	
Replace SIM	
Detailed usage	
My rate card	
 My documents	
Global roaming	
Cancel my service	







17. Felix Mobile

Telco Name	Felix Mobile
Network Used	Vodafone 4g plus Network
Plan (being used to test)	\$35 per month flat rate for all users
Date Tested	February 2024

Support Option	Notes/Comments	
TTY Line	No reference to any support via TTYL.	
Online Chat/AI Chat	Live Chat Available	
FAQ	Available with detailed information on cancellation.	
Phone Line	Only via WhatsApp	
Other Method	Felix does provide an online webform whereby users can send an email enquiry and get a response back in a matter of business days.	

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Felix Mobile	YELLOW	RED	GREEN	RED	GREEN	GREEN

Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities			
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Level A) 2.4.6 Headings and Labels (Level AA) 	GREEN		 Text: Fonts are of an acceptable size for mobile app use. Headings: Content is laid out adequately to prompt correct entry of data following a logical flow. Focus Order: Focus order of fields in the mobile application is correct and efficient. Buttons and links: The layout of the app fosters a logical order, and the screen reader performs well navigating from one task to the next.
Colour Contrast			



 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. This is in line with WCAG 2.2 	GREEN	 App utilizes pink, white and dark blue colour. The contrast on some screens can be made better by using higher resolution. The spacing is well done utilizing the whole screen to the maximum. (Bryan - All points of contrast do not give a true indication of contrast within the app)
criteria:		
- 1.4.3 Contrast (Minimum) (Level AA)		
- 1 4 11 Non-text		
Contrast (Level AA).		
Universal Accessible Settings	S	
Orientation	YELLOW	Orientation:
Resize Text		 The Felix app only works in a
Colour Theme		portrait orientation and hence
The shakele of the set		cannot be manipulated to a
The global settings of a		landscape orientation.
accessibility advantages that		Magnification:
a service can utilise to allow		- The Felix app does not have the
for ease of access. If these		option to zoom in and out. It
settings are improperly		only supports scrolling up and
applied on an application's		down the screen, but one
Interface, users may not be		cannot magnify the text.
able to independently use		- ,



and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		Colour Theme: - The contrast on some screens can be made better by using higher resolution. Resize: - The Felix app responds to change in Font, Zoom with the OS settings.
2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: 3.1.5 Reading Level (Level AAA) 	GREEN	



Consistent Dave Lowert and				
Consistent Page Layout and Navigation				
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	YELLOW		 Consistent Page Layout: Design is consistent and responsive across all pages. The spacing is well done utilizing the whole screen to the maximum. The Felix app would often only feature one element that completed its respective action and hence did not require the grouping of elements. In the setting option, all the setting related options are grouped together which makes it easier to use/navigate. All buttons on the Felix app are consistently shaped as a rounded rectangle, making them easy to identify. 	
			 Consistent Navigation: The Felix app does not have any bars to scroll up or down in the main screen as all the options are utilised in the main screen which makes it easier for users to navigate through all the options. However, when in settings, there is a bar which is not visible, but it does make the screen go up and down. 	





		 App utilizes pink, white and dark blue colour. Buttons utilize plain white with a dark blue colour that gives a good consistent indicator. Button Placement: Most buttons on the Felix app were placed in an area that was simple to access and use. Some buttons could be made bigger to make good use of the space. The bottom bar contains "home", "Service", "impact", and "Settings" button which could have been placed and used a bit better.
3. Mobility		
Keyboard Control		
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 		 Keyboard (general): Keyboard layout is prompted correctly. Input boxes that only required a numeric input uses alphanumeric keypad offered for full text entry situations.



Voice Control Capability		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	GREEN	
Touch Gestures		
• Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria:	YELLOW	 Iarget Size: The Felix app features a clean and responsive layout that allows for adequate spacing between buttons or elements for users to select. Most buttons are surrounded by inactive space on setup; however, some could be set up a bit bigger to allow for extra touch space and make good use of the whole layout.
- 2.5.8 Target Size (Minimum) (Level AA)		Touch Gestures: - All pages scrolled in only an up or down direction making



		 touchscreen scroll gestures are easy to prompt to the user. Where possible, the Felix app fits most of the content on a page before requiring page scroll. The Felix app makes effective use of Radio Buttons where possible to select between different options.
4. Auditory		
Captions		
 Captions for audio- related media Transcript All media should have appropriate captioning available to support users who are deaf or are hard-of- hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information. This is in line with WCAG 2.2 criteria 1.2.2 Captions (Prerecorded) (Level A) 	N/A	



- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
A)		



Detailed Cancellation Process Template

Step	Image(s)	Notes
1 – Finding the cancellation button		Felix application services can be cancelled by going to the application setting.
2 – Cancelling the Service		Felix services can be cancelled by going to the application setting. Then pressing 'phone and service' setting and then 'cancel my service'. This must be then confirmed by pressing 'Yes cancel my service'.

18. Flip

Telco Name	Flip
Network Used	Optus Network
Plan (being used to	\$4 for 500mb
Date Tested	March 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	No facility
FAQ	Only available for NBN and TV service.
Phone Line	1300 354 788. Available 9am to 6pm AEST, closed on
	Saturday and Sunday.
Other Method	Email - enquiries@flipconnect.com.au

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/Al Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk Al, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Fl!p	GREEN	RED	RED	GREEN	RED	RED

Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/ NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities	6		
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order 		Screen Reader	The hamburger menu is not labelled appropriately; hence, the screen reader just says 'collapsed' and 'expanded'. The logo on the top of the phone website is read out as unlabelled and does not say that it is a link. The screen reader also reads out arrows and vertical lines, when they are redundant and should not be read out.



- 2.4.6 Headings and Labels (Level AA)			
Colour Contrast			•
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: 1.4.3 Contrast (Minimum) (Level AA) 1.4.11 Non-text Contrast (Level AA). 	YELLOW	Value: 4.244:1 Grey (#686363) text on light grey (#DCDADA) background ©Copyright Flip TV Pty Ltd Standard Terms & Conditions Privacy Policy Website Terms & Conditions Flip TV Terms & Conditions NEN Terms & Conditions	Colour Contrast Colour contrast is generally appropriate throughout the interface. One major exception would be the terms and conditions links which do not contrast properly. This could lead to major issues for users if they are not able to access the legalities of their service.
Universal Accessible Settings			
OrientationResize TextColour Theme	YELLOW		Orientation: The orientation adjusts appropriately between landscape and portrait.



The global settings of a	Text resizes appropriately with very
mobile phone nave	little cramping.
accessibility advantages	
that a service can utilise to	Colour Theme:
allow for ease of access. If	Dark mode's on or off has no
these settings are	discernible differences.
improperly applied on an	
application's interface,	Magnification:
users may not be able to	Magnification has no issues.
independently use and	
navigate through the	
application's features	
application's leatures.	
This is in line with MOAC	
2.2 criteria:	
- 1.3.4 Orientation	
(Level AA)	
- 144 Resize Text	
2. Cognitivo	
2. Cognitive	
Language	





 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	YELLOW	Navigation There is no way to get from the account page to the support page, or from any other pages to the account page, without signing out and signing back in.
3. Mobility		
Keyboard Control		
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. 	YELLOW	The keyboard needs to be requested by the user and is not automatic. Although this does not inhibit the user the keyboard functionally when entering input fields should be automatic.
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)		



Voice Control Capability		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard 	YELLOW	There are very few redundant labels, only numerical labels have been used, other named labels are auto generated.
Touch Gestures		
• Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues	GREEN	Links at the bottom of the page are small, but magnification solves this.

This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		
4. Auditory		
Captions		
 Captions for audio- related media Transcript All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information. 	N/A	
All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information. This is in line with WCAG 2.2 criteria		



- 1.2.2 Captions		
(Prerecorded) (Level		
A)		
- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
Â)		

Detailed Cancellation Process Template

Step	Image(s)	Notes	
Step 1 – Finding the cancellation button	Image(s) ©Copyright Flip TV Pty Ltd Standard Terms & Conditions Privacy Policy, Website Terms & Conditions Privacy Policy, Website Terms & Conditions Elip TV Terms & Conditions NBN Terms & Conditions Defined on the series of any context of the series o	Notes The information on cancelling a service is found in the Mobile – Terms and Conditions. Although this is a clearly labelled document, it was difficult to find this link as it was very small and did not have an appropriate colour contrast.	
	(d) on outhority, such as the ACMA, requests us to do so or (e) you use the Service other than for private, non-commendatives, or in a way that is inconsistent with these Terms or the requirements of our partners or suppliers; or (i) you have idealists active the Service within 50 days from ordering. Otherwise, Rip may support, restrict or cancel the Service in 30 days indice to you. If we supperd your Account, you will still remain liable for all Service fees during the suppension period.	The link was located at the bottom of each page.	
2 – Cancelling the Service		To cancel a service, the customer would have to contact by telephone on 1300 354 788.	

19. Goodtel

Telco Name	Goodtel – Website
Network Used	Telstra 3G & 4G Network
Plan (being used to	4G 12GB (500GB databank)
test)	
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Only AI Chat available.
FAQ	Clearly outlined cancellation procedure in the support section
	of the website. Just had to search the word 'cancel'.
Phone Line	1800 114 663 – 9am to 5pm 'Sydney time' on weekdays.
Other Method	Ticket can be sent to team.
Support and Accessibility Table

0000751	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/Al Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk Al, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (If you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
GOODTEL	GREEN	RED	RED	RED	GREEN	GREEN

Accessibility Evaluation Template

Principal RED/YE W/GREE	LLO Image(s) N/NA	Notes
1. Visual		
Screen Reader Capabilities		
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Level A) 	Focus order: The hamburger me Image: Constrained of the image: Constrained of th	 Focus Order: Some important UI elements do not receive focus. For example, the menu bar 'hamburger' menu. Some decorative elements receive focus when a text link is nearby. For example, the icons within the main body of the 'homepage'. This can be confusing for user who solely rely on screen reader descriptions and focus to navigate the page. Button Labels: The Goodtel website does not feature accessible labels for UI elements such as buttons. This causes incoherent screen reader descriptions, causing difficulties for users who are blind or have low vision. Focus indicators: Focus is given to icons/graphics that are not links and are defined by texts with links close by. Overall, it's hard to see what a link is and what is actual text only as there is no defining element for links & buttons.



- 2.4.6 Headings and Labels (Level AA)		
Colour Contrast		
Contrast of Text Contrast of Non-Text Content	Colour Contrast: Value: 1.985:1 Grey Text (#B1B9C1) on white background (#FFFFF)	Colour Contrast: There are extensive colour contrast issues across the Goodtel website due to the colour theme used.
Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen.	Enter your account number, email address and password to access the portal. Value: 1.781:1	
This is in line with WCAG 2.2 criteria: - 1.4.3 Contrast (Minimum) (Level AA) - 1.4.11 Non-text Contrast (Level AA).	Green Text (#6FD449) on white background (#FFFFF)	





Universal Accessible Setting	ngs	
 Orientation Resize Text Colour Theme The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features. This is in line with WCAG 2.2 criteria: 	YELLOW	Orientation: Screen orientation changes from portrait to landscape with no loss of function, text, and information. Colour Theme: Dark theme does not apply to the website. Resize Text: Cut off and overlapping texts occur within the sign- in page only.



- 1.3.4 Orientation			
(Level AA)			
- 1.4.4 Resize lext			
(Level AA)			
2. Cognitive			
Language			
Common words	YELLOW	Literal Language:	Literal language: The profile menu should use
 Define words. 			the name of the user.
Simple tense			
Literal language		454143 ~	
Avoid double			
negatives.			
 Nested clauses 			
Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)			
Consistent Page Layout ar	nd Navigation		





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activating a small target due to hand tremors, poor dexterity, or other issues. This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size		
AA)		
4. Auditory		
Captions for audio- related media	N/A	
All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A)		



- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
Â)		



Detailed Cancellation Process Template

Step	Image(s)	Notes
1 – Finding the cancellation button	<text><text><text><text><text><text></text></text></text></text></text></text>	Notes 1. Log into the Self Care Portal 2. Hover over Mobile and click Active Mobile Services 3. Click View next to the service you'd like to cancel 4. Click Disconnect and follow the prompts.

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20. iiNet

Telco Name	iiNet - App
Network Used	Vodafone Network 3G & 4G
Plan (being used to	Small - \$20 for 8gb
Date Tested	February 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Live chat available – For sales team only. This is only
	available on the website as well.
FAQ	Cancellation information available on the iiNet website only.
Phone Line	13 22 58 to cancel.
Other Method	- Webmail (internal account messaging)
	- iiNet email input form (uses your stated email)

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Support and Accessibility Table

	Phone Line	TTY (Impacts Deaf	Online/Al Chat	E-mail Support	FAQ	Ease of
	Support	individuals)	Function		(If no information on	Cancellation
	(Support	(If there is no	(If there is a		cancelling, instant	(if a call/chat is
	mobility, visual	available TTY service.	chat/messaging		RED.)	required, it is an
	and cognitive)	instant <mark>RED</mark>)	function that does		(If there is	instant <mark>RED</mark> .)
		(If another TTY	not allow any live		information on	(If you can cancel
		service, e.g. NRS, is	chat or is entirely		cancelling, but it is	through a chat in
		recommended then it	help de <u>sk Al</u> , it is an		not particularly	almost real-time, it is
		is <mark>YELLOW</mark> .)	instant <mark>RED</mark> .)		helpful <mark>YELLOW</mark> .)	a <mark>YELLOW</mark> .)
						(If you can cancel
						the service yourself
						with a button/etc., it
						is a <mark>GREEN</mark> .)
iiNet	GREEN	RED	YELLOW	GREEN	YELLOW	RED
					(information only	
					available on	
					website)	

Accessibility Evaluation Template

Principal	RED /YELLOW/GREEN/ NA	Image(s)	Notes			
1. Visual	1. Visual					
Screen Reader Capabilities	6					
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order 	YELLOW		"toolbox" (hamburger menu) announces 'home' but sends the user to the log in screen. 'iinet' logo goes to a blank white page.			



- 2.4.6 Headings and			
Colour Contrast			
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be 	YELLOW	Contrast: Value: 2.031:1 Orange (#FFA037) elements on a white background (#FFFFFF) Dow Value: 2.21:1 Orange text (#FF8200) on a light orange background (#FFEFDF)	Most issues with colour contrasts within the iiNet application comes from the orange and white style for user-interface elements, as well as the teal hyperlinks.
better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: - 1.4.3 Contrast (Minimum) (Level AA) - 1.4.11 Non-text Contrast (Level AA).		Dashboard Value: 3.25:1 (regular text 4.5:1) Teal Green hyperlink (#009F9F) text on a white background (#FFFFF) a code? Resend code Forgotten your <u>username</u> or password? Value: 1.898:1 Forest Green (#4C7946) overlapping a mid-green (#54B24A)	

















Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (I evel AAA)			
Consistent Page Layout ar	nd Navigation	I	
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	YELLOW	Disbboard Intel Intel Intel Intel Intel Int	The variation of different page styles does not enable easy mind mapping flow through the iiNet Application. If all pages were structured on the same format, it would not only help those with visual barriers but also help those with cognitive barriers clearly and precisely understand the elements of a page and be able to predict UI elements better. There are no 'back' buttons, 'previous page' buttons or Logo 'homepage' buttons that go back to the 'dashboard. This becomes a problem when making an error in navigating the application.



3. Mobility Keyboard Control		Scott Hollier Scotthollier Customer ID: 1202359483 Amount Payable: \$0.00 - Make a Payment	
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	GREEN		Keyboard accessibility is appropriate.
Voice Control Capability			
General navigation and accessibility to	YELLOW	Labels:	Labels are confusing as there are many numerical labels alongside word ones.









 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues. This is in line with WCAG 2.2 criteria: 2.5.8 Target Size (Minimum) (Level AA) 	YELLOW	Target size: tightly nested multiple targets. ii > iiHelp > Email & Hosting > iiNet Webmail > iiNet Webmail Tutorial Forgotten your <u>username</u> or <u>password</u> ? Contact Us Webmail Website	Some groups of buttons, hyperlinks and links are too closely placed to each other.
4. Auditory			
Captions			
 Captions for audio- related media All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify 	YELLOW	Captions:	Multiple videos do not have captions. However, they do have written instructions for each subject below the media. This could be seen to be a type of 'transcript' if there is no information within the video that is not mentioned in the guideline below.







Detailed Cancellation Process Template

Step	Image(s)	Notes
1 – Finding the	Search Engine way:	Cancelling the account will require a
cancellation	Dashboard page.	call to iinet.
button		
	E Dashboard inet	Search engine input field:
	Small	Dasnboard>Scroll down & select 'Support'>enter search engine 'Search iiHeln'>
	4 0 4 0 4 26 394 607	search result ends with answer 'Cancel or close
	Data Quota 8.00GB	your iiNet account'.
	Talk & Text	Finding the (Concellation) with suit
	Current Prepaid Balance	Finding the "Cancellation" without a
	S10.00	'Dashboard'> Scroll down & select
	S Due on 07/03/2024	'Support'>'Accounts & Billing' tab >'Manage My
		Account' tab> 'Cancel or Close My Account'
	Current Usage	anicie neading.
	Data Usage	
	0.0GB / 8GB data used	
	8.0GB data remaining	
	Resets in 28 days (14/03/2024 at 12:00am AET)	
	Mobile Usage	
	Scroll down: select	
	Support'.	

🚍 Dashbo	ard iine	ł
Data Usage		
GB / 8GB data used		
GB data remaining		
Resets in days (at 12:00am	AET)	
Mobile	Usage	
A	~	
	total.	
Change Mobile Plan	Mobile Service Settings	
	\$	
Manage	View	
Prepaid Balance	Invoices	ĺ
		l
Support Get Online Help		
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Enter 'Search	iiHelp'	
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iiHelp		
Speed Moving Test Home	Network Orders & Installations	
👼 Accounts & B	lling >	
⊖ Broadband &	wifi >	
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E Fetch	>	
Email	>	
Sea	rch iiHelp	
enter you	search topic here	
2 Call s	ales on 13 19 17	

Displaying results 1 - 10 of 23
Search Keyword(s)
Cancellation
Sort by
Relevance ~ Search
Cancel or close your iiNet account
To cancel or close an account, please call us on 1300
796 178. If you're overseas, you can cancel or close
your account by calling +61 8 9214 2222.
Related to Accounts & Billing / Manage my account
Why your nbn plan is changing
You may have been contacted recently about changes
to your iiNet nbn plan.
Related to
BizPhone Call Transfer guide
The following types of call transfers may be used on
a BizPhone Standard T42S (or SoftPhone), Cordless
W60P or Premium T48S handset:
Related to Phone & Mobile / BizPhone




Manual search:	
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8.0GB data remaining	
Resets in 28 days (14/03/2024 at 12:00am AET)	

Dashbo Dashbo	^{ard} inet			
GB / 8GB data used				
GB data remaining				
Resets in days (at 12:00am	AET)			
Mobile	Usage			
	00			
Change Mobile Plan	Mobile Service Settings			
600				
Manage Prepaid Balance	View Invoices			
Support Get Online Help				
2021 © ilNet Limited.	ACN 068 628 937	1		

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Webmail Totaba iiHelp Image: MENU Image: MENU Image: Menu	
iiHelp ■ MENU Accounts & Billing Accounts & Billing Define & Mobile Phone & Mobile Phone & Mobile Fetch Fetch Email Cancelling your mobile/phone service Before cancelling your mobile/phone service, we recommend calling us on 1300 712 534. We can help: Check if there 's a better plan to suit your needs. Check if there are any costs or credite that will apply if you cancel. Resolve any issues you may have with your service(s).	iinet 🛛 webmail (): Toolbox
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that will apply if you cancel. Resolve any issues you may have with your service(s).	Check if there are any costs or credits
your service(s).	that will apply if you cancel. Resolve any issues you may have with
	your service(s).

Webmail Toolbox iiHelp MENU Accounts & Billing Payments & Invoices Username & Password Username & Password Manage my account Manage my services Safety & Security	Webmall Toolbox iiHelp MENU Accounts & Billing Second		
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	Cancel or close my account
	Track my delivery
	Update contact preferences
	Change account ownership

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	iiHelp	
	Cancel or close you	
	iiNet account	
	To cancel or close an account, please call us on 1300 796 178 .	
	If you're overseas, you can cancel or close your account by calling +61 8 9214 2222 .	
	Cancelling your mobile/phone service	
	Before cancelling your mobile/phone service, we recommend calling us on 1300 712 534. We can help:	
	Check if there's a better plan to suit pour needs.	
	 Check if there are any costs or credits that will apply if you cancel. 	
	 Resolve any issues you may have with your service(s). 	
0 0 11		
2 – Cancelling		Really easy and helpful service when
the Service		
		cancel without making a voice call.

21. iPrimus

Telco Name	iPrimus - Website
Network Used	Optus 4G Plus Network
Plan (being used to test)	Small 40GB
Date Tested	February 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Live chat available.
FAQ	There is a 'Support Centre', however the only information of service cancellation is provided unclearly as 'account' cancellation.
Phone Line	131 789 – Support line
Other Method	Log a fault online.

Support and Accessibility Table

	Phone Line	TTY (Impacts Deaf	Online/Al Chat	E-mail Support	FAQ	Ease of
	Support	individuals)	Function		(If no information on	Cancellation
	(Support	(If there is no	(If there is a		<u>canc</u> elling, instant	(if a call/chat is
	mobility, visual	availabl <u>e TT</u> Y service.	chat/messaging		RED.)	required, it is an
	and cognitive)	instant <mark>RED</mark>)	function that does		(If there is	instant <mark>RED</mark> .)
		(If another TTY	not allow any live		information on	(If you can cancel
		service, e.g. NRS, is	chat or is entirely		cancelling, but it is	through a chat in
		recommended then it	help de <u>sk Al</u> , it is an		not particularly	almost real-time, it is
		is <mark>YELLOW</mark> .)	instant <mark>RED</mark> .)		helpful <mark>YELLOW</mark> .)	a <mark>YELLOW</mark> .)
						(If you can cancel
						the service yourself
						with a button/etc., it
						is a <mark>GREEN</mark> .)
iPrimus						
	GREEN	RED	GREEN	RED	YELLOW	RED
				(Webmail available	(Cancellation	
				but it does not use	information available	
				the same login. Built	but it is vaguely	
				within another	termed)	
				iPrimus website)		

Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/ NA	Image(s)	Notes
1. Visual	•		
Screen Reader Capabilities	6		
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. 	RED	Focus order: Hamburger Menu. Tab one: Frame of the website page. Image: I	Focus Order: The focus skips the Hamburger menu when the screen reader is on. This causes major inaccessibility as, alongside the lack of a 'search' function, access to account cancellation information is not possible for a user who relies on screen readers. Focus order: Focus indicator loses visibility for certain elements.
2.2 criteria: - 1.3.5 Identify Input Purpose (AA) - 2.4.3 Focus Order (Level A)		Tab 2: skips "hamburger menu"	















3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen.		?!#	
This is in line with WCAG 2.2 criteria: - 1.4.3 Contrast (Minimum) (Level AA) - 1.4.11 Non-text Contrast (Level AA).		Value: 2.682:1 Pink Text (#FF6666) on an off-white background (#F9F7F9) I forgot my login details! Value: 2.575:1 Grey Text (#98A2B3) on a white background (#FFFFF)	
		Value: 2.008:1 Orange Arrow (#FF9900) on an off- white background (#F9F7F9) Your Details	
Universal Accessible Setti	ngs		
OrientationResize Text	YELLOW	Orientation: Landscape	Orientation:











targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities.		
This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)		
Consistent Page Layout an	nd Navigation	
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	GREEN	All pages and UI elements are laid out consistently.
3. Mobility		
Keyboard Control		

 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	GREEN		No keyboard accessibility issues.
Voice Control Capability			
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	GREEN	Voice access: Homepage	The Voice access tool works wonderfully in the iPrimus mobile phone website, but it takes all three styles of voice access to move through and find and open information about 'cancel your account'. 3 styles of voice over: 1) Show grid, 2) Show labels, 3) 'Tap'







What is Multi Factor Authentication? Customer Number Image:	আছে Tap cancel your account ᠿ ৺৹ support.iprimus.com.au/ac + ৩	:
Customer Number Image: Customer Numer Image: Customer Number Image: Cu	What is Multi Factor Authentication 🌮 🛛 🕀	•
Additional Account Holders Image: Comparison of the comp	Customer Number 🔗 🤆	Ð
Account Suspension due to Spam or Abuse Image: Comparison of the second sec	Additional Account Holders 🔗 🕃	÷
Account Transfers & Your Plan and Contract & Cancel your Account &	Account Suspension	Ð
Your Plan and Contract &	Account Transfers 🔗 🧲	Ð
Cancel your Account &	Your Plan and Contract 🔗 🗲	ŧ
	Cancel your Account 🔗 🧲	Θ







Touch Gestures		
 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues. This is in line with WCAG 2.2 criteria: 2.5.8 Target Size (Minimum) (Level ΔΔ) 	GREEN	All UI components for links, hyperlinks and buttons seem appropriately sized.
4. Auditory		
Captions	1	
Captions for audio- related media	N/A	
All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by		



the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria. - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		

Step	Image(s)	Notes
1 – Finding the	'Dashboard' to 'relocating'	Breadcrumbs:
cancellation		
button	≡ iPrımus	Dashboard>relocating>scroll down to
	n Home	centre'>scroll down to 'account'>Scroll
	A Profile	and select to expand 'account details'
	□ Mobile	menu>Scroll to 'Cancel your Account'>
		message comes up to call a number
	Bills & Balance	131789
	🗎 Bill Details	There is a search engine which also
	Unbilled Usage	takes you to 'support centre' in the
	Pay Your Bill	footer menu.
	Palaasting	
	Log Relocating	
	🛕 Log A Fault	
	🖂 Webmail	
	←] Logout	
	Scroll down to	

Detailed Cancellation Process Template

12:56 <u>†</u> 융 🔒 융	N ‡▼ ⊿ ⊿ 🖻
	+ 6 :
iPrimus	Ξ
Home	
12	 3
First name *	±0-
First name	Q
First name	
Last name *	e
Last name	
Date of birth	
Customer number	
Customer number - minimum of 6 nur	mbers
Contact number *	
Contact number - eg: 0412 345 678	
Email address *	
entali address "	
example@iprinds.com.au	
Next >	
◀ ●	

1:00 ± ♣ ♠ ♠ N I ♥ △ △ ♠ Email address ★ example@iprimus.com.au Next >	
Network Status Encountering network problems? Check our network status map to see if there an ongoing outage in your area.	
NBN network status	











	Cancel your Account Call us on 131 789 to cancel your account. Please note, an early termination fee may apply if you're cancelling a term contract.	θ	
2 – Cancelling the Service	Cancelling: Cancel your Account Call us on 131 789 to cancel your account. Please note, an early termination fee may apply if you're cancelling a term contract.	θ	Upon calling, users are requested to key in their date of birth as an 8-digit format, with a 'hash' at the end. There are 4 layers of keypad selection to get to support, after which, users are then transferred to a second person in a separate department just to cancel. We were also provided various unnecessary promotion of items despite reiterating the need to just cancel the service.

22. JB-HIFI

Telco Name	JB HI-FI Mobile
Network Used	Telstra Mobile Network
Plan (being used to test)	\$39 JB Hi-Fi Mobile Pre-Paid SIM
Date Tested	March 2024

Support Option	Notes/Comments
TTY Line	Available through Telstra – 133 677.
Online Chat/AI Chat	Live chat available.
FAQ	Information on cancellation is provided clearly.
Phone Line	13 50 75
Other Method	Submit a request to support team.

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
JB HI-FI Mobile	GREEN	GREEN	GREEN	RED	GREEN	RED

Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities			






Screen reader

Selecting the hamburger menu with screen reader on does not bring out the menu, nor does it read the menu.

Focus Order

When the screen reader gets to the "What's Hot" section of the homepage, it reads things that are not there, such as "You're one step away from having this in your wishlist", "Create account" and "Login", and does this for every item in "What's Hot".







This is in line with WCAG 2.2				
criteria:				
- 1.4.3 Contrast				
(Minimum) (Level AA)				
- 1.4.11 Non-text				
Contrast (Level AA).				
Universal Accessible Setting	S	1		
Orientation	YELLOW			Orientation
Resize Text		Colour Theme		The orientation adjusts appropriately
Colour Theme		2:49 ± □ % ₩ ♥ ⊿ ₽	2:49 土 口 放 許 ♥ ⊿ 🔒	between landscape and portrait.
		Support.jbhifi.com.au/hc/er + ① Support.jbhifi.com.au/hc/er Suppo	☆ 🔤 support.jbhifi.com.au/hc/er + 🛈 🗄	
The global settings of a		Home JBHI-FI O & R Thack order Account Cart		Resize text
mehilo phono havo		Help & Support > Services > JB Hi Fi Mobile > Managing.my Service	Help & Support > Services > JB Hi-Fi Mobile > Managing my service	Text resizes appropriately with very
		Q. Search	Q. Search	little cramping
accessibility advantages				nue cramping.
that a service can utilise to		How do I cancel my	How do I cancel my	
allow for ease of access. If		JB Hi-Fi Mobile	JB Hi-Fi Mobile	Colour Theme
these settings are		service?	service?	Dark mode's on or off has no
improperly applied on an		Before cancelling your service make sure you take	Before cancelling your service make sure you take	discernible differences.
application's interface		time to check your commitment term or any JB Hi-Fi Gift Card Repayment Fee you may incur.	time to check your commitment term or any JB Hi-Fi Gift Card Repayment Fee you may incur.	
users may not be able to		You can check if your service will have a Gift Card Repayment Fee in the <u>JB Hi-Fi Mobile app</u> .	You can check if your service will have a Gift Card Repayment Fee In the JB HI FI Mobile app.	Magnification
independently use and		Once you've done that and if you still want to proceed	Once you've done that and if you still want to proceed	Magnification does not work within
		with cancelling your service or switching to another provider, you can <u>visit your local JB</u> , reach out to us via the JD U. El Mahile has a served up the Size 40 co 25	with cancelling your service or switching to another provider, you can <u>visit your local JB</u> , reach out to us via	the phone website
navigate through the		are so men woole app of call so men on 13 so 75.	the 36 Hitel Woble App or call 36 Hitel on 15 50 75.	
application's features.		Please note: When you cancel, your service will be disconnected immediately. We won't refund	Please note: When you cancel, your service will be disconnected immediately. We won't refund	
		any money you ve aiready paid and you il need	any money you've already paid and you'll need	
This is in line with WCAG				
2.2 criteria:				
- 134 Orientation				
(Level AA)				
2 Cognitivo				
2. Cognitive				



Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: 3.1.5 Reading Level (Level AAA) 	GREEN	Language is simple and clear.
Consistent Page Layout and	Navigation	
		Loveut and page povinction is
Button Placement	GREEN	Layout and page navigation is consistent and efficient.
Helps users predict where to		
easily if they come across it		
again. Users who have a		
cognitive or intellectual		
disability can all		



benefit from this. This is in line with WCAG 2.2 criteria: - 3.2.3 Consistent				
Navigation (Level AA)				
3. Mobility				
Keyboard Control				
• Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user.	GREEN		There are no issues with keyboard accessibility.	
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)				
Voice Control Capability				

 General navigation and accessibility to buttons, links. and inputs. RED

• Speech-to-text

Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard.



Voice Control

Telling voice control to tap menu does not bring up the menu. Instead the menu then shows a cross instead of the Hamburger menu.

Labels

Overwhelming number of labels, most are doubled up and redundant.







Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		
4. Auditory		
Captions	1	
 Captions for audio- related media Transcript All media should have appropriate captioning available to support users who are deaf or are hard-of- hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information. 	N/A	



This is in line with WCAG 2.2		
criteria		
- 1.2.2 Captions		
(Prerecorded) (Level		
A)		
- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
A)		



Detailed Cancellation Process Template

Step	Image(s)	Notes
1 – Finding the cancellation button	<complex-block></complex-block>	JB Hi-Fi Homepage > Select the "Menu" Drop-down menu > Select "Help & Support" > Type into "search our support articles" "Cancellation" > Scroll down until you find "How do I cancel my JB Hi-Fi Mobile Service". Finding the cancellation information was easy, knowing where to start was hard. Since there was not an account page I could start at, I chose to start at the JB Hi- Fi homepage when you first load onto the website. From there it was navigating through where I would logically go to find what I was looking for: FAQ in Help & support, then searching cancellation.











2 – Cancelling	Calling to cancel the service is the most
the Service	efficient way to ensure the service is
	cancelled as soon as required.



23. Kogan

Telco Name	Kogan Mobile
Network Used	Vodafone 4G Network
Plan (being used to test)	Small Monthly 10GB
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	No online/AI chat is available.
FAQ	An FAQ is present and information on cancelling is the first
	result for a search of "cancel".
Phone Line	12612 from Kogan Mobile connected phone, or 1300 056 426
	from any device. Available from 8am to 8pm, 7 days a week
	but does not state which time zone.
Other Method	No other support methods.

Support and Accessibility Table

Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (If you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
GREEN	YELLOW	RED	RED	GREEN	RED

Accessibility Evaluation Template

Principal	<mark>RED</mark> /YELLOW/ <mark>GREEN</mark> / NA	Image(s)	Notes			
1. Visual	1. Visual					
Screen Reader Capabilities						
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order 			The screen readers are unable to utilise the 'hamburger' menu and be able to navigate to the search engine or the specific information regarding the 'cancelling' of the sim account. Terms not expressed in a consistent way. Screen reader uses the term 'Gigabyte' for GB but then uses 'G. B.' in the next line.			



- 2.4.6 Headings and Labels (Level AA)		
Colour Contrast		
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen 	Value: 1.593:1 Grey Hamburger menu (#C2CEDE) on a white background (#FFFFF) Value: 1.622:1 Grey 'Search' text (#CBCBCB) on a white background (#FFFFFF)	Contrast issues appear to be basically with in elements that use greyscale.
This is in line with WCAG 2.2 criteria: - 1.4.3 Contrast (Minimum) (Level AA) - 1.4.11 Non-text Contrast (Level AA).	Search Value: 3.233:1 Grey text (#8F8F8F) on a white background (#FFFFFF)	



		2 out of 29 found this helpful	
Universal Accessible Setting	ngs		
 Orientation Resize Text Colour Theme The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features. This is in line with WCAG 2.2 criteria: 1.3.4 Orientation (Level AA) 1.4.4 Resize Text (Level AA) 	YELLOW	Resize Text: Account Summary ACCOUNT Account Summary 0449 582 292 SMALL MONTHLY National Calls Unlimited National Text Unlimited National Data 10.00GB	 Orientation: The Kogan Application appears to be locked in Portrait. Resize Text: Resizing the text was adaptive within the application. Colour Theme: Dark mode was not adaptive within the application. Magnification: Magnification is not available within the Kogan application.

2. Cognitive				
Language				
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses 	GREEN		Language is generally simple and clear.	
Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities.				
2.2 criteria: - 3.1.5 Reading Level (Level AAA)				
Consistent Page Layout an	d Navigation			
• Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who	GREEN		There is consistent navigation and page layouts.	



intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: - 3.2.3 Consistent Navigation (Level AA)		
3. Mobility		
Keyboard Control		
 Keyboard Accessibility 	GREEN	Keyboard accessibility is appropriate.
Mobile keyboards can be custom tailored to suit the accessibility needs of their user.		
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)		
Voice Control Capability		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text 	RED	Voice access faulters at the dashboard/main page. The 'grid' and 'labels' functions do not adequately allow navigation to access the 'hamburger menu' and



Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard.		through that, the cancellation instructions.
Touch Gestures		
Target Size Any interactive element must have a large target size so strain and	GREEN	There is no issue with target size.
misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues.		
This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		



4. Auditory					
Captions					
Captions for audio- related media	N/A				
All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide					
This is in line with WCAG 2.2 criteria. - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)					

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Detailed Cancellation Process Template





	How do I cancel my Kogan Mobile serv	
	Was this article helpful?	
	Related articles What is Auto Recharge and how do I manage or cancel it? Who do I call to speak with Kogan Mobile support? What happens if I don't recharge my account after my plan expires? How do I log into my Kogan Mobile account? Pre-Authorisation Charge	
2 – Cancelling the Service		Upon calling, users must press the number 3 on keypad.
		Cancellation conversation was straightforward, and the process involves the

	_
Kogan support team	
turning off the user's	
auto-recharge. The	
service only can be auto	
cancelled after 90 days.	



24. Konec

Telco Name	Konec Mobile - Application	
Network Used	Telstra Wholesale Mobile Network	
Plan (being used to	Konec Essential Mobile Plan - 22gb for \$25 a month	
test)		
Date Tested	February 2024	

Support Option	Notes/Comments
TTY Line	Speak and listen 1300 555 727, TTY 133 677, SMS Relay
	0423 677 767. (Given in website only)
Online Chat/AI Chat	No Online Chat/Al Chat available.
FAQ	Available but no specific information on cancelling.
Phone Line	1300 4 KONEC – Monday to Friday 9am to 9pm. No time
	zone stated.
Other Method	Support requests.

Support and Accessibility Table

	Phone Line	TTY (Impacts Deaf	Online/AI Chat	E-mail Support	FAQ	Ease of
	Support	individuals)	Function		(If no information on	Cancellation
	(Support	(If there is no	(If there is a		cancelling, instant	(if a call/chat is
	mobility, visual	available TTY service.	chat/messaging		RED.)	required, it is an
	and cognitive)	instant <mark>RED</mark>)	function that does		(If there is	instant <mark>RED</mark> .)
		(If another TTY	not allow any live		information on	(if you can cancel
		service, e.g. NRS, is	chat or is entirely		cancelling, but it is	through a chat in
		recommended then it	help de <u>sk Al</u> , it is an		not particularly	almost real-time, it is
		is <mark>YELLOW</mark> .)	instant <mark>RED</mark> .)		helpful <mark>YELLOW</mark> .)	a <mark>YELLOW</mark> .)
						(If you can cancel
						the service yourself
						with a button/etc., it
						is a <mark>GREEN</mark> .)
Konec	GREEN	YELLOW	RED	RED	RED	RED

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Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/ Image(s) NA		Notes
1. Visual			
Screen Reader Capabilities	6		
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Lovel A) 	YELLOW	Focused labels: Aria labels Aria label: announced as 'unlabelled'.	Focused labels: Some elements have a label that do not give context to the elements' function. Some elements have been left unlabelled as well.





		<complex-block></complex-block>			
Colour Contrast					
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be 	YELLOW	Contrast: Value: 1.799:1 Green text (#00D799) on a white background (#FAFAFA)	Contrast: The combination of green/white UI elements and visual headings do not meet contrast requirements.		



better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: - 1.4.3 Contrast (Minimum) (Level AA) - 1.4.11 Non-text Contrast (Level AA).		White text (#FFFFF) on a green background (#00D798) Open a Support Request Value: 2.437:1 Grey text (#A3A3A3) on a white background (#FBFBFB) admin@accessibility.org.au			
Universal Accessible Settings					
 Orientation Resize Text Colour Theme The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, 	RED	Resize:	Orientation: The screen does not auto rotate freely between landscape and portraiture. Resize: Some elements do not adjust size. There is also loss of page formatting and there for loss of content and information. Colour Theme:		






















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		Owner Owner AEDT Manadowska Endeland Milana and ta faille	1
		authenticate you in order to complete this request.	
		Regards,	
		Grea	
		Konec Mobile	
		Scott Hollier	
		20/02/2024, 04:22:47 pm	
		service function above and the delete account with in the he app?	
		Type your message 🛛	
		SH Scott Hollier 20/02/2024, 04:22:47 pm	
		Can you tell me the difference between the cancel	
		in the he app?	
		Greg	
		20/02/2024, 04:49:37 pm	
		The Delete Account function is a requirement of	
		Google Play and App Store to enable a user to request deletion of the relevant and account/profile	
		Please let me know if you have any other questions.	
		Regards.	
		Greg Konec Mobile	
Consistent Page Layout ar	nd Navigation		
Button Placement	GREEN		Page layout & Navigation:
			The pages are formatted in a
Helps users predict where			sequentially well organised
to look for content and			manner
			mannor.



locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: - 3.2.3 Consistent Navigation (Level AA)		
3. Mobility		
Keyboard Control		
Keyboard Accessibility	GREEN	Keyboard accessibility is appropriately functional and usable.
custom tailored to suit the accessibility needs of their user.		
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)		
Voice Control Capability		
 General navigation and accessibility to 	GREEN	All aspects of Voice access can be utilised well.



buttons, links. and inputs. • Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard.		
Touch Gestures		
• Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues	GREEN	Target sizing and spacing is set appropriately.



- 2.5.8 Target Size (Minimum) (Level		
AA)		
4. Auditory		
Captions		
 Captions for audio- related media 	N/A	
All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria. - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		



1 – Finding the Request: Information on the cancellation of a cancellation mobile service could not be found, hence, a request for more information button **Open a Support Request** × was made. Main Category Q Account Sub-category Delete account V Question Title cancellation required How do I cancel my account? 8 -20 8 9 0 0 $\langle \times \rangle$ 12 34 ABC

Detailed Cancellation Process Template

< My Support Requests	
cancellation required	Solving
SH Scott Hollier 19/02/2024, 06:23:40 pm	
How do I cancel my account?	
Type your message	4

	<image/> <section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	
2 – Cancelling the Service	Type your message	Had to make a call. The process is simple and after authorizing the account owner and holding on to the line, the cancellation went through. Although it is recommended for cancellation to follow suit with signing
		up processes where everything can be done online, with dedicated



	accessibility phone lines, a phone call may be possible for people with disability.
--	---



25. Lebara

User Efficiency Table

Telco Name	Lebara
Network Used	Vodafone 4g plus network
Plan (being used to	\$7 for 4GB data
test)	
Date Tested	Tested 09/05/2023 11:00AM (Curtin University)

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Live chat available
FAQ	Lebara does have a descript online FAQ section.
Phone Line	Mobile Support on 1300 126 122 Available Monday - Friday 8:00am – 8:00pm AEST Available Saturday/Sunday 9:00am – 6pm AEST
Other Method	Email Support care@lebara.com.au

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Lebara	GREEN	RED	GREEN	GREEN	GREEN	YELLOW

Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/NA	Image(s)	Notes
5. Visual			
Screen Reader Capabilities			
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Level A) 2.4.6 Headings and Labels (Level AA) 	GREEN		 Focus Order: Focus order of fields in the mobile application is correct and efficient. The layout of the app fosters a logical order, and the screen reader performs well navigating from one task to the next.
Colour Contrast		•	·



Contrast of Text	GREEN	Contrast of Non-text Content:
 Contrast of Non-Text 		 Some buttons could have a
Content		higher contrast ratio to make the
		most of the space in the
Contrasting of 14 pt size text		application
must have a minimum ratio of		application.
4 5.1 whilst any text that is		
larger hold or any III		
component must have a		
minimum ratio of 3.1 This		
enables users with visual		
difficulties to be better suited		
to see content on a mobile		
screen		
3010011.		
This is in line with WCAG 2.2		
criteria:		
- 143 Contrast		
(Minimum) (Level AA)		
- 1 4 11 Non-text		
$\frac{1}{1} = \frac{1}{1} + \frac{1}$		
Universal Accessible Setting	S S	
Orientation	YELLOW	Orientation:
Resize Text		- The Lebara app only works in a
		portrait orientation and hence
		cannot be manipulated to a
The global settings of a		landscape orientation
mobile phone have		landscape offentation.
accessibility advantages that		Regize & Magnification:
a service can utilise to allow		The Lobert and responde to
for ease of access. If these		- The Lebala app responds to
settings are improperly		
applied on an application's		05 settings.
interface users may not be		
able to independently use		
able to independently use		



and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		
6. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: 3.1.5 Reading Level (Level AAA) 	GREEN	



Consistent Page Layout and	Navigation	
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	GREEN	 Consistent Page Layout: The Lebara app features a clean and responsive layout that allows for adequate spacing between buttons or elements for users to select. The Lebara app would often only feature one element that completed its respective action and hence did not require the grouping of elements. All the potential help related, or management options are grouped in the setting icon on the top left-hand side of the screen.
		 Consistent Navigation: The Lebara app utilizes consistent navigation bars along the base of the screen to easily navigate between menu items. All buttons on the Lebara app are consistently coloured Pink and shaped as a rounded rectangle making them easy to identify.



		The give But	 e plain black and white contrast ves it more of a simplistic look. tton Placement: Most buttons on the Lebara app were placed in an area that was simple to access and use. The return/back button is in a consistent and convenient location.
7. Mobility			
Keyboard Control			
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	GREEN	Ke	 yboard (general): Keyboard layout is prompted correctly. Input boxes that only required a numeric input used a numeric keypad only, compared to the alphanumeric keypad offered for full text entry situations.
Voice Control Capability			
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text 	GREEN		



Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type		
in information through a keyboard.		
Touch Gestures		
 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: 2.5.8 Target Size (Minimum) (Level AA) 	YELLOW	 Target Size: Most buttons are surrounded by inactive space on setup; however, some could be set up a bit bigger to allow for extra touch space and make effective use of the whole layout. Touch Gestures: Lebara has all options needed by a user on one page. All pages scrolled in only an up or down direction making touchscreen scroll gestures easy to prompt to the user.
		 The Lebara app makes effective use of Radio Buttons where it is possible to select between different options.
8. Auditory		
Captions		



 Captions for audio- related media Transcript 	N/A	
All media should have appropriate captioning available to support users who are deaf or are hard-of- hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		

Step	Image(s)	Notes
1 – Finding the cancellation button		There is no icon/button or labelling that mentions 'cancelling' sim card or subscription.
2 – Cancelling the Service	× & My Lebara & 0426433329 © Settings	Only viable way to cancel the sim is to call customer support help line or going to the live chat feature.
	□ Overview ② Recharge ▷ Add Ons ☑ Marketplace ☑ Billing ⑪ Data Gifting	
	Subsection Usage	

Detailed Cancellation Process Template

26. Lyca

Telco Name	Lyca Mobile - Application
Network Used	Telstra 3G & 4G
Plan (being used to	"Unlimited 20"
test)	
Date Tested	February 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Only AI chat available.
FAQ	Available but no information on cancellation.
Phone Line	Available between 9am to 6pm Mon-Sat. 122 (from Lyca number) and 1300 854 607 (other network) No time zone
	stated.
Other Method	N/A.

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (If you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a CREEN)
Lyca Mobile	GREEN	RED	YELLOW	GREEN	RED	is a <mark>GREEN</mark> .) <mark>RED</mark>

 CENTRE FOR ACCESSIBILITY
 a(can
 Australian Communications Consumer Action Network

Accessibility Evaluation Template

Principal	<mark>RED</mark> /YELLOW / <mark>GREEN</mark>	Image(s)	Notes
1. Visual			
Screen Reader Capabilities			
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order 	RED		The app is generally inaccessible and seems to be in a 'testing' phase. Screen readers continuously identify terms such as "test – ID: name" or "test – ID: phone number" and goes on saying "test – ID: " throughout the app. There is also arrow buttons that reads "unlabelled".
Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields.			
This is in line with WCAG 2.2 criteria: - 1.3.5 Identify Input Purpose (AA) - 2.4.3 Focus Order (Level A)			



- 2.4.6 Headings and				
Colour Contrast				
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size 	YELLOW	Value: 1.138:1 White-blue (#E4F2FF) Graph legend on White (#FFFFF) background Data used	There are some colour contrast issues with texts and non-text elements.	
text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen.		Value: 2.869:1 Blue (#006AE0) button on a Navi- Blue (#21254F) Background		
This is in line with WCAG 2.2 criteria: - 1.4.3 Contrast (Minimum) (Level AA) - 1.4.11 Non-text Contrast (Level AA).		Value: 1.411:1 Light Grey (#D9D9D9) text on White (#FFFFF) background +61 Enter the Lyco number		
Universal Accessible Settings				
OrientationResize TextColour Theme	RED	Resize Text	Orientation The application is locked into portrait view. Resize Text	
The global settings of a mobile phone have			Application resizes appropriately, but the graph	



accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)			overlaps with the 'data remaining' information, and the expiry date squishes the 'plan name' text. Colour Theme Dark mode's on or off has no discernible differences. Magnification Magnification does not work with the application.
2. Cognitive			
Language			
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses 	YELLOW	Grammatical error: I would like my details to be to the directory service with a <u>unpressed</u> codress Continue	Grammatical error: Grammatical and spelling errors can confuse people with a cognitive disability.
Language used by providers should be targeted towards the lower secondary education level			



to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)				
Consistent Page Layout and	d Navigation			
Button Placement	RED	Navigation		Navigation
		∩ Home >	← Help & support 🕜	FAQ from the app goes to the LycaMobile website
Helps users predict where		Top-up for you >	Help	Home page instead rather than straight to the
to look for content and		P Top-up for others	FAQ	FAQ, users must navigate to the FAQ again at the
locate it easily if they come		Set up auto top-up >	Check out car competitive roles >	bottom of the page.
across it again. Users who			Store Locator >	
have a cognitive or		Reader and allow	Quick links : Payment history Usage history	
intellectual disability can all		in manager into prain 2	Have a question? Best way to connect with us 24X7	
benefit from this.		E Manage payment >	\bowtie Ernail us (24x7) \rightarrow	
		Monage account >	☑ Contact us →	
This is in line with WCAG		History	Ask ШA →	
2.2 criteria:		(2) Help & support >		
- 3.2.3 Consistent		⊖ Logout		
Navigation (Level		Version 2.2.9		
AA)				

		← Frequently answered questions ⋒	\leftarrow Frequently answered questions $\widehat{\square}$	
		becharge 🛞 🗸 🕲 😑	n Rectange 🛞 🗸 📵 📃	
		Greb the Unlimited Plan XL at 50% off	- e pos	
		Me Unlock @ massiv Savings with our exclusive bundle offe	Amerga yaar accesar	
		Very plots 50 512 2 days 1	Cheep Internetional calls for everyone () Isin Syon Mobile () Guids Stells ()	
		Join Lyca today Get fast, eelable coverage with budget friendly prepaid SM only plans	Help & support	
		B 0 D	Contact us Socurity Princey notice	
			Cookie policy Complaints handling policy	
		Frequently answered questions		
		Topic & answers One-stop place to find all answers you're searching for		
		Jump to a topic		
		C General C Recharge O		
		U How to C Pre Pay-Plan O		
		□ , General FAQ ⊗		
		Find answers & advice		
3. Mobility				
Keyboard Control				
Keyboard Accessibility	GREEN			The numerical keyboard appears for the "Lyca Mobile number".



Mobile keyboards can be custom tailored to suit the accessibility needs of their		The OTP input also automatically activates the numerical keyboard.
user.		
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)		
Voice Control Capability		



- General navigation and accessibility to buttons, links. and inputs.
- Speech-to-text

Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. YELLOW



Labels

There are too many labels for various options, incorrectly named labels, and some redundant labels.

		<pre>> + + + + + + + + + + + + + + + + + +</pre>	
Touch Gestures			
Target Size	GREEN		There were no identified issues with target size.
Any interactive element			
must have a large target			
size so strain and			
misinputs can be avoided.			
Users who might			
activating a small target			
due to hand tremors poor			
dexterity, or other issues			
This is in line with WCAG			
2.2 criteria:			



- 2.5.8 Target Size				
AA)				
4. Auditory				
Screen Reader Capabilities	5			
 Text Non-Text Items Headings Buttons and Links Input Fields (Instructions/Error Suggestions) 	N/A			
Screen readers are powerful tools that have an array of visual accessibility support such as focus indicators. Without the use of a screen reader, the user might be able to comprehend which part of the page is being focused on.				
This is in line with WCAG 2.2 criteria: - 2.4.7 Focus Visible (Level AA) - 3.3.2 Labels or Instructions (Level A)				



- 3.3.3 Error		
Suggestion (Level		
AA)		



Detailed Cancellation Process Template

Step Image(s)	Notes
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÷	Help & support	ú
Hal		
Hei	FAQ	>
	Check out our competitive rates	>
	Heve a question? We're a top away	>
	Store Locator	>
Quie	k links : Payment history Usage history	
How Bes	e a question? t way to connect with us 24X7	
	Emoil us (24x7)	\rightarrow
	Contact us	\rightarrow
	Ask LIA	\rightarrow
÷	 Frequently answered que 	estions
	Recharge	9×0
	Everything You Need to Know About P Get Answers to Common Questions	repay Plans: and Make
	Informed Choices.	
	Frequently asked quest	tions
	Your Lyca SIM	€
		0
	Using Your Phone	$\overline{\mathbf{a}}$
	Plans & Recharging	€
	Internet Access	€
	Billing	$\overline{}$
	Transferring Your Number	<u></u>
	-	



27. Mate

Telco Name	Mate - Application
Network Used	Telstra Wholesale Mobile Network
Plan (being used to test)	"Good Mates 12GB" \$25 per month
Date Tested	March 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Live chat available
FAQ	Available
Phone Line	13 14 13 – no time zone stated, just 'nationwide'.
Other Method	Email - support@letsbemates.com.au

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc. it
Mate	YELLOW	RED	GREEN	GREEN	GREEN	with a button/etc., it is a GREEN.) YELLOW

Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/	Image(s)	Notes
1. Visual			
Screen Reader Capabilities	S		
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Level A) 			Screen Reader: There are many buttons and links within the application that are not labelled appropriately and hance, the screen reader does not state its functionality. Focus Order: There are double-ups on the "Update", "Help", and "Settings" Tabs.



- 2.4.6 Headings and Labels (Level AA)			
Colour Contrast		•	
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: 1.4.3 Contrast (Minimum) (Level AA) 1.4.11 Non-text Contrast (Level AA). 	YELLOW	Value: 2.095:1 Green Symbol (#4FAF71) on a light pink (#E6DEF6) background Value: 2.726:1 White Text (#FFFFFF) on Green (#4FAF71) Background	Colour Contrast Both light and dark modes had their problems with colour contrast throughout the application.









This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)			
Consistent Page Layout an	d Navigation		
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	YELLOW	S25 per mont d days to go Jud • minine Jud S S Vidate S Help S S Help S S S S S S S S S S S S S	Navigation In the "Services" Tab, it is not obvious that you can tap on the data usage.
3. Mobility			
Keyboard Control			
 Keyboard Accessibility 	YELLOW		Upon entering the application, the cursor is not in the input field "mate code/account number". This would require the input field to be manually



Mobile keyboards can be		selected. Although this does not
custom tailored to suit the		inhibit accessibility, the keyboard
accessibility needs of their		functionality in input fields should be
user.		automatic.
This is in line with WCAG		There are other input fields where
2.2 criteria:		keyboards are unnecessarily
- 2.1.1 Keyboard		activated, such as the "Update" tab,
(Level A)		Number (Credit card), Expiry, and
		CVV.
Voice Control Capability		



 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	YELLOW	Image: Support Image	There are some redundant labels, and a named label, "Question" that does not match the tab "Help". There are also missing labels within the "Update" tab. Speech to text works well in the application, to activate the eSIM.
Touch Gestures			
Target Size	GREEN		Target sizes are appropriate.
Any interactive element			
must have a large target			
size so strain and			
Inisinpuls can be avoided.			
experience difficulties			
activating a small target			



due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level		
AA)		
4. Auditory		
Captions		
 Captions for audio- related media Transcript All media should have appropriate captioning 	N/A	
available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide		
non-speech information. This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A)		



- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
À)		



Detailed Cancellation Process Template	
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Step	Image(s)	Notes
1 – Finding the	Select Help	Breadcrumbs
cancellation	Help	Select "Help" > Select "FAQs" > Select
button	get in touch	"type question here" > Type
	≂, outages	"Cancellation" > Scroll down and Select
	및 support	"how do I cancel my mobile service"
	? faqs	Finding the information on cancellation
	🖢 our website	was simple.
	🗹 emailus	
	get social	
	🚱 facebook	
	y twitter	
	් instaaram ඔ \$ ෑ	
	Select "how do I cancel	
	my mobile service"	













28. Moose Mobile

Telco Name	Moose Mobile
Network Used	Optus
Plan (being used to test)	Moose \$19.80 15GB (200GB Bank)
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	No chat function available
FAQ	Moose Mobile has a succinct online FAQ section under the 'quick links' heading at the bottom of the page. However, the cancellation information is hidden within the 'Billing and Payments' header which can be confusing for users to find.
Phone Line	1300 566 673 - Weekdays: 9AM – 7PM AEST Weekends: 10AM – 5PM AEST
Other Method	There is the option to e-mail queries directly to Moose Mobile's support, or through submitting a webform. (admin@moosemobile.com.au)

Support and Accessibility Table

	Phone Line	TTY (Impacts Deaf	Online/AI Chat	E-mail Support	FAQ	Ease of
	Support	individuals)	Function		(If no information on	Cancellation
	(Support	(If there is no	(If there is a		cancelling, instant	(if a call/chat is
	mobility, visual	available TTY service.	chat/messaging		RED.)	required, it is an
	and cognitive)	instant <mark>RED</mark>)	function that does		(If there is	instant <mark>RED</mark> .)
		(If another TTY	not allow any live		information on	(if you can cancel
		service, e.g. NRS, is	chat or is entirely		cancelling, but it is	through a chat in
		recommended then it	help de <u>sk Al</u> , it is an		not particularly	almost real-time, it is
		is <mark>YELLOW</mark> .)	instant <mark>RED</mark> .)		helpful <mark>YELLOW</mark> .)	a <mark>YELLOW</mark> .)
						(If you can cancel
						the service yourself
						with a button/etc., it
						is a <mark>GREEN</mark> .)
Moose	GREEN	RED	RED	GREEN	YELLOW	RED
Mobile						

 CENTRE FOR ACCESSIBILITY
 a(can
 Australian Communications Consumer Action Network

Accessibility Evaluation Template

Principal	<mark>RED</mark> /YELLOW/ GREEN/NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities	S		
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Level A) 	YELLOW	Constraints Cons	Overall, the Moose Mobile application interface supports and runs screen reader use properly. All texts are read out appropriately, with buttons and links being labelled correctly. However, certain abbreviations are not read out appropriately in the date picker. This includes abbreviations for the days such as Saturday being read out as 'Sa-'. Headings within the Moose Mobile application needs improvements as many sub-items do not have an assigned heading number. Additionally, heading numbers tend to start from Level 2 and skips to Level 4.



- 2.4.6 Headings and			
Colour Contrast			
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: 1.4.3 Contrast (Minimum) (Level AA) 1.4.11 Non-text Contrast (Level AA) 	YELLOW	Data Usage: 2.17% - 0.29GB of 13.55GB Mrith Progress: 12 of 31 days (Resets February 1) If your total data for the month is less than expected, this is because Moose Mobile uses cannot month billing that runs from the 1st to the bast day of every month. So if you connect part but the berorated (reduced proportionally). Dutat data pack If your a data base set and the set of the month. Support of the set of	The application utilizes Green, Gray, White and Black as primary colours. Most buttons within each section of the application only features a 2:1 colour ratio of white texts in a green background.
Universal Accessible Settin	ngs		
OrientationResize TextColour Theme	RED		Orientation, text size and colour themes do not cooperate with the accessibility settings on the mobile device.



The global settings of a		
mobile phone have		
accessibility advantages		
that a service can utilise to		
allow for ease of access. If		
these settings are		
improperly applied on an		
application's interface,		
users may not be able to		
independently use and		
navigate through the		
application's features.		
This is in line with WCAG		
2.2 criteria:		
- 1.3.4 Orientation		
- 1.4.4 Resize lext		
(Level AA)		
2. Cognitive		
Language		
Common words	GREEN	Language used within the Moose Mobile App
 Define words. 		meets the criteria of lower secondary education
 Simple tense 		level.
 Literal language 		
 Avoid double 		
negatives.		
 Nested clauses 		
Language used by		
providers should be		



targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG			
- 3.1.5 Reading Level			
Consistent Page Lavout ar	nd Navigation		
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level 	GREEN		Throughout the Moose Mobile application, the page layout is clear and consistent.
3. Mobility			
Keyboard Control		-	
 Keyboard Accessibility 	GREEN		There are no issues with the accessibility of keyboard inputs.



Mobile keyboards can be custom tailored to suit the accessibility needs of their user.		
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)		
Voice Control Capability		







experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		
4. Auditory		
Captions	1	
Captions for audio- related media	N/A	
All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A)		



- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
À)		



Detailed Cancellation Process Template



2 – Cancelling the Service	CONTACT US	The only way to completely cancel a Moose Mobile prepaid service is by either calling the hotline or sending a webform enquiry or email. There is no way to stop the active direct debit.	e ne
	If you have any questions or want to make any changes to your		
	receive a response back from our customer support team within		
	48 hours. If the matter is urgent, please call us on 1300 566 673. If not, please email us directly at <u>admin@moosemobile.com.au</u> with		
	your request.		
	NAME		
	Please enter your name *		
	PHONE NUMBER		
	Please enter your phone number *		
	EMAIL		
	Please enter your email *		
	MESSAGE/QUERY		
	Your message *		
	I'm not a robot		

29. More

Telco Name	MORE Telecom - Website
Network Used	Telstra Mobile Network
Plan (being used to	12GB 4G SIM only Plan
1631)	
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	More has a sub note stating the NRS is for use if support is
	required, TTY Line is included within the NRS.
Online Chat/AI Chat	Live and AI chat hybrid with helpful suggestion pop ups that
	help the AI navigate to the correct topic, if all else fails it auto-
	suggests connecting to an agent.
FAQ	FAQ on the website is present and well structured, however
	the FAQ within the Self-Help portal is organised by a tag and
	not by title.
Phone Line	A National (1800 733 368), International (+61391230940) and
	WhatsApp (+61480096696) line are available for technical
	support and customer service.
Other Method	WhatsApp is available for an online chat option.

Support and Accessibility Table

	Phone Line	TTY (Impacts Deaf	Online/Al Chat	E-mail Support	FAQ	Ease of
	Support	individuals)	Function		(If no information on	Cancellation
	(Support	(If there is no	(If there is a		cancelling, instant	(if a call/chat is
	mobility, visual	available TTY service.	chat/messaging		RED.)	required, it is an
	and cognitive)	instant <mark>RED</mark>)	function that does		(If there is	instant <mark>RED</mark> .)
		(If another TTY	not allow any live		information on	(If you can cancel
		service, e.g. NRS, is	chat or is entirely		cancelling, but it is	through a chat in
		recommended then it	help de <u>sk Al</u> , it is an		not particularly	almost real-time, it is
		is <mark>YELLOW</mark> .)	instant <mark>RED</mark> .)		helpful <mark>YELLOW</mark> .)	a <mark>YELLOW</mark> .)
						(If you can cancel
						the service yourself
						with a button/etc., it
						is a <mark>GREEN</mark> .)
MORE	GREEN	YELLOW	GREEN	RED	YELLOW	GREEN
					(Simpler process to	
					cancellation is not	
					elaborated on)	

 CENTRE FOR
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 Australian Communications

 ACCESSIBILITY
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 Australian Communications

Accessibility Evaluation Template

Principal	<mark>RED</mark> /YELLO W/ <mark>GREEN</mark> /NA	Image(s)	Notes			
1. Visual						
Screen Reader Capabilities						
 Text Non-Text Content Headings Buttons and Links Input Fields 	RED	Focus Order: Hamburger mer skipped over completely.	Focus Order: When the screen remenu does not rece This would hinder th 'cancellation' function	ader is in use, the hamburger live focus or announcement. he ability to find the on.		
 (Instructions/Error Suggestions) Focus Order Screen readers provide 		Dashboard	Labels need to be in headings appropria This is particularly in buttons, input fields	nproved to describe the tely through a screen reader. nportant for links, hyperlinks, and other user interface		
important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts		<u>ب</u> 4535	elements.			
and identifying different		Dashboard				
page elements such as that of images, buttons, headings, and form fields.		\$ PAID	l t			
This is in line with WCAG 2.2 criteria: - 1.3.5 Identify Input Purpose (AA) - 2.4.3 Focus Order (Level A)						



- 2.4.6 Headings and Labels (Level AA)	Focus order: non-interactive elements with focus.	
Colour Contrast		
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. 	 Colour Contrast: Value: 3.538:1 Red Text (#FD3E3E) on a white background (#FFFFF) regular text sizing. (14pt to 18pt) Bill Value: 3.45:1 White Text (#FFFFFF) on a red background (#FD4444) regular text sizing. (14pt to 18pt) 	There are similar colour contrast issues throughout. It would be important to check the text sizing of the grey scale text and combinations of red and white text. Nonetheless, best practice would be to ensure the colour are contrasted sufficiently regardless of the point size.
This is in line with WCAG 2.2 criteria: - 1.4.3 Contrast (Minimum) (Level AA)	453564 ~ Value: 4.109:1	


- 1.4.11 Non-text Contrast (Level AA).		Dark Grey Text (#707981) on light grey (#F3F7F9)	
		Mon Tue Wed Thu	Fr
		Value: 2.098:1 Light grey text (#ACB4BC) on a wh background (#FFFFF)	nite
		fon Tue Wed Thu	
		Value: 1.351:1 Grey 'Hamburger menu' bars (#657780) on a red background (#FD4444)	
Universal Accessible Setti	ngs		
OrientationResize TextColour Theme	YELLOW		Orientation & resize text: Both resize and orientation adapt within the website without loss of content, function, and information.



The global settings of a	D	Dark Theme: The website does not adapt to dark
mobile phone have	th	neme.
accessibility advantages		
that a service can utilise to		
allow for ease of access. If		
these settings are		
improperly applied on an		
application's interface,		
users may not be able to		
independently use and		
navigate through the		
application's features.		
This is in line with WCAG		
2.2 criteria:		
- 1.3.4 Orientation		
(Level AA)		
- 1.4.4 Resize Text		
(Level AA)		
2. Cognitive		
Language		

 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG	RED	2 43354 - FRRE Free Res Show 100 : ontries Search:	Knowledge articles use a list of article codes rather than the name of the article. This assumes that you know which code you require when seeking support.
2.2 criteria: - 3.1.5 Reading Level			
(Level AAA) Consistent Page Lavout an	d Navigation		
Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this.	GREEN		There is a consistent page layout throughout



This is in line with WCAG 2.2 criteria: - 3.2.3 Consistent Navigation (Level AA)		
3. Mobility		
Keyboard Control		
 Keyboard Accessibility 	GREEN	Keyboard is appropriately functional.
Mobile keyboards can be custom tailored to suit the accessibility needs of their user.		
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)		
Voice Control Capability		

- General navigation and accessibility to buttons, links. and inputs.
- Speech-to-text

Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard.



Navigation through speech to text is easy but some of the labels are inconsistent. The hamburger menu is labelled inconsistently 'Three bars' and 'menu' in another screen, and the names of the links could have sufficed as the label titles.

In addition, there are multiple labels for the same UI components and some non-interactive elements have labels that are empty or do not have a function.





Touch Gestures			
 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues. This is in line with WCAG 2.2 criteria: 2.5.8 Target Size 	YELLOW	Date Of Birth • *	Multiple target size for links and other UI components are too small or grouped in a paragraph too tightly. This, alongside some having issues, make for a difficult target to focus on.
(Minimum) (Level			
4. Auditory			
Captions			
 Captions for audio- related media 	N/A		
All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to			



dialogue, captions identify the speakers and provide non-speech information.			
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)			



Detailed Cancellation Process Template

Step	Image(s)	Notes
Step 1 – Finding the cancellation button	Image(s)	Notes Navigating to the FAQ topic, "More Self Care" details a bullet point list of what we can do in the portal, including cancelling the phone plan through the 'order lodging section'. However, we were able to find a much simpler way to disconnect the service through the 'Mobile Services' tab within the account.
	 Chock provide information Chock and and actives Chock and active state stat	







30. NuMobile

Telco Name	NuMobile - Website
Network Used	Telstra Mobile Network
Plan (being used to	\$20/month 10GB data
test)	
Date Tested	April 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Live chat available.
FAQ	Available with clear cancellation information.
Phone Line	1800 951 384 – 9am to 5pm 'Sydney time', Monday to Friday
	(excluding public holidays).
Other Method	Email - support@numobile.com.au only available during
	business days.

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
NuMobile	GREEN	RED	GREEN	GREEN	GREEN	YELLOW

Accessibility Evaluation Template

Principal	<mark>RED</mark> /YELLOW/ <mark>GREEN</mark> / NA	Image(s)	Notes
1. Visual		·	
Screen Reader Capabilities	6		
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Level A) 			When the Hamburger menu is collapsed, screen readers still go through the menu as if it were open. Screen readers also cannot access the account icon. Importantly, screen readers get stuck on the scrolling advertisement on the homepage.



- 2.4.6 Headings and Labels (Level AA)			
Colour Contrast			
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: 1.4.3 Contrast (Minimum) (Level AA) 1.4.11 Non-text Contrast (Level AA). 	YELLOW	Value: 3.6:1 White text (#FFFFF) over red background (#F9423A) SEARCH Value: 3.593:1 Red text (#F94139) over white background (#FFFFFF) > here. P	Colour Contrast: Due to the colour scheme used, there are some text contrast requirements not met.
Orientation			Orientation
 Resize Text Colour Theme 			The orientation adjusts appropriately between landscape and portrait.



The global settings of a	Resize Text
mobile phone have	Text resizes appropriately.
accessibility advantages	
that a service can utilise to	Colour theme
allow for ease of access. If	Dark mode's on or off has no
these settings are	discernible differences.
Improperiy applied on an	
application's interface,	Magnification
independently use and	Magnification does not function
navigate through the	appropriately within the phone
application's features	website.
application's leatures.	
This is in line with WCAG	
2.2 criteria:	
- 1.3.4 Orientation	
(Level AA)	
- 1.4.4 Resize Text	
(Level AA)	
2. Cognitive	
Language	
Common words GREEN	Language is simple and clear
Define words.	
Simple tense	
Literal language	
Avoid double	
negatives.	
Nested clauses	

Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)		
Consistent Page Layout an	nd Navigation	
Use of ColoursButton Placement	GREEN	There is consistent page layout throughout the website.
Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this.		
This is in line with WCAG 2.2 criteria:		



 1.4.1 Use of Colour (Level A) 3.2.3 Consistent Navigation (Level 			
AA)			
3. Mobility			
Keyboard Control			
Keyboard Accessibility	GREEN		Alphanumerical keyboard appears when prompted.
Mobile keyboards can be custom tailored to suit the accessibility needs of their user.			
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)			
Voice Control Capability	-		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text 	YELLOW	Labels	Labels are auto generated and generates too many redundant labels.
Voice Control supports users with navigating a page and inputting written			



Touch Gestures • Target Size GREEN Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target GREEN	text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard.	elds using his for the type in gh a	Provide - Search results Provide - S	
Target Size GREEN Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target	Touch Gestures			
due to hand tremors, poor dexterity, or other issues This is in line with WCAG	• Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG	<pre> GREEN ement target avoided. lties target ors, poor issues WCAG</pre>		



- 2.5.8 Target Size (Minimum) (Level AA)		
4. Auditory		
Captions		
 Captions for audio- related media Transcript 	N/A	
All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A)		



- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
À)		



Detailed Cancellation Process Template

Step	Image(s)	Notes
1 – Finding the cancellation button	Type "Cancel" and tap "How do I cancel my plan" ** helprumobilecomau/hc/e + © : ** helprumobile * top articles results * * how do cancel my plan? * * helprumobile * * * * * * * * * * * * * * * * * * *	Breadcrumbs: Numobile Homepage > Tap Hamburger menu > tap "Help & support" > Tap "Type your question here" search box > Type "Cancel" > Tap "How do I cancel my plan" The cancellation information was easy to find.



31. Optus

Telco Name	Optus
Network Used	Optus Network
Plan (being used to	Optus Flex Plus 5GB plan
test)	
Date Tested	January 2024

Support Option	Notes/Comments	
TTY Line	Information on TTYL are provided for in documents.	
Online Chat/AI Chat	AI chat Available	
FAQ	Available with detailed information on cancellation.	
Phone Line	Mobile Support on 1800 508 000 Available Monday – Friday 8:00am - 8:00pm Available Saturday 9:00am – 5:00pm	
Other Method	Feedback Form	

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Optus	GREEN	YELLOW	RED	RED	GREEN	RED



Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities			
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order 	GREEN		The voiceover function helps with each button on the keyboard and is recited properly. The voice over function also works properly with the tabs that are displayed on the bottom and states what number the tab is out of the possible 5.
Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: - 1.3.5 Identify Input Purpose (AA) 2.4.2 Encure Order			
(Level A) - 2.4.6 Headings and Labels (Level AA) Colour Contrast			



Contrast of Text	YELLOW	Colour Contrast
Contrast of Non-Text		App utilizes a teal, yellow and white
Content		colour scheme.
Contoint		
Contrasting of 14 pt size text		Text
must have a minimum ratio of		The main area of the app has a white
4 5:1 whilst any text that is		meaning there is a good contrast ratio
larger hold or any III		However the texts could be slightly
component must have a		holder
minimum ratio of 2:1. This		
anables users with visual		
difficultion to be better suited		
difficulties to be better suited		
to see content on a mobile		
screen.		
I his is in line with WCAG 2.2		
criteria:		
- 1.4.3 Contrast		
(Minimum) (Level AA)		
- 1.4.11 Non-text		
Contrast (Level AA).		
Universal Accessible Setting	S	
Orientation	YELLOW	Font
Resize Text		The Optus App has an acceptable font
Colour Theme		size across the app. However, some
		areas could have bolder text and less
The global settings of a		clutter on the home screen to make it
mobile phone have		easier to navigate.
accessibility advantages that		•
a service can utilise to allow		Magnification
for ease of access If these		The My Optus app doesn't have a
settings are improperly		zoom feature inbuilt into the app. There
applied on an application's		are no settings in the app to adjust this
interface users may not be		either.
able to independently use		Orientation
able to independently use		



and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		The Optus app only operates in portrait mode. Resize Text The Optus app does not seem to respond to enlarging text in the accessibility settings.
2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: 3.1.5 Reading Level (Level AAA) 	GREEN	



Consistent Page Layout and Navigation					
 Button Placement Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	YELLOW		 Consistent Navigation Navigating through the app is quite simple. There is no search bar to find exactly what you are looking for. The Optus app has many features which can be quite time consuming to navigate through especially if you are looking for something specific. Layout The main features are easy to find and navigate. Button Placement All buttons of the Optus app within a specific menu have thin borders but can be differentiated from one another. The tabs along the bottom don't have borders but are still spaced out and are written in bolded letters which are easily identifiable. Positioning Although the homepage has many elements that may be unnecessary for some users, the remainder of the app		
			can be navigated easily with the tabs that are displayed on the bottom. Across each tab, the important		
			the top of the list. Examples would		



		include the 24/7 chat line, Paym Methods, Left-over data, etc. Grouping The My Optus app does seem to possess grouped operatable ele	ent o ments.	
S. WODIIIty Keyboard Control				
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	YELLOW	Keyboard The keyboard layout Is sufficient good contrast ratio. The necessary keyboards are ad when required. Numerical Keyboard When a numerical keyboard is required, the NUM-pad will apper the same applies when an alpha numerical keyboard is required. Data Entry Optus utilizes different types of centry methods when necessary, as check boxes and various on-skeyboards. However there does seem to be much of a presence buttons, select menus or check I This are present during the regis process but aren't as apparent or you are registered and using the	t with a ctivated ear and ear and such screen n't radio boxes. stration once e app.	
Voice Control Capability				
General navigation and accessibility to	GREEN			



buttons, links. and inputs. • Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard.		
Touch Gestures		
 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: 2.5.8 Target Size (Minimum) (Level AA) 	GREEN	 Touch Target Size The distance between each of the elements is sufficient and not cluttered. Buttons are off good sizing also. This paired with the good voice over functionality makes the app easy to use. Touch Gestures All pages scrolled in only an up or down direction making so the scrolling mechanism is quite simple and easy.



4. Auditory						
Captions	Captions					
 Captions for audio- related media Transcript 	N/A					
All media should have appropriate captioning available to support users who are deaf or are hard-of- hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.						
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)						

Detailed Cancellation Process Template

Step	Image(s)	Notes
1 – Finding the cancellation button	11:12 II:12 II:12 Done optios.com.au A C C C C C C C C C C C C	Unfortunately, there is no available cancellation button that is present in the My Optus app. The process to cancel services is executed by: 1. Access the contact us page via the Help & Support page. 2. Then select the "Moving and Disconnecting tab".
	Customer Service ~	
	Technical Support	
	Moving & Disconnecting ~	
	Business Support v	

	11:24 1 .1 2 13 Done e optus.com.au A C Message us in My Optus app 24/7 personal support 24/7 personal support 24/7 nor 555 241 Mon - Fri: Bam - 7pm (AEST) Sat: 9am - 6pm (AEST)	
	Business Support v	
	Get more help	
	Visit Help & Support ①	
2 – Cancelling		There are two options to cancel your
the Service		services, you are required to, either call the
		1300 number or use the chatbot, both of
		which are available 24/7.

32. Pennytel

Telco Name	Pennytel
Network Used	Telstra Mobile Network
Plan (being used to test)	Pennytel 10gb
Date Tested	January 2024

Support Option	Notes/Comments		
TTY Line	No reference to any support via TTYL.		
Online Chat/AI Chat	No Chat Al		
FAQ	There is no direct or reference to 'cancellation'		
Phone Line	1300 number visually present but not able to auto call.		
Other Method	The only forms of communication.		
	1. Request a phone call.		
	2. Ask a question.		
	3. Give Feedback.		
	4. 1300 Number		

Support and Accessibility Table

Support	Phone Line	TTY line or service	Online/Al Chat	E-mail Support	FAQ	Ease of
tool	Support		Function	Available		Cancellation
	Support mobility, visual and cognitive	 If there is no available TTY service. instant RED If another TTY service, e.g. NRS, is recommended then it is YELLOW. 	If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.		 If no information on cancelling, instant RED. If there is information on cancelling, but it is on an external web interface, then it is YELLOW. 	 If a call/chat is required, it is an instant RED. If you can cancel through a chat in almost real-time, it is a YELLOW. If you can cancel the service yourself with a button/etc., it is a
Pennytel	YELLOW	RED	RED	YELLOW	RED	RED

Accessibility Evaluation Template

Principal RED/YELLOW/ Image(s) GREEN/NA		Notes	
1. Visual			
Screen Reader Capabilities			
 Screen Reader Capabilities Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. 	RED	Index Link:	 Focus Order Issue: Upon the use of a screen reader, there is no focus on access to the 'hamburger' menu which allows easy navigation between various tabs. In addition to this, there is focus given to non-visual elements, particularly the 'Index Link'. Balance, Messages, Last Statements and Notice board are only main content links. These links only lead to the main dashboard again, or refreshes the same page. Within a link from the main content, if you tap back, the page does not refresh at the link but refreshes to start of the page. Erroneous Instructions: Wrong instructions to enter some
		Hamburger Menu Issue: Screen readers do not give focus to menu.	'homepage' main content links - 'Use 3 fingers to tap, to view': no resulting action from this. (Note: actual action is 1 finger double tap)


		C (1999)	
		\$36.22	
		St Messages	
Colour Contrast			
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. 	RED	Colour Contrast: Value: 2.337:1 Grey Text (#949897) on a light grey background (#E6E6E6) Messages Value: 1.815:1 Grey button (#B1B1B1) on Grey Background Button (#ECECEC) Value: 1.093:1 on the white background (#F6F6F6)	Colour contrast is a major issue for most of the pages.
		Value: 3.02:1 Grey text (#8E9190) on a white background (#F9F9F9) NOTE: not including the arrows	

		My Services +	
		My Usage 👻	
		My Billing 👻	
		Payment +	
		Support +	
		Report +	
		Hi Scott 👻	
Universal Accessible Setti	ngs		
 Orientation Resize Text Colour Theme 	YELLOW	Portrait:	Orientation: Landscape seems to be the default and does not correctly change to portrait. Resize: Adjustments to text size function appropriately
mobile phone have accessibility advantages that a service can utilise to			Colour Theme: Dark theme does not apply to the website's interface.
allow for ease of access. If these settings are			







 Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. 			
Consistent Page Layout ar	nd Navigation		1
• Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this.	GREEN		The button positions are predictably placed along with a clean and uncomplicated format. Navigation within the website is universal structured, however a search engine could prove to be further beneficial.
3. Mobility			
Keyboard Control			
 Keyboard Accessibility 	RED	Hamburger access through Voice Access: 'Grid' access Trial 'tap 8'	Access to the 'hamburger' menu items is not available for people using grid-view as an accessible way of selecting elements. For
Mobile keyboards can be custom tailored to suit the			example, selecting 'grid 8' does not open the 'hamburger' menu. This menu contains critical support links for users and its









 Captions for audio- 	N/A	
related media		
All media should have		
appropriate captioning		
available to support users		
who are deaf or are hard-		
of bearing. The portion of		
or-nearing. The portion of		
audio content that is		
accessible is provided by		
the captions. In addition to		
dialogue, captions identify		
the speakers and provide		
non anooch information		
non-speech information.		
This is in line with WCAG		
2.2 criteria		
- 122 Captions		
(Prerecorded) (Level		
A)		
- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
A)		

Detailed Cancellation Process Template

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		6.18AM an email followed up asking us to call her. There is also information on cancellation within an extremely difficult to find 'Critical Information page' within the website sign up:
2 – Cancelling the Service	Our Details Proce: 1392 22 808 Press: Mails Indexing a Signation Press: Mails Index Signation Press: Theore Intervent Signation Press: Home Intervent Signation Mail: PO Box 469, NARELLIAN NSW 2567	Cancelling your Pennytel Service If you are taking your mobile number to another provider, you do not need to contact Pennytel as the service will stop billing with Pennytel once your number is active with your new provider. If you no longer need your mobile service, you must contact Pennytel to disconnect your service. You will continue to be billed for the service until you contact us to cancel your service. The only way to cancel a Pennytel service is through a phone call with their support team. Instructions are given on what number to select on your phone to get which service. None of the options reveal direct information on
		cancellation. This would make it inaccessible for people with a speech or hearing disability to disconnect their service as there are no alternative methods provided to cancel a service.

33. Southern Phone

Telco Name	Southern Phone Australia - Website	
Network Used	Optus 4G Network	
Plan (being used to test)	SPC Extra Small 2GB (ESIM)	
Date Tested	February 2024	

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Hybrid Al/Live chat available.
FAQ	No cancellation information provided.
Phone Line	13 14 64 - 8am to 6pm AEST Monday to Friday
Other Method	N/A

Support and Accessibility Table

	Phone Line	TTY (Impacts Deaf	Online/AI Chat	E-mail Support	FAQ	Ease of
	Support	individuals)	Function		(If no information on	Cancellation
	(Support	(If there is no	(If there is a		cancelling, instant	(if a call/chat is
	mobility, visual	available TTY service.	chat/messaging		RED.)	required, it is an
	and cognitive)	instant <mark>RED</mark>)	function that does		(If there is	instant <mark>RED</mark> .)
		(If another TTY	not allow any live		information on	(If you can cancel
		service, e.g. NRS, is	chat or is entirely		cancelling, but it is	through a chat in
		recommended then it	help de <u>sk Al</u> , it is an		not particularly	al <u>most real</u> -time, it is
		is <mark>YELLOW</mark> .)	instant <mark>RED</mark> .)		helpful <mark>YELLOW</mark> .)	a <mark>YELLOW</mark> .)
						(If you can cancel
						the service yourself
						with a button/etc., it
						is a <mark>GREEN</mark> .)
Southern	GREEN	RED	GREEN	RED	RED	RED
Phone						
Australia						

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Accessibility Evaluation Template





- 2.4.6 Headings and Labels (Level AA)		Image: Straight of the straight	
Colour Contrast		Г	
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be 	GREEN	Colour Contrast: Value: 1.989:1 White text (#FFFFF) on a green background (#69CAA0)	The only element that does not meet contrast appropriately is the 'Login Successful' element. Besides this, the Southern Phone website uses very good contrasting.



better suited to see content		
on a mobile screen.		
This is in line with WCAG 2.2 criteria:		
- 1.4.3 Contrast		
(Minimum) (Level		
AA)		
- 1.4.11 Non-text		
Liniversal Accessible Sett	inas	
Orientation		Orientation:
Besize Text		The orientation adjusts
Colour Theme		appropriately between
		landscape and portrait.
The global settings of a		
mobile phone have		Resize Text:
accessibility advantages		The text adjusts appropriately
that a service can utilise to		to any resizing. Some
allow for ease of access. If		cramping happens but there is
improperly applied on an		no loss of content.
application's interface		Colour Theme:
users may not be able to		Dark mode does not function
independently use and		appropriately.
navigate through the		
application's features.		Magnification:
		Magnification is adjustable.
This is in line with WCAG		
2.2 Criteria:		



- 1.4.4 Resize Text (Level AA)		
2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. 	GREEN	The language is simple and direct.
 Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: 		
2.2 criteria: - 3.1.5 Reading Level (Level AAA) - Consistent Page Layout ar	nd Navigation	
Button Placement	GREEN	The pages are consistently laid
Helps users predict where to look for content and		out for ease of access.



locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: - 3.2.3 Consistent Navigation (Level AA)			
3. Mobility			
Keyboard Control		1	
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	GREEN		Keyboard is generally accessibility throughout the website.
Voice Control Capability			
General navigation and accessibility to	YELLOW	Grid-view does not work:	Labels were accessible to almost all styles of labels except grid style.



buttons, links. and inputs. • Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard.		Image: Start Services Year Services Ye	
Touch Gestures			
• Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might	GREEN		All target links, buttons and other UI elements have appropriate target sizing and spacing.

experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level		
AA)		
4. Auditory		
Captions	[
Captions for audio- related media	N/A	
All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A)		



- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
Â)		





Detailed Cancellation Process Template











2 – Cancelling the Service	Due to the confusing messages within the chat, a phone call was the only way to cancel the service.



34. Spintel

Telco Name	Spintel
Network Used	Optus Mobile Network
Plan (being used to test)	\$22 "Mobile 25GB Data"
Date Tested	March 2024

Support Option	Notes/Comments
TTY Line	Reference to NRS - 133 677
Online Chat/AI Chat	Live chat available only within business hours (Weekdays
	8:00am – 8:00pm, Weekends 9:00am – 5:00pm AEST).
FAQ	Available
Phone Line	1300 303 375 – Available Weekdays 8:00am-8:00pm AEST
Other Method	N/A.

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/Al Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk Al, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Spintel	GREEN	GREEN	GREEN	RED	GREEN	RED

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Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/	Image(s)	Notes
_	NA		
1. Visual			
Screen Reader Capabilities			





The settings button is labelled as a string of numbers "0000939378" making it hard for people who rely on screen readers to discern what

There are also several focus issues with the "my account" page. During an FAQ search, the results are said aloud twice, both times it says the entire sample text box, but only the second time is a link announced.





		Input Purpose Issue	
		WELCOME SCOTT!	
		C Account Number 267853 Search by service type, plan, or username.	
		O your usago resets in 17 days.	
		Mobile (0403929884)	
		Important: Inis service has a part al plan limit for this month - find but more	
		Data Usage 50.20KB Used	
		Want to see money or your model? We've Want to see pot you covered.	
		VIEW PLANS	
Colour Contrast			
Contrast of Text	YELLOW	Value: 1.933:1	There are contrast issues
Contrast of Non-Text		Light Blue (#C9EFFC) text on a Blue	throughout the website, mainly due
Content		(#09B5F3) Background	to the blue colour theme.
		MY ACCOUNT	
toxt must have a minimum			
ratio of 4 5.1 whilst any			
text that is larger, bold, or		Value. 2.995. I Grev (#959595) text on a White	
any UI component must		(#FFFFF) Background	
have a minimum ratio of		Username	
3:1. This enables users			
with visual difficulties to be		Pasawoi u	
on a mobile screen		Value: 1.608:1	
		White (#FFFFF) text on a Light Blue	



This is in line with WCAG	(#94D6E9) Background	
- 1.4.3 Contrast	Redirecting	
(Minimum) (Level AA)		
- 1.4.11 Non-text	Value: 2.404:1 Blue (#05B3E3) text on a White	
Contrast (Lever AA).	(#FFFFF) Background	
	Forgot username or password?	
	Value: 2.206:1 Blue (#0CB6F2) text on an Off-White (#FCF8E3) Background	
	- find out more	
	Value: 2.02:1 White (#FFFFFF) text on a Blue (#3AC4F5) Background	
	Q Search for articles	
	Value: 2.995:1 Grey (#959595) text on a White (#FFFFF) Background	
	Search	





		Value: 2.404:1 Blue (#05B3F3) text on a White (#FFFFF) Background • Transfer the ownership of your account • Changing to a different plan • Relocating your service to another address • Changing to a different service (Mobile, NBN, Wireless Broadband).		
 Orientation Resize Text Colour Theme The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features. This is in line with WCAG 2.2 critoria: 	YELLOW	Colour Theme Colour Theme Colour Col	Note::::::::::::::::::::::::::::::::::::	 Orientation The orientation adjusts appropriately between landscape and portrait. Resize text Text resizes appropriately. Colour theme Dark mode's on or off has no discernible differences. Magnification Magnification has no issues

- 1.4.4 Resize Text (Level AA)				
2. Cognitive				
Language				
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: 3.1.5 Reading Level (Level AAA) 	YELLOW	<complex-block></complex-block>	There are 3 articles, with similar headings, referring to cancellation information in the FAQ: "Cancellation FAQs", "Cancelling your order", and "Cancelling your account/service". This is confusing for those trying to find specific cancellation information without having to go through each article individually. There is also some informal language that can be confusing to those with a learning disability in the "Cancelling your account/service" article, in the "Note" section, which states "Spintel services are billed in advanced any unused amount will not be refunded (you will be billed <i>till</i> the end of your current bill cycle"	
Consistent Page Layout and Navigation				
---------------------------------------	-------	--	---	--
Button Placement	GREEN		There is a consistent page layout throughout the website.	
Helps users predict where			5	
to look for content and				
locate it easily if they come				
across it again. Users who				
have a cognitive or				
Intellectual disability can all				
This is in line with WCAG				
2.2 criteria:				
- 3.2.3 Consistent				
Navigation (Level				
AA)				
2 Mobility				
Keyboard Control				
Kevboard	GREEN		Keyboard access is appropriately	
Accessibility			functional.	
_				
Mobile keyboards can be				
custom tailored to suit the				
This is in line with WCAG				
2.2 criteria:				
- 2.1.1 Keyboard				
(Level A)				



Voice Control Capability			
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	YELLOW	Redundant & Missing Labels Spintel networksum Spintel networksum Spintel networksum Melcome scont Melcome scont	There are redundant labels that do not do anything, and some missing labels.
Touch Gestures			
 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target 	GREEN		Targets are appropriately sized.



due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		
4. Auditory		
 Captions for audio- related media Transcript 	N/A	
All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A)		



- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
À)		



Detailed Cancellation Process Template

Step	Image(s)	Notes
1 – Finding the	Spintel "My account"	Easy to find the information on
cancellation		cancellation.
button	WELCOME SCOTT!	
	O Account Number 267653	Breadcrumbs:
	Search tyrenides type, p.s., processing and the search tyrenides type, p.s., processing and the search type of the search type	Spinler My account page > Scroll
	Mobile (0403929884) o	Select "Support" > Select "Search for
	Important: This service has a cert a plan imit for this month. Find our more	articles" and type "Cancellation" >
	Data Usage 18 Used	Scroll down and select "Cancelling your
	Mobile Plans	account/service"
	git yai coverd. VIEW PLANS	
	Scroll down and select	
	"Support"	
	Generative Q	
		
	Home NEN Cristine Molio	
	Support User Intes Avancis Broadband	
	LECAL SALES Tantras 13 2210 Privaçy Whatshop	
	Policies service Completina 1300 363 375	
	мочика наме? 1900-551-442	
	My Account Webmail Payments	
	w 2024 Spinitol, ABN 92 302 067 689.	







	On phone keypad: 1 > 7(no option for service cancellation) >Very long-winded conversation with an even longer survey explanation to be done post-cancellation.
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35. Superloop

Telco Name	Superloop - Application
Network Used	Telstra 4G Network
Plan (being used to test)	SuperSim Saver 4G 10GB (ESIM)
Date Tested	February 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Live chat available.
FAQ	FAQ is known as 'My service documents' – Cancellation
	information is in the document called 'Mobile Terms &
	Conditions' Article – Article is in a PDF format.
Phone Line	1800 578 737
Other Method	N/A

Support and Accessibility Table

	Phone Line	TTY (Impacts Deaf	Online/Al Chat	E-mail Support	FAQ	Ease of
	Support	individuals)	Function		(If no information on	Cancellation
	(Support	(If there is no	(If there is a		cancelling, instant	(if a call/chat is
	mobility,	available TTY service.	chat/messaging		RED.)	required, it is an
	visual and	instant <mark>RED</mark>)	function that does		(If there is	instant <mark>RED</mark> .)
	cognitive)	(If another TTY	not allow any live		information on	(If you can cancel
		service, e.g. NRS, is	chat or is entirely		cancelling, but it is	through a chat in
		recommended then it	help de <u>sk Al</u> , it is an		not particularly	almost real-time, it is
		is <mark>YELLOW</mark> .)	instant <mark>RED</mark> .)		helpful <mark>YELLOW</mark> .)	a <mark>YELLOW</mark> .)
						(If you can cancel
						the service yourself
						with a button/etc., it
						is a <mark>GREEN</mark> .)
Superloop	GREEN	RED	RED	RED	YELLOW	GREEN
			(states 'Live' but is		(FAQ is known as	
			AI)		'My service	
					documents')	

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Accessibility Evaluation Template

Principal	<mark>RED</mark> /YELLOW/ <mark>GREEN</mark> / NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities	•		
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with 	RED	Focus order: New partice service Odd 930026052 Odd 930026052 Odd 930026052 Odd 930026052 Service genis Service genis Service genis Verge Service genis Verge Verge Verge Verge Verge	 Focus order: The focus indicator gives a visual and audible focus to the footer menu although not present on the pop-up page. Terminology for abbreviations: The abbreviation for months is not given a correct label to read and is read 'per MTH' not 'per month'. PDF documents:
low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields.		Image: Sorvice details Image: Sorvice details Sorvice details Image: Sorvice details Footer Menu:	FAQ is known as 'My service documents'– The cancellation information is in the document called 'Mobile Terms & Conditions' Article. These articles are in a PDF format and can be read aloud in its entirety
This is in line with WCAG 2.2 criteria: - 1.3.5 Identify Input Purpose (AA) - 2.4.3 Focus Order (Level A)		Image: AccountImage: PaymentsImage: PaymentsImage: AccountAbbreviations & terminology:	but not navigated by a screen reader. This means the user would have to sit through all (while unaware of which chapter) 11 chapters of the

- 2.4.6 Headings and Labels (Level AA)		Cost	document before being able to find the information titled '12. Cancelling the service'
		\$20.00/mth	
Colour Contrast			
 Contrast of Text Contrast of Non-Text Content 	RED	Contrast: Value: 2.535:1 White text (#FFFFF) on a green (#53B758) circular surround.	There are more contrast issues with non-text elements as compared to text elements.
Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen.		Value: 1.231:1 Light Green text (#F0F8EF) on a green (#CCE6CA) oval surround. Global data, voice and SMS roaming - ON	
This is in line with WCAG 2.2 criteria: - 1.4.3 Contrast (Minimum) (Level AA) - 1.4.11 Non-text Contrast (Level AA).		Value: 1.878:1 Grey 'send' button/icon (#BDBDBD) on a white (#FFFFFF) background.	
		Value: 2.193:1 Grey 'Enter current password' input field description/instruction	

	(#AFAFAF) on a white (#FFFFF)	
	background.	
	Enter current password	
Universal Accessible Settings		
Orientation RED		Orientation:
Resize Text		The page layout does not adjust
Colour Theme		between landscape and portrait.
The global settings of a		Resize:
mobile phone have		When the text and icons are
accessibility advantages		resized, there is overlapping and
that a service can utilise to		cramping that occurs.
allow for ease of access. If		
these settings are		Colour Theme:
improperly applied on an		Dark Theme does not adjust the
application's interface,		application.
users may not be able to		
independently use and		Magnification:
navigate through the		The magnification function works
application's features.		appropriately.
2.2 criterio:		
2.2 Uniteria.		
- 1 1 1 Resize Text		
2. Cognitive		
Language		



 Common words Define words. Simple tense Literal language Avoid double 	GREEN	Language is simple, clear, and direct.
negatives.Nested clauses		
Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities.		
2.2 criteria: - 3.1.5 Reading Level (Level AAA)		
Consistent Page Layout ar	nd Navigation	
Button Placement	GREEN	The page layout and navigation are simple and clear.
Helps users predict where to look for content and locate it easily if they come		
across it again. Users who have a cognitive or intellectual disability can all		
benefit from this.		



This is in line with WCAG 2.2 criteria: - 3.2.3 Consistent Navigation (Level AA)		
3. Mobility		
Keyboard Control		
 Keyboard Accessibility 	GREEN	Keyboard use is accessible.
Mobile keyboards can be custom tailored to suit the accessibility needs of their user.		
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)		
Voice Control Capability		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text 	GREEN	All aspects of Voice access can be utilised well.



Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard.		
Touch Gestures		
 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues. This is in line with WCAG 2.2 criteria: 2.5.8 Target Size (Minimum) (Level AA) 	GREEN	Targets are appropriately sized and spaced out.
4. Auditory		
Captions		



Captions for audio-	N/A	
related media		
All media should have		
appropriate captioning		
available to support users		
who are deaf or are hard-		
of-hearing. The portion of		
audio content that is		
accessible is provided by		
the captions. In addition to		
dialogue, captions identify		
the speakers and provide		
non-speech information.		
2.2 criteria		
1.2.2 Ciliena.		
- 1.2.2 Captions		
- 123 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
A)		

Step	Image(s)	Notes
1 – Finding the cancellation button	Select 'Manage' SuperSim Saver 46 Address SuperSim Saver 46 Strike Strike 100 Strike 100 SuperSim Saver 46 Select 'Service details. Select 'Cancel Service'	Cancellation can be facilitated by the user themselves. This would be done through the account page within the application. Breadcrumbs: Homepage>Scroll down to bottom>Select 'Manage'>Scroll down to bottom> Select 'Service details'> Scroll down to bottom> Select 'Cancel service'> Select 'Confirm' button.

Detailed Cancellation Process Template



	Cost S20.00/mth Reset date 23 days to go 15 Choose one of the options Change address Change address Ny documents Ny documents Ny documents Cancel service Cancel service Payments Haip Accurt	
2 – Cancelling the Service	Data TOG8 Cost S20:00 Cancellation Date 14 Mar 2024 Confirm > Cancel	The cancellation process is extremely simple. It just involves the selection of a button and then receiving a confirmation pop-up to accept the date of cancellation.

36. Swoop

Telco Name	Swoop Mobile (Mobile website only tested as phone	
	application is not completely working)	
Network Used	Optus 4G Network	
Plan (being used to	Swoop Mobile \$20 8GB plan	
test)		
Date Tested	February 2024	

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	No chat available – only one for NBN customers is available.
FAQ	Information on cancellation is provided within the FAQ.
Phone Line	Available - (03) 5608 1198 - Weekdays: 9AM – 7PM AEDT
	Weekends: 10AM – 5PM AEDT
Other Method	Email - support@swoop.com.au and 'Sending a Message' on
	the website support@swoop.com.au

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is <u>YELLOW</u> .)	Online/Al Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk Al, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (If you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Swoop: Mobile Website	GREEN	RED	RED	GREEN	GREEN	RED

Accessibility Evaluation Template

Principal	RED/YELLOW/ <mark>GREE</mark> N/NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities	5		
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Level A) 	YELLOW	Focus order: Swoop Mobile FAQ.	The FAQ page has many articles with 'accordion' subject content (arrow indicator). There is a common issue where focus indicator visibly and auditorily runs through each article and non-visible content. There is also the inability to expand the 'accordion' content when using a screen reader.



- 2.4.6 Headings and Labels (Level AA)			
Colour Contrast			l
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum 	YELLOW	Contrast: Value: 2.292:1 White text (#FFFFFF) on a teal background (#2DBEB7)	The website shows very little issue with contrast. The issues arise mainly due to the teal and white colour combination.
ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen.		Business	
This is in line with WCAG 2.2 criteria: - 1.4.3 Contrast (Minimum) (Level AA) - 1.4.11 Non-text Contrast (Level AA).			
Universal Accessible Settin	ngs		
OrientationResize TextColour Theme	YELLOW		Orientation: Orientation adjusts adequately to either portrait or landscape with no loss of content.



The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		Resize: Adjusting the size of text and elements appropriately displays without loss of content. Colour Theme: Dark theme does not apply within the website. Magnification: The ability to adjust magnification works without any loss of content.
2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses 	GREEN	Language is simple, concise, and clear.

Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)		
Consistent Page Layout ar	nd Navigation	
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	GREEN	There is a consistent layout on each page within the mobile website.



3. Mobility		
Keyboard Control		
 Keyboard Accessibility 	GREEN	All keyboard features are appropriately accessible and controllable.
Mobile keyboards can be custom tailored to suit the accessibility needs of their user.		
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)		
Voice Control Capability		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text 	GREEN	All styles of overlay labels and accessible names work adequately to navigate through the website to the cancellation feature.
Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in		



information through a keyboard.		
Touch Gestures		
Target Size	GREEN	The targets points are sized and spaced appropriately.
Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues. This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		
4. Auditory		
Captions		
 Captions for audio- related media 	N/A	
All media should have appropriate captioning available to support users who are deaf or are hard-		





of-hearing. The portion of		
accessible is provided by		
the captions. In addition to		
dialogue, captions identify		
the speakers and provide		
non-speech information.		
This is in line with WCAG		
2.2 criteria.		
- 1.2.2 Captions		
(Prerecorded) (Level		
- 1.2.3 Audio Description or Media		
Alternative		
(Prerecorded) (Level		
Â)		

Detailed Cancellation	Process	Template
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Step	Image(s)	Notes
Step 1 – Finding the cancellation button	Image(s) Footer menu: Mobile section. General About US Network Status Support Centre Blog Legal Complaints Home Internet Plans Fixed Wireless nbn" Opticomm My Swoop Speed Test Mobile SIM Plans Activate SIM App Download Coverage Map Support Centre Legal Business & Channel Business Login Channel Wholesale Reseller Channel Portal	Notes The 'support' page provides detailed information on the cancellation process. The only way to cancel a Swoop service is through a phone call. Breadcrumbs to cancellation information : Homepage>scroll down to footer menu> select 'support'>scroll down & select 'How do I cancel my service?'> Expand article.
	do I cancel my service?'	





37. Tangerine

Telco Name	Tangerine - Website
Network Used	Telstra Mobile Network
Plan (being used to	12GB 4G SIM Only Plan
test)	
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	Tangerine has a sub note stating the NRS is for use if support
	is required, TTY Line is included within the NRS.
Online Chat/Al Chat	Live/AI chat hybrid with helpful suggestion pop ups that help
	the AI navigate to the correct topic, if all else fails it auto-
	suggests connecting to an agent.
FAQ	FAQ on the website is present and well-structured with
	detailed information on cancellation.
Phone Line	Customer Service (1800 211 112 - 8.30AM – 7PM,
	Weekdays, 9.00AM – 6PM, Saturdays AEST) and Technical
	Support (1800 211 112 – 24/7) services.
Other Method	Order/Ticket lodging is available online. WhatsApp is also
	available to facilitate an online chat

Support and Accessibility Table

	Phone Line	TTY (Impacts Deaf	Online/Al Chat	E-mail Support	FAQ	Ease of
	Support	individuals)	Function		(If no information on	Cancellation
	(Support	(If there is no	(If there is a		cancelling, instant	(if a call/chat is
	mobility,	available TTY service.	chat/messaging		RED.)	required, it is an
	visual and	instant <mark>RED</mark>)	function that does		(If there is	instant <mark>RED</mark> .)
	cognitive)	(If another TTY	not allow any live		information on	(If you can cancel
		service, e.g. NRS, is	chat or is entirely		cancelling, but it is	through a chat in
		recommended then it	help de <u>sk AI,</u> it is an		not particularly	almost real-time, it is
		is <mark>YELLOW</mark> .)	instant <mark>RED</mark> .)		helpful <mark>YELLOW</mark> .)	a <mark>YELLOW</mark> .)
						(If you can cancel
						the service yourself
						with a button/etc., it
						is a <mark>GREEN</mark> .)
Tangerine	GREEN	YELLOW	GREEN	YELLOW	GREEN	GREEN
				(Ticket lodging –		
				user email is		
				required)		

Accessibility Evaluation Template

1. Visual Screen Reader Capabilities • Text • Non-Text Content • Headings • Buttons and Links • Input Fields (Instructions/Error Suggestions) • Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAC	Principal	RED/YELLOW/GREEN/	Image(s)	Notes
Screen Reader Capabilities • Text • Non-Text Content • Headings • Buttons and Links • Input Fields (Instructions/Error Suggestions) • Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAC	1. Visual			
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. The is in line with WCAC 	Screen Reader Capabilities	es		
2.2 criteria: - 1.3.5 Identify Input Purpose (AA) 0466099101	 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Eacus Order 		Focus order: Hamburger menu: Skipped in the header.	The 'hamburger' menu is skipped in the sequence of the header. If the screen reader does not focus indicate and read the menu then many major resources are unavailable. Most importantly the 'cancellation' function. Input field is given focus but is not accessible to enter. Entry is via the icon at the end of the input field in the next 'tab' move. Some input fields are not labelled appropriately. For example, the card input field does not state that a card number is to be filled in. In addition, the calendar is not accessible to screen readers.





	With P High High	
Colour Contrast		
 Contrast of Text Contrast of Non-Text Content 	Value: 4.109:1 Dark Grey Text (#707981) on light grey (#F3F7F9)	Tangerine has an orange, black and white colour scheme that, in certain combinations, passes well.
Contrasting of 14 pt size text must have a minimum ratio of 4 5:1, whilst any	Mon Tue Wed Thu Fr	Text or UI element that is orange on a white background fails to meet an accessible contrasting ratio.
text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen.	Value: 2.098:1 Light grey text (#ACB4BC) on a white background (#FFFFFF) January ~ 2006	Grey on grey elements tend to vary in compliance but more likely than not, end up not being contrasting enough.
This is in line with WCAG 2.2 criteria:	Van Tue Wed Thu Value: 1.908:1	


 1.4.3 Contrast (Minimum) (Level AA) 1.4.11 Non-text Contrast (Level AA) 	Value: 2.885:1 Orange Text (#F2740B) on a white background. LOGIN TO THE SELF CARE PORTAL TO ACTIVATE.	
	< Login	
	Don't have a Tangaring account yet?	
	You can sign up and select your new SIM plan here.	
	Value: 1.971:1	
	White icon of a plus (+) sign	
	(#FFFFF) on green background	
	(#44CF9C)	





 improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features. This is in line with WCAG 2.2 criteria: 1.3.4 Orientation (Level AA) 1.4.4 Resize Text (Level AA) 		9:39 1 4 4 1 Constraints of the second of t	Magnification: Easy functionality.
2. Cognitive			
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses 	YELLOW	Number KA-01021 Title Tangerine Self Care Description	Although FAQ on the website is well written, the FAQ within the self-care portal can prove difficult to understand as different topics are addressed by tags instead of subject titles. E.g. "Title – Tangerine Self Care" Instead of "Number – KA-01021"



Language used by		
targeted towards the lower		
secondary education level		
to accommodate for		
diverse reading levels and		
intellectual disabilities		
This is in line with WCAG		
2.2 criteria:		
- 3.1.5 Reading Level		
(Level AAA)		
Consistent Page Layout an	d Navigation	
Button Placement	GREEN	Overall, the website is logically set out with clear page layouts.
Helps users predict where		
to look for content and		
locate it easily if they come		
across it again. Users who		
have a cognitive or		
intellectual disability can all		
benefit from this.		
This is in line with WCAG		
2.2 criteria:		
- 3.2.3 Consistent		
Navigation (Level		
AA)		
3. Mobility		
Keyboard Control		



 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	YELLOW	Keyboard accessibility:	These actions are related to a keyboard function (ctrl + F5) for desktop computers and is not available for phone use.
Voice Control Capability			Querall, the encesh to tout or Vision
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text 	TELLOW		Access is adaptable to all content barring the calendar.
Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the			
user to manually type in information through a keyboard.			







a(

Captions		
Captions for audio-	N/A	
related media		
All media should have		
appropriate captioning		
available to support users		
who are deaf or are hard-		
of-hearing. The portion of		
audio content that is		
accessible is provided by		
the captions. In addition to		
dialogue, captions identify		
the speakers and provide		
non-speech information.		
This is in line with WCAG		
2.2 Cillena		
- 1.2.2 Captions		
Description or Media		
Alternative		
(Prerecorded) (Level		
A)		

 CENTRE FOR ACCESSIBILITY
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 Australian Communications

 Consumer Action Network
 Consumer Action Network

Detailed Cancellation Process Template

Step	Image(s)	Notes
1 – Finding the cancellation button		Navigating to the FAQ topic, "Tangerine Self Care" details a bullet point list of what can be done in the portal, including cancelling the phone plan through the order lodging section. However, there is an easier way to go about the disconnection which is not explicitly stated. Breadcrumbs: Hamburger Menu> 'Mobile' menu> 'Mobile Services' > 'View' button >'Disconnect' button > Tick 'I agree' box > input 'Mobile Number'> 'Confirm' button.
2 – Cancelling the Service		This is a simple process that allows for ease of cancellation without contacting any support staff. However, it is important to note that users would not be able to easily find this disconnection button as there are no direct instructions anywhere.









38. Telechoice

Telco Name	TeleChoice - Application
Network Used	TeleChoice uses the Telstra Wholesale Network.
Plan (being used to test)	\$17, 4GB 28-day expiry prepaid plan
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	No chat function available.
FAQ	Available but no information on cancellation
Phone Line	Mobile Support Available on 1300 835 324
Other Method	Email - support@telechoice.com.au

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (If you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Telechoice	GREEN	RED	RED	GREEN	RED	RÉD

 CENTRE FOR ACCESSIBILITY
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 Australian Communications Consumer Action Network

Accessibility Evaluation Template





			Incorrectly tagged main window. A screen reader reads the mobile number as the entirety of the page, meaning it is difficult to navigate to the next focus point.	
Colour Contrast				
 Contrast of Text Contrast of Non-Text Content 	RED		The app does not meet the contrast requirements.	
Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile			Although some black text on a white background will meet this standard, many of the buttons featured an off- white or grey appearance making them low contrast. The toggle switch to enable and chancel prepaid auto renewal did have high contrast however, making it easy for a user to enable or disable auto	
screen. This is in line with WCAG 2.2 criteria: - 1.4.3 Contrast (Minimum) (Level AA) - 1.4.11 Non-text Contrast (Level AA).			payment	
Universal Accessible Settings				
 Orientation Resize Text Colour Theme 	YELLOW		Orientation: The TeleChoice app does not allow for changing screen orientation, except in the sign-up menu.	



The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features.		Magnification: The app does not support natural zooming by the user, and the Android accessibility scanner commonly found layout parameter issues such as: - You could zoom on the sign-up window, but only because it was a WebView Chrome page.
This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		
2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses 	GREEN	
Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse		



reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)		
Consistent Page Layout and	Navigation	
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	YELLOW	 Consistent layout: The App features the following consistent features: Navigation bar in the bottom portion of the screen with equal sized buttons. Screens following a similar layout and use. List utilised to group features of the same style. Consistent Navigation: Some elements such as the cancel
		feature are further down the page and would require a user to scroll to access. Button Placement: Buttons such as the proceed and back buttons are placed in a consistent area on the sign-up form, however, some



		minor b buttons such as the Validate SIM button are not in intuitive positions.
		Most buttons are wide enough to allow for one handed use.
3. Mobility		
Keyboard Control		
• Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user.	GREEN	General keyboard: Keyboard appears when appropriate for the setting up of sim. The app limits the use of keyboard requirement in changing settings.
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)		
Voice Control Capability		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text 	GREEN	
Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard.		



Touch Gestures		
 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: 2.5.8 Target Size (Minimum) (Level AA) 	YELLOW	 Target size: The TeleChoice app could improve the spacing between touch areas. Radio buttons were often placed within 5px of each other, and validation buttons on the sign-up menu were placed within the input box itself. TeleChoice could consider widening the spacing between touch areas to allow for a wider touch zone. Touch gestures: Some elements such as the cancel feature are further down the page, and would require a user to scroll to access.
4. Auditory		
Captions		
 Captions for audio- related media Transcript All media should have appropriate captioning available to support users who are deaf or are hard-of- 	N/A	



hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		

Step Image(s) Notes 1 – Finding the There is no button to cancel the service, as 0490 813 302 cancellation being prepaid, if you do not recharge, it button **Days Remaining** won't renew. The Auto Recharge feature on the -N/A Plan Data N/A overview tab would allow a user to Data Bank "Subscribe" to the prepaid service. The tab is not hidden on a subpage and is & Recharge visible from the primary menu. Auto Recharge Data Gifting Unlimited 5 1 • ۲ 2 – Cancelling Easy to use On/Off switch to easily disable 0490 813 302 the Service your auto recharge, great feature for those Days Remaining with accessibility requirements to be able to toggle on and off and understand quickly Plan Data N/A the status of the auto recharge. Data Bank N/A Features high contrast blue on white background. Toggle switch illuminates when On, -. Auto Recharge indicating that auto recharge is Data Gifting active – a feature that will be easily identifiable to people with low vision. To completely remove the account you may have to call TeleChoice Support.

Detailed Cancellation Process Template



39. Telstra

Telco Name	Telstra – Application
Network Used	Telstra prepaid utilizes their own network.
Plan (being used to test)	\$10, 7 Day expiry pre-paid casual plan
Date Tested	January 2024

Support Option	Notes/Comments
TTY Line	Telstra does provide a TTY line on 133 677 for its customers with accessibility requirements.
Online Chat/AI Chat	Telstra has an online chat built into the My Telstra app exclusively.
FAQ	Available but with no information on cancellation
Phone Line	You can call Telstra on 13 22 00 and ask for one of three call centres Billing and accounts Monday – Friday 8:00am – 7:00pm AEST Products, plans, and services Monday – Friday 8:00am – 7:00pm AEST Saturday 9:00am – 5:30pm AEST Technical support Monday – Sunday 7:00am – 11:00pm AEST
Other Method	Telstra also has an online webform for an email response. Dedicated email for accessibility support and requirements.

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Telstra	GREEN	GREEN	GREEN	GREEN	RED	RED

Accessibility Evaluation Template





Contrast of Text Contrast of Non Text	YELLOW	Contrast: Most buttons feature a 5 59:1 colour
Contrast of Non-Text Content		ratio. It is pleasing to note that this
Content		achieves an AA W3C rating however
Contrasting of 14 pt size text		not on AAA
must have a minimum ratio of		not an AAA.
4 5.1 whilst any text that is		
larger hold or any III		Contrast:
component must have a		Some headers, such as on the home
minimum ratio of 3.1 This		page, feature a gradient (blue to light
enables users with visual		blue or purple to orange) background
difficulties to be better suited		with a White text header. These
to see content on a mobile		situations provide a more limiting
screen.		contrast option.
This is in line with WCAG 2.2		
criteria:		
- 1.4.3 Contrast		
(Minimum) (Level AA)		
- 1.4.11 Non-text		
Contrast (Level AA).		
Universal Accessible Setting	S	
Orientation	YELLOW	Orientation:
Resize Text		The Telstra app only works in a portrait
Colour Theme		orientation and hence cannot be
		manipulated to a landscape orientation.
The global settings of a		
mobile phone have		
accessibility advantages that		Resize:
a service can utilise to allow		(See 'Magnification' below)
for ease of access. If these		
settings are improperly		Magnification:
applied on an application's		The Telstra app does not have any
interface, users may not be		inbuilt support for zooming.
able to independently use		



and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		System font and zoom increasing tools could assist in this regard. System fonts are supported.
2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: 3.1.5 Reading Level (Level AAA) 	GREEN	



Consistent Page Lavout and Navigation				
Button Placement	GREEN		Page Layout:	
Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: - 3.2.3 Consistent Navigation (Level AA)			 App utilizes Blue, Purple, White and Black as primary colours. Consistent navigation: The Telstra app utilizes consistent navigation bars along the base of the screen to easily navigate between menu items. The menus follow a similar layout. Button Placement: Most buttons on the Telstra app were placed in an area easy enough to understand I.e. Drop-down menus also used for data like ID options Buttons are separated by lists commonly. The return/back button is in a consistent and convenient location in the top corner. 	
3. Mobility				
Keyboard Control				
Keyboard Accessibility	YELLOW		Keyboard (general):	



Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria:		Operating system accessibility options are in line with Telstra app use and version. The keyboard is responsive to the type of data entry required. - Numpad used for SIM numbers and DOB
A)		 Alphanumeric for all others. Access to Important Elements: This is not always relevant in the Telstra app
		 Some functions such as cancelling plans or getting help require the user to scroll down the page.
Voice Control Capability		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text 	GREEN	
Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type		
in information through a keyboard.		



Touch Gestures				
 Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria: 2.5.8 Target Size (Minimum) (Level AA) 	GREEN		 Touch Gestures: All pages scrolled in only an up or down direction making touchscreen scroll gestures easy to prompt to the user. One page on app sign in required user to scroll left and right to read the second page of a welcome screen, which could be limiting or missed by some users using the talkback feature. Target Size: The Telstra app features a clean layout design that allows for a moderate spacing between list items for selection. Inactive space between list items, such as the ones seen on the "Get Help" page. Main screens feature spacing between sections of alternating interest. Telstra app makes use of their own designed radio boxes, all with sufficient spacing around the box and button to allow for ease of use. 	
4. Auditory				
Captions	Captions			
Captions for audio- related media	N/A			



All media should have		
appropriate captioning		
available to support users		
who are deaf or are hard-of-		
hearing. The portion of audio		
content that is accessible is		
provided by the continue. In		
provided by the captions. In		
addition to dialogue, captions		
identify the speakers and		
provide non-speech		
information.		
This is in line with WCAG 2.2		
criteria		
- 122 Captions		
(Prerecorded) (Level		
- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
A)		

Step Notes Image(s) 1 – Finding the 230 0 0 5 0 . 141 Simple to find the service you wish to 8 Services cancellation cancel in the "services Tab" button Allows for consistent navigation. -③ Pre-Paid Allows user to identify the service they are wishing to edit/change. 1 Looks like you're overseas. Purchase Button Such As "View All" is labelled as an International Roaming Pack to use your Pre-Paid mobile overseas in eligible "View All Your Services" to inform the user of its purpose. Looking for something new? C Explore our range of products and add a new service or device. The services tab provides clean list of Telstra services. Once the service is selected, you are 8 0 presented with a two-tab window. . Summary tab one of two and extras tab two of two is read aloud to indicate multiple tabs, however, could be made as one screen to allow for a better experience. All service options on the tab feature sufficient spacing and clearly labelled buttons.

Detailed Cancellation Process Template



40. Think Mobile

Telco Name	Think Mobile
Network Used	Telstra and Vodafone networks
Plan (being used to test)	Think Super 12 (SIM only)
Date Tested	March 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	N/A.
FAQ	Available with no information on Cancellation
Phone Line	Mobile Phone Support
	1300 2 84465
	Available Monday – Friday 8:00am-7:00pm AEST
Other Method	Email - Must fill in a contact form

Support and Accessibility Table

	Phone Line	TTY (Impacts Deaf	Online/AI Chat	E-mail Support	FAQ	Ease of
	Support	individuals)	Function		(If no information on	Cancellation
	(Support	(If there is no	(If there is a		cancelling, instant	(if a call/chat is
	mobility, visual	available TTY service.	chat/messaging		RED.)	required, it is an
	and cognitive)	instant <mark>RED</mark>)	function that does		(If there is	instant <mark>RED</mark> .)
		(If another TTY	not allow any live		information on	(if you can cancel
		service, e.g. NRS, is	chat or is entirely		cancelling, but it is	through a chat in
		recommended then it	help desk AI, it is an		not particularly	almost real-time, it is
		is <mark>YELLOW</mark> .)	instant <mark>RED</mark> .)		helpful <mark>YELLOW</mark> .)	a <mark>YELLOW</mark> .)
						(If you can cancel
						the service yourself
						with a button/etc., it
						is a <mark>GREEN</mark> .)
Think	YELLOW	RED	RED	YELLOW	RED	RED
Mobile						

 CENTRE FOR ACCESSIBILITY
 a(can
 Australian Communications Consumer Action Network

Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/ NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities	6		
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (I evel A) 		Screeen reader Constant us Constant us Contact us	Screen reader Critical summaries are all PDFs, and screen reader will not read them. "Skip to content" link is after the Think Mobile Logo, it should be before everything. Plans is skipped over entirely when the menu is expanded. Search text field gets focus even if the search field is closed.



- 2.4.6 Headings and Labels (Level AA)						
Colour Contrast		•				
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be 	RED	Value: 1.883:1 Orange text (#FFAB40) on white (#FFFFF) background MY HOME Value: 2.069:1 Light Grey text (#A7A9AB) on light grey (#F0F0F0) background		Colour Contrast Both colour contrast issues fail, but the site did not have too many contrast issues, as it mostly used blacks, whites, and greys. Regular text: Ratio is at least 4.5:1 Large text: (14pt bold or 18 pt regular) Ratio of at least 3:1 Graphical objects and UI		
on a mobile screen.		Ultimate Plans		Ratio is at least 3:1		
This is in line with WCAG 2.2 criteria: - 1.4.3 Contrast (Minimum) (Level		Super Plans Classic Plans				
AA) - 1.4.11 Non-text Contrast (Level AA).						
Universal Accessible Settings						
OrientationResize TextColour Theme	YELLOW			Orientation The orientation adjusts appropriately between landscape and portrait.		


The global settings of a		Resize Text
mobile phone have		Text resizes appropriately with very
accessibility advantages		little cramping.
that a service can utilise to		
allow for ease of access. If		Colour theme
these settings are		Dark mode's on or off has no
improperly applied on an		discernible differences
application's interface,		discernible differences.
users may not be able to		Magnification
independently use and		
navigate through the		Magnification has no issues.
application's features.		
This is in line with WCAG		
2.2 criteria:		
- 1.3.4 Orientation		
(Level AA)		
- 1.4.4 Resize Text		
(Level AA)		
2. Cognitive		
Language		
Common words	YELLOW	Language
Define words.		Language is clear but is complicated
Simple tense		in certain areas.
Literal language		
Avoid double		
negatives.		
Nested clauses		



Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)		
Consistent Page Layout an	id Navigation	
Use of Colours	GREEN	
 Button Placement 		
Helps users predict where		
to look for content and		
locate it easily if they come		
across it again. Users who		
have a cognitive or		
intellectual disability can all		
benefit from this.		
This is in line with M/CAC		
2.2 criteria:		



 1.4.1 Use of Colour (Level A) 3.2.3 Consistent Navigation (Level AA) 		
3. Mobility		
Keyboard Control		
Keyboard GRI	EEN	Keyboard
Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user.		Alphanumerical keyboard is opened when prompted, but since the account number is required to login, the numerical keyboard could be used.
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)		
Voice Control Capability		

 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	RED	Image:	Labels The website has auto-generated labels. The "Contact Us" page has input fields without labels.
Touch Gestures			
• Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues	GREEN		



This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		
4. Auditory		
Captions	1	
 Captions for audio- related media Transcript All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify 	N/A	
the speakers and provide non-speech information. This is in line with WCAG 2.2 criteria		



- 1.2.2 Captions		
(Prerecorded) (Level		
A)		
- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
Â)		

Detailed Cancellation Process Template	
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Step	Image(s)	Notes
1 – Finding the cancellation button		There is no information on cancellation but mentions early termination charges within its "Summary of Standard Agreement."
2 – Cancelling the Service		A voice call is required to gain this information and cancel the service.



41. TPG

Telco Name	TPG - Website
Network Used	Vodafone Mobile Network
Plan (being used to test)	"SIM only small" \$10 for 12 GB
Date Tested	March 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Live chat available.
FAQ	Available with detailed information on cancellation.
Phone Line	For mobile support, three numbers are given:
	1. Accounts & Billing: 1300 993 019
	2. Technical Support: 1300 997 273
	3. Plan Change: 1300 995 152
	All operate 24 hours a day, 7 days a week.
Other Method	Fax number, and postal address

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
TPG	GREEN	RED	GREEN	RED	GREEN	RED

Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/	Image(s)	Notes
1. Visual			
Screen Reader Capabilities	5		
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order 		<complex-block></complex-block>	 There are 4 buttons, "Change Mobile Plan", "Mobile Service Settings", "Manage Prepaid Balance", and "View Invoices" that the screen reader does not pick up as buttons, but rather as "heading 3". The hamburger menu on the dashboard reads back as "Button" but does not clarify what the button does. When the hamburger menu is activated the screen reader does not read out the menu items and still goes behind the menu pop-up. It'll only start to read out the menu after going through the entire page once.



- 2.4.6 Headings and Labels (Level AA)		Focus Order	
Colour Contrast		1	
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users 	YELLOW	Value: 4.276:1 Bright pink text (#EB008C) on white (#FFFFF) background Mobile Usage Value: 3.005:1 White text (#FFFFFF) on light purple (#AA8AB2) background Review Order	I here are some text elements that do meet the required contrast ratio.
better suited to see content on a mobile screen.			



This is in line with WCAG 2.2 criteria: - 1.4.3 Contrast (Minimum) (Level AA) - 1.4.11 Non-text Contrast (Level AA). Universal Accessible Setting	ngs	
 Orientation Resize Text Colour Theme 	YELLOW	Orientation The orientation adjusts appropriately between landscape and portrait.
The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features.		Resize text Text resizes appropriately. Colour theme Dark mode's on or off has no discernible differences. Magnification Magnification has no issues.
This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		



2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be 	GREEN	Language is simple and direct
targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities.		
This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)		
Consistent Page Layout ar	nd Navigation	
Button Placement	GREEN	Page layout: Page layout and navigation is
to look for content and		



locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all		website.
This is in line with WCAG 2.2 criteria: - 3.2.3 Consistent Navigation (Level AA)		
3. Mobility		
Keyboard Control		
 Keyboard Accessibility 	GREEN	There are no keyboard functionality issues.
Mobile keyboards can be custom tailored to suit the accessibility needs of their user.		
This is in line with WCAG 2.2 criteria: - 2.1.1 Keyboard (Level A)		
Voice Control Capability	1	

 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 	YELLOW	Control Contro Control Control Control Control Control Control Control Control Co	Some UI elements are not labelled at all or are labelled redundantly.
Touch Gestures			
• Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues This is in line with WCAG 2.2 criteria:	GREEN		Targets are appropriately sized and spaced out.



- 2.5.8 Target Size (Minimum) (Level AA)		
4. Auditory		
Captions		
 Captions for audio- related media Transcript 	N/A	
All media should have appropriate captioning available to support users who are deaf or are hard- of-hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A)		



- 1.2.3 Audio		
Description or Media		
Alternative		
(Prerecorded) (Level		
À)		



Step	Image(s)	Notes
1 – Finding the cancellation button	Distribution The Distribution The <td>Under the "Manage my account" tab within the support options, there is clear information about service cancellation. However, the instruction stated that only a phone call would suffice. Breadcrumbs Dashboard > Scroll down and Select "Support Get Online Help" > Scroll down and Select "Accounts & Billing" > Select "Manage my account" > Select "Cancel or close my account"</td>	Under the "Manage my account" tab within the support options, there is clear information about service cancellation. However, the instruction stated that only a phone call would suffice. Breadcrumbs Dashboard > Scroll down and Select "Support Get Online Help" > Scroll down and Select "Accounts & Billing" > Select "Manage my account" > Select "Cancel or close my account"

Detailed Cancellation Process Template

TRG ≊ ≑ ℃	
Moving Speed Service Install	
Home Test Status Status	
A TPG Support	
Accounts & Billing	
() Internet >	
Phone & Mobile >	
Email >	
> Support	
Information >	
Select "Manage my	
account"	
TRG = + L	
(m) (~) 180 (V)	
Moving Speed Service Install Home Test Status Status	
< Accounts & Billing	
Payments & Invoices >	
Password >	
Manage my account >	
Manage my services >	
Safety & Security >	

	Select "Cancel or close	
	my account"	
	TRG = + L	
	un (~) 380 🛇	
	Moving Speed Service Install	
	Home Test Status Status	
	< Manage my account	
	Update contact details	
	Using My Account	
	Complaints	
	Cancel or close my account	
	Track my delivery	
	Change account ownership	
2 – Cancelling		Cancellation of a mobile service
the Service	Cancel or close your TPG	requires a call to TPG on their 13 14 23
	account	number.
	To cancel or close an account, please call us on 13 14 23.	
	If you're overseas, you can cancel or close your account by calling +61 2 9007 3023	
	Cancelling your mobile/phone	
	service	
	Before cancelling your mobile/phone service, we recommend calling us on 1300 993 019. We can help:	
	Check if there's a better plan to suit your	
	needs. Check if there are any costs or credits that	
	will apply if you cancel.	
	 resource any issues you may have with your service(s). 	
	If you still want to cancel and transfer your	

42. Vodafone

Telco Name	Vodafone
Network Used	Vodafone is powered by its own 4G network
Plan (being used to	\$10 pre-paid 4GB
test)	
Date Tested	December 2023

Support Option	Notes/Comments	
TTY Line	No reference to any support via TTYL.	
Online Chat/AI Chat	Live Chat Available.	
FAQ	Available with detailed information on cancellation.	
Phone Line	Mobile Support	
	1555 from a Vodafone number or	
	1300 650 410 from Australia	
	+61 426 320 000 from overseas	
	Operates 24 hours a day, 7 days a week.	
Other Method	N/A	

Support and Accessibility Table

P S (S m vi co	hone Line Support Support nobility, isual and ognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/Al Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk Al, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Vodafone	GREEN	RED	YELLOW	RED	GREEN	RED

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Accessibility Evaluation Template

Principal	RED/YELLOW/GREEN/NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities			
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Level A) 2.4.6 Headings and Labels (Level AA) 	GREEN		Focus order of fields in the mobile application is correct and efficient. The top right menu is marked as unlabeled when utilizing talk back which can be very confusing towards users, once you enter this menu the exit button is marked unlabeled as well.
Colour Contrast			



 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text 	GREEN	App utilizes Blue, Black, white, and red as the main colours. Provides a strong level of contrast for users with visual sight difficulties
must have a minimum ratio of		acolo war visual sign amounice.
4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen.		Buttons and key elements are easily identifiable in white, with menus being in black and the background being in blue. Pleasing to note that level AAA was met using the online contrast validator for W3C.
This is in line with WCAG 2.2 criteria:		
- 1.4.3 Contrast		
(Minimum) (Level AA)		
Contrast (Level AA).		
Universal Accessible Settings	S	
OrientationResize TextColour Theme	YELLOW	Magnification: The Vodafone app does not have any inbuilt support for zooming in and out. The contents of each window are in a
The global settings of a		fixed ratio box on screen, and hence
mobile phone have		are unable to be manipulated by the
a service can utilise to allow		
for ease of access. If these		Orientation:
settings are improperly		The Vodafone app only works in a
applied on an application's		portrait orientation and hence cannot.
Interface, users may not be		
able to independently use		



and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)		be manipulated to a landscape orientation. Resize: The Vodafone app responds to changes in Font, Zoom with the operating system's settings. Fonts are of an acceptable size for mobile app use.
2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: 3.1.5 Reading Level (Level AAA) 	GREEN	



Consistent Page Layout and	Consistent Page Layout and Navigation				
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	GREEN		 Consistent Page layout: Content is laid out adequately to prompt correct entry of data following a logical flow. The Vodafone app features an organized and visually ergonomic layout that allows for adequate spacing between buttons or elements for users to select. The Vodafone app would often group related features into a drop-down menu to reduce crowding. In the support section different tasks are grouped by subheadings, such get help online, contact us, user guide and chat with us, making it convenient for the user to follow. Consistent Navigation: The Vodafone app utilizes consistent navigation bars along the base side of the screen to easily navigate between menu items. The return/back button is in a consistent and convenient 		





		 All buttons on the Vodafone app are consistently coloured black with white borders making them easy to identify. The layout of the app follows a logical order, and the screen reader performs well navigating from one task to the next.
3. Mobility		
Keyboard Control		
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	GREEN	 Keyboard (general) Keyboard layout is prompted correctly. Input boxes that only required numeric input used a numeric keypad only, compared to the alphanumeric keypad offered for full text entry situations.
Voice Control Capability		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within 		



form fields using only their voice. This removes the need for the user to manually type in information through a keyboard.	
Tauch Costures	
Target Size GREEN	Touch Gestures:
Any interactive element must have a large target size so strain and misinputs can be	- All pages scroll in only an up of down direction making the touchscreen scroll gestures sufficient to prompt to the user.
avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues	Target size: - Most buttons on the Vodafone app were placed in an area that was simple to access and use. - The buttons were often large
This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)	and white providing high contrast against the blue or black background.
	Page Scroll Hierarchy: Where possible, the Vodafone app fits most of the content on a page before requiring page scroll. The Vodafone app makes effective use of radio buttons where possible, to select between different options.
4. Auditory	
Captions	



Captions for audio-	N/A	
related media		
 Transcript 		
All media should have		
appropriate captioning		
available to support users		
who are deaf or are hard-of-		
hearing. The portion of audio		
content that is accessible is		
provided by the captions. In		
identify the speakers and		
provide non-speech		
information		
This is in line with WCAG 2.2		
criteria		
- 1.2.2 Captions		
(Prerecorded) (Level		
A)		
- 1.2.3 Audio		
Description or Media		
(Prerecordea) (Level A)		

Step	Image(s)	Notes
1 – Finding the cancellation button	▲ ●	Through the mobile app you can exchange messages with an AI chatbot as well as a person.
	Alright, so I would like to inform you that there is no option on My Vodafone app to cancel the number, you will have to contact us in order to get it cancelled.	A contact us link is also provided where you can access a variety of numbers to call if you have any issues.
	Pratik 05:09pm Can I cancel on your website? 05:10pm AEST	
	 No, you will have to contact us in order to cancel. You can call us on 1555 or chat with us for cancellation. I hope I was able to explain this to you in detail, is there anything else I can assist you with apart from this? Pratik 05:10pm Ask a question 	
2 – Cancelling the Service		Vodafone does not provide a cancellation process through their website or through their up. Calling them over the phone or chatting with them through the app are the only ways to cancel a plan.
		There is speech to text options in the chat for Vodafone including AI chat and support person chat.

Detailed Cancellation Process Template



43. Woolworths

Telco Name	Woolworths Mobile (website view only)
Network Used	Mobile Virtual Network Operator (MVNO) on the Telstra Network
Plan (being used to	20 pre-Paid 30-Day expiry Plan. 12GB Data, unlimited calls, and
test)	texts to Mobile National and standard numbers.
Date Tested	December 2023

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Live Chat Available Available Mon-Fri 9:00am – 5:00pm AEST/AEDT
	Available Sat 10:00am – 4:00 pm AEST/AEDT
FAQ	Available
Phone Line	For Mobile Support 1300 10 1234
	Available Monday – Friday 9:00am – 5:00pm AEST/AEDT Available Saturday 10:00am – 4:00 pm AEST/AEDT
Other Method	Complaints
	Login to "My Account"
	Lodge you "complaints form"

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/AI Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk AI, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Woolwort hs Mobile	GREEN	RED	GREEN	RED	GREEN	GREEN

Accessibility Evaluation Template

Principal	RED/YELLOW/ <mark>GREEN</mark> /NA	Image(s)	Notes
1. Visual			
Screen Reader Capabilities			
 Text Non-Text Content Headings Buttons and Links Input Fields (Instructions/Error Suggestions) Focus Order Screen readers provide important auditory guidance, supporting any blind user or individual with low vision. These tools range from reading texts and identifying different page elements such as that of images, buttons, headings, and form fields. This is in line with WCAG 2.2 criteria: 1.3.5 Identify Input Purpose (AA) 2.4.3 Focus Order (Level A) 2.4.6 Headings and Labels (Level AA) 	GREEN		 Screen reader: The Woolworth app is compatible with screen reader. the screen reader reads the correct sequence, making it easier to follow and understand the content. Focus Order: As the focus order is consistent and follows a logical flow. Input Fields: The input field matches the type of data displayed, which ensures that users can enter data correctly and helps prevent errors. i.e., the keyboard display numbers, and symbol commonly used for phone number. Buttons & links: Interactive elements such as buttons and links are well-labelled.



Colour Contrast					
 Contrast of Text Contrast of Non-Text Content Contrasting of 14 pt size text must have a minimum ratio of 4.5:1, whilst any text that is larger, bold, or any UI component must have a minimum ratio of 3:1. This enables users with visual difficulties to be better suited to see content on a mobile screen. This is in line with WCAG 2.2 criteria: 1.4.3 Contrast (Minimum) (Level AA) 1.4.11 Non-text Contrast (Level AA). 	YELLOW		 Contrast: The app colour's choices are consistent across all pages, which make it easy to navigate. However, icons and descriptions are hard to read and distinguish from the background colour, the Telco should improve the contrast ratio to meet accessibility standards. Specifically, the use of grey for sub writing/description can be helpful in distinguishing between levels of content hierarchy, but the contrast ratio should be checked to ensure that it meets the minimum contrast The app's use of dark green buttons, a white background for pages and black writing for main headings generally provide good contrast. 		
Universal Accessible Settings					
 Orientation Resize Text Colour Theme 	YELLOW		Orientation: The app does not support changing screen orientation and is fixed in partial mode.		



The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features. This is in line with WCAG 2.2 criteria: - 1.3.4 Orientation (Level AA) - 1.4.4 Resize Text (Level AA)			Resize Text & Colour theme: The app also responds to the user's settings for font size and colour contrast, adjusting the user interface accordingly. Magnification: The app does not support any zooming functionality. A lack of zooming capabilities can result in low text contrast, small text sizes and poor readability. It is recommended to implement the necessary changes to allow zooming and meet the WCAG2.0 success criterion.
2. Cognitive			
Language		r	-
 Common words Define words. Simple tense Literal language Avoid double negatives. Nested clauses 	GREEN		Simple tense: - The language is clear and concise.
Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse			



reading levels and intellectual disabilities. This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)	Navigation		
 Button Placement Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this. This is in line with WCAG 2.2 criteria: 3.2.3 Consistent Navigation (Level AA) 	YELLOW	S20 Pre-paid S20 Pre-paid Para Para <t< td=""><td> Consistent Page Layout: The layout is consistent across different pages and maintains a logical flow, making it easier for users to navigate and understand the app's content. The design is consistent across the app, with recognizable icons and labels used throughout. The Woolworth app generally includes actionable elements that perform a single function. The only exception is the Option page, which group actionable elements that share common purpose for headings and subheading. The important element such as headings are present and clearly labelled but they are not located at the top of the page for easy navigation. </td></t<>	 Consistent Page Layout: The layout is consistent across different pages and maintains a logical flow, making it easier for users to navigate and understand the app's content. The design is consistent across the app, with recognizable icons and labels used throughout. The Woolworth app generally includes actionable elements that perform a single function. The only exception is the Option page, which group actionable elements that share common purpose for headings and subheading. The important element such as headings are present and clearly labelled but they are not located at the top of the page for easy navigation.
		Consistent Navigation:	
--	-------	---	
		 The app's layout is structured in 	
		a logical manner that guides	
		users through the necessary	
		steps to enter the data	
		accurately and efficiently	
		- The app uses a variety of visual	
		cue to indicate which element	
		are actionable such as distinct	
		button shapes bold text and	
		contrasting colours	
		- The font size in the mobile app	
		is appropriate and allows for	
		easy reading and interaction	
		with the content	
		The ann has annronriate	
		- The app has appropriate	
		spacing and write space to	
		ennance visual clanty.	
2 Mobility			
3. WODINLY			
Keyboard Control		 	
 Keyboard Accessibility 	GREEN	Keyboard (general)	
		 Due to a Focus order, links and 	
Mobile keyboards can be		buttons correctly labelled	
custom tailored to suit the		navigating via a keyboard is	
accessibility needs of their		made easier.	
user.		- The app automatically fills in	
		knowing location information.	
This is in line with WCAG 2.2		-	
criteria:			
- 2.1.1 Keyboard (Level			
A)			



Voice Control Capability		
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard. 		
Touch Gestures		
• Target Size Any interactive element must have a large target size so strain and misinputs can be avoided. Users who might experience difficulties activating a small target due to hand tremors, poor dexterity, or other issues	GREEN	 Target Size: The app has reasonably sized and spaced, making them accessible for user with different needs. The use of inactive space around smaller touch targets provides a buffer zone that helps to prevents accidental selection of nearly elements.
This is in line with WCAG 2.2 criteria: - 2.5.8 Target Size (Minimum) (Level AA)		Button Placement: - The app features prominently sized buttons in a dark green colour, which are placed in



		 easily accessible areas to enhance usability. Large buttons enhance the user experience by facilitating easier tapping. Touch gestures The important elements such as headings are not located at the top of the page for easy navigation. Pages are designed to scroll only in one direction, making it easy for users to navigate using touch screen gestures. The app provides visual indicator for pulling down to refresh content. The app does not rely on complex or multi-finger gesture, making it easier to use. The interactive elements are well spaced.
4. Auditory		
Captions		
 Captions for audio- related media Transcript 	N/A	
All media should have appropriate captioning		



available to support users who are deaf or are hard-of- hearing. The portion of audio content that is accessible is provided by the captions. In addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		

Detailed Cancellatic	n Process Template
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Step	Image(s)	Notes
1 – Finding the cancellation button	<complex-block></complex-block>	 To cancel the service: Select the Options page, which is in the bottom right-hand corner of the app. Select the "Mobile" tab/button.

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	Do you want to keep your number? If you want to keep your number, but move away from Woolwarths Mobile, simply request that your number be transferred when signing up with your new service provider. Once your number has moved to your new provider, your account with Woolwarths Mobile will automatically close when your port out	
	completes. I no longer need my number If you do not need your number and would like to cancel your service, please tick the "Yes" box below and click" Confirm". By clicking confirm, you under- stand that you will no longer have access to this number and will no longer have access to this number and will no be able to get this number back.	
	Mobile App and will send you an email once the cancellation is completed.	
2 – Cancelling the Service		Select the "Cancel My Service" tab and confirm cancellation.

44. Yomojo

Telco Name	Yomojo
Network Used	Optus Mobile Network
Plan (being used to test)	\$14.90 6GB 30 days
Date Tested	March 2024

Support Option	Notes/Comments
TTY Line	No reference to any support via TTYL.
Online Chat/AI Chat	Hybrid Al/Live chat available.
FAQ	FAQ provides detailed information on cancellation.
Phone Line	1300 966 656 - Monday to Friday 9:00 am to 6:00 pm and
	Saturday 10:00 am to 6:00 pm (AET)
Other Method	Email - <u>support@yomojo.com.au</u> and 'Message Us' option.

Support and Accessibility Table

	Phone Line Support (Support mobility, visual and cognitive)	TTY (Impacts Deaf individuals) (If there is no available TTY service. instant RED) (If another TTY service, e.g. NRS, is recommended then it is YELLOW.)	Online/Al Chat Function (If there is a chat/messaging function that does not allow any live chat or is entirely help desk Al, it is an instant RED.)	E-mail Support	FAQ (If no information on cancelling, instant RED.) (If there is information on cancelling, but it is not particularly helpful YELLOW.)	Ease of Cancellation (if a call/chat is required, it is an instant RED.) (if you can cancel through a chat in almost real-time, it is a YELLOW.) (If you can cancel the service yourself with a button/etc., it is a GREEN.)
Yomojo	YELLOW	RED	GREEN	GREEN	GREEN	YELLOW

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Accessibility Evaluation Template









- 1.4.11 Non-text		
Liniversal Accessible Setting	S.	
 Orientation Resize Text Colour Theme The global settings of a mobile phone have accessibility advantages that a service can utilise to allow for ease of access. If these settings are improperly applied on an application's interface, users may not be able to independently use and navigate through the application's features. This is in line with WCAG 2.2 criteria: 1.3.4 Orientation (Level AA) 1.4.4 Resize Text (Level AA) 	YELLOW	 Orientation The orientation adjusts appropriately between landscape and portrait. However, a couple of the information icons move on top of the text they are next to. Resize text Text resizes appropriately with very little cramping. Colour Theme Dark mode's on or off has no discernible differences. Magnification Magnification does not work on the phone website.
2. Cognitive		
Language		
 Common words Define words. Simple tense Literal language Avoid double negatives. 	GREEN	Language Language is clear, simple, and straight to the point.



Nested clauses		
Language used by providers should be targeted towards the lower secondary education level to accommodate for diverse reading levels and intellectual disabilities.		
This is in line with WCAG 2.2 criteria: - 3.1.5 Reading Level (Level AAA)		
Consistent Page Layout and	Navigation	
Use of ColoursButton Placement	GREEN	
Helps users predict where to look for content and locate it easily if they come across it again. Users who have a cognitive or intellectual disability can all benefit from this.		
This is in line with WCAG 2.2 criteria: - 1.4.1 Use of Colour (Level A)		



- 3.2.3 Consistent			
Navigation (Level AA)			
3. Mobility			
Keyboard Control			
 Keyboard Accessibility Mobile keyboards can be custom tailored to suit the accessibility needs of their user. This is in line with WCAG 2.2 criteria: 2.1.1 Keyboard (Level A) 	GREEN		Numerical keyboard The Numerical keyboard pops up when asking for the verification code. Alphanumerical keyboard Pops up when needed
Voice Control Capability			
 General navigation and accessibility to buttons, links. and inputs. Speech-to-text 	YELLOW		Labels Only autogenerated labels used, and some auto-generated labels are redundant
Voice Control supports users with navigating a page and inputting written text within form fields using only their voice. This removes the need for the user to manually type in information through a keyboard.		Dashboard Usage history	
Touch Gestures			



Target Size	GREEN	
U U U		
Any interactive element must		
have a large target size so		
strain and misinputs can be		
avoided. Users who might		
experience difficulties		
activating a small target due		
to hand tremors, poor		
dexterity, or other issues		
This is in line with MCAC 2.2		
critoria:		
- 258 Target Size		
(Minimum) (Level AA)		
4. Auditory		
Captions		
Captions for audio-	N/A	
related media		
Transcript		
All media should have		
appropriate captioning		
available to support users		
who are deat or are hard-of-		
hearing. The portion of audio		
content that is accessible is		
provided by the captions. In		



addition to dialogue, captions identify the speakers and provide non-speech information.		
This is in line with WCAG 2.2 criteria - 1.2.2 Captions (Prerecorded) (Level A) - 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		



Detailed Cancellation Process Template

Step	Image(s)	Notes	
1 – Finding the cancellation button	Select "How can I cancel my Yomojo service?"	Breadcrumbs Homepage > Scroll down and Select "FAQ" > Select "Managing you Yomojo Account" > Select "Other Account related concerns" > Select "How do I cancel my Yomojo Service"	
	Getting Started with Yomojo 🗸 Using your Yomojo Service 🗸 Managing your Yomojo Account 🔨 Setting Up your Plan 🗸 Account Management Portal (dashboard) 🗸	Upon entering the FAQ, a simple search of 'cancel' leads the user to the answer for: "How do I cancel my Yomojo Service Link." To cancel a service, the user can choose to contact the Customer Service team directly via email, live chat, or the hotline. A	
	Other Account related concerns How de I appoint an Authorised Representative te my account? How de I appoint an Authorised Representative te my account? Can I have multiple services (SIM cards) under one account? Can I have multiple services (SIM cards) under one account? Dessit cost a synthmic to change the ownership of my account? Can I get a Premium number? Basic Troubleshooting Online Safety	Although it would be best to allow users to cancel a service by themselves, it is great to see that multiple options are given by Yomojo.	



